IVC Course Code: 411

HOTEL OPERATION (H.O) First Year

(w.e.f. 2018-19)

Intermediate Vocational Course

Paper I: Food Production

Paper II : Food & Beverage Service - 1

Paper III : Accommodation Operations - 1



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ANNUAL SCHEME OF INSTRUCTION AND **EXAMINATION FOR VOCATIONAL**

COURSES I. 1 st YEAR HOTEL OPERATIONS							
	Don't A	Theory		Practicals		Total	
	Part-A	Periods	Marks	Periods	Marks	Periods	Marks
1.	General Foundation Course	150	50	-	-	150	50
2.	English	150	50	-	-	150	50
	Part-B (VOCATIONAL SUBJECTS)						
3.	Paper-1 Food Production - I	135	50	135	50	270	100
4.	Paper-II F & B service - I	135	50	135	50	270	100
5.	Paper-III Room Division - I	135	50	135	50	270	100
	Total					1110	400

II. On The Job Training

Subject	Duration	Periods	Max. Marks	Total
OJT		363 (I year) +	200	200
		450 (II year)		
			Total	200

EVALUATION OF ON THE JOB TRAINING:

The "On the Job Training" shall carry 100 marks for each year and pass marks is 50. During on the job training the candidate shall put in a minimum of 90 % of attendance.

The evaluation shall be done in the last week of January.

Marks allotted for evaluation:

S.No	Name of the activity	Max. Marks allotted for each activity
1	Attendance and punctuality	30
2	Familiarity with technical terms	05
3	Familiarity with tools and material	05
4	Manual skills	05
5	Application of knowledge	10
6	Problem solving skills	10
7	Comprehension and observation	10
8	Human relations	05
9	Ability to communicate	10
10	Maintenance of dairy	10
	Total	100

NOTE: The On the Job Training mentioned is tentative. The spirit of On the Job training is to be maintained. The colleges are at liberty to conduct on the job training according to their local feasibility of institutions & industries. They may conduct the entire on the job training periods of I year and (450) II year either by conducting classes in morning session and send the students for OJT in afternoon session or two days in week or weekly or monthly or by any mode which is feasible for both the college and the institution. However, the total assigned periods for on the job training should be completed. The institutions are at liberty to conduct On the Job training during summer also, however there will not be any financial commitment to the department.

HOTEL OPERATIONS

Paper - I FOOD PRODUCTION - I

INDEX

Unit - 1	Introduction to Cookery	1
Unit - 2	Principles of Cooking & Menu Planning	13
Unit - 3	Kitchen Operations	23
Unit - 4	Understanding Major Cooking Ingredients	41
Unit - 5	Basic Preparations	78

Unit 1

INTRODUCTION TO COOKERY

INTRODUCTION TO COOKERY

- 1.1 History and evolution of cookery: Introduction, culinary preparation the Arts &science origin, and evolution, modern developments, aims and objectives of cooking, limitations of cooking.
- 1.2 Raw Materials: Introduction, Classification of Raw materials
- 1.3 Preparation of Ingredients: Introduction, sub-division and fractionalization combining and mixing in the preparation of food, texture

Origin of Culinary preparation the art and science

The 18th century:

Shortly before the French revolution, dishes like bouchees la Reine gained prominence. Essentially royal cuisine produced by the royal household, this is a chicken based recipe served on vol-au-vents created under the influence of Queen Marie Leszczynska, the wife of Louis XV. This recipe is still popular today, as are other recipes from Queen Marie like Consomme la Reine and filet d'aloyau braise a la royale. Queen Marie also introduced Lentils to the French diet.



The <u>French Revolution</u> was integral to the expansion of French cuisine, because it abolished the guild system. This meant anyone could now produce and sell any culinary item he wished. <u>Marie-Antoine Carême</u> was born in 1784, five years before the <u>Revolution</u>. He spent his younger years working at a <u>pâtisserie</u> until he was discovered by <u>Charles Maurice de Talleyrand-Périgord</u>, who would later cook for <u>Napoleon Bonaparte</u>. Prior to his employment with Talleyrand, Carême had become known for his piècesmontées, which were extravagant constructions of pastry and sugar architecture.

The 19th century:

In the late 19th century new restaurants opened in the United States and throughout the Europe. One of the finest restaurant outside the France was opened and AUGUSTE ESCOFFIER was the chef in that restaurant. As he began his career as a chef at the age of 13 in his uncle's restaurant he is perhaps well known for defining French cuisines. He exhibited his cuisines in the finest restaurants and hotels around Europe, Paris and in London. He simplified classification of sauces into 5 families that recognized still today. Escoffier bought simplicity and aimed for the perfect balance of few ingredients and bought the refinement of Grande cuisine to development of new cuisine called Classical cuisine. And Escoffier is also known as father of culinary arts.

The 20th Century:

In the early 20th century chef Paul Bocuse bought about innovative thought to the French cuisine, especially because of the contribution of Portuguese immigrants. Many dishes were introduced, as well as techniques. This period is also marked by the appearance of the "Nouvelle Cuisine". Paul Bocuse and other chefs were working toward rebelling against the "orthodoxy" of Escoffier'scuisine. Some have speculated that a contributor to nouvelle cuisine was World War II when animal protein was in short supply during the German occupation. By the mid-1980s food writers stated that the style of cuisine had reached exhaustion and many chefs began returning to the haute cuisine style of cooking, although much of the lighter presentations and new techniques remained.



Modern development of Cookery

Great cookery requires taste and creativity, an successful cookery demands knowledge and an understanding of basic principles. Today's professional chefs must exercise sound judgment and be committed to achieving excellence in their endeavors.

Modern Culinary Arts students study many different aspects of food. Specific areas of study include butchery, chemistry and thermodynamics, visual presentation, food safety, human nutrition and physiology, international history, the manufacture of food items (such as the

milling of wheat into flour or the refining of cane plants into crystalline sucrose), and many others.

The word "chef" is derived from the term chef de cuisine the director or head of a kitchen. In English, the title "chef" in the culinary profession originated in the haute cuisine of the 19th century.

COOKING:

The practice or skill of preparing food by combining, mixing, and heating ingredients.

COOKERY:

The practice or skill of preparing and cooking food.

PROFESSIONAL COOKERY:

A chef is a trained professional cook who is proficient in all aspects of food preparation, often focusing on a particular cuisine.

CUISINE:

A style or method of cooking, especially as characteristic of a particular country, region, or establishment.

Cuisine is divided into 9 types

- Grande cuisine
- American cuisine
- Classical cuisine
- Nouvelle cuisine
- Fusion cuisine
- Ethnic cuisine
- Global cuisine
- National cuisine
- Modernist cuisine

Grande cuisine:

Haute cuisine or Grande cuisine refers to the cuisine of "high level" establishments, gourmet restaurants and luxury hotels.eg: Espagnole (brown sauce).

American cuisine:

New American cuisine is generally a type of fusion cuisine which assimilates flavors from the melting pot of traditional American cooking techniques mixed with foreign and sometimes molecular gastronomy components.eg: Sourdough bread, Fried potatoes.

Classical cuisine:

Grande cuisine, also called haute cuisine, the classic cuisine of France as it evolved from its beginnings in the 16th century to its fullest flowering in the lavish banquets of the 19th century. The classic cuisine prizes richness, suavity, balance, and elegant presentation.eg: soup a la oignon (onion soup), Consomme julienne.

Nouvelle cuisine:

A modern style of cooking that avoids rich, heavy foods and emphasizes the freshness of the ingredients and the presentation of the dishes.eg: Lemon butter sauce, Flavoured Mayonnaise.

- Steaming technique was an important trend under this cuisine.
- Cooking timings were reduced for meat, poultry, seafood and vegetables in an attempt to preserve its natural flavours.
- Fresh ingredients are used in daily cooking.
- Importance is given to regional preparations\dishes.
- New techniques and new equipments are often encouraged to use in this cuisine.
- Chef's creativity is encouraged in designing a new combinations and pairings.
- Short menus were replaced by long menus.
- Marinades, sauces are prepared with high quality ingredients.

Fusion cuisine:

Fusion cuisine is cuisine that combines elements of different culinary traditions. Cuisines of this type are not categorized according to any one particular cuisine style and have played a part in innovations of many contemporary restaurant cuisines since the 1970s.eg: Cheese and salsa with Spanish rice, Curry and basmati rice.

Ethnic cuisine:

In a narrow sense, ethnic foods are defined as foods originating from a heritage and culture of an ethnic group who use their knowledge of local ingredients of plants and/or animal sources. To illustrate, Hindu food from India, Maori food from New Zealand, and Masai food from Kenya are all considered ethnic foods.eg: Ohaw (traditional Ainu soup)

Global cuisine:

A global cuisine is a cuisine that is practiced around the world. A cuisine is a characteristic style of cooking practices and traditions, often associated with a specific region, country or culture.eg: Greek lemon chicken, spicy Thai basil chicken.

National cuisine:

The characteristic cuisine of a nation.eg: Yorkshire pudding (National dish of England).

Modernist cuisine:

The Art and Science of Cooking is a 2011 cookbook by Nathan Myhrvold, Chris Young and MaximeBilet. The book is an encyclopedia and a guide to the science of contemporary cooking.eg: Caramelised sweet potato soup.

Gastronomy:

The practice or art of choosing, cooking, and eating good food.

Molecular gastronomy:

The application of scientific principles to the understanding and development of food preparation.

Aims and Objectives of Cooking

The aim or the intention of cooking is to see that the food cooked undergoes a physical change, sometimes a chemical change and is acceptable for human consumption, with pleasure. The object of cooking is to achieve certain results such as:

- 1. Cooking transfers the raw materials to an edible form;
- 2. Cooking makes food materials safe for consumptions; cooking partly sterilizes food above 40oc, so that the growth of bacteria falls off rapidly and boiling kills the living cells.
- **3.** Cooking makes food materials easily digestible so that the cooked food is absorbed by the Digestive system;
- **4.** Cooking makes food materials more attractive in terms of test, flavour, colour etc. and increase its palatability (The property of being acceptable to the Palate/mouth);
- **5.** Cooking gives us the ability to prepare different types of prepared food with the same raw materials;
- **6.** Cooking increases taste and palatability.
- 7. Cooking provides different dishes made from same materials;
- **8.** Cooking ensures complete meal, in terms of physical requirements and Use of various ingredients to provide a balance diet.

ADVANTAGES OF COOKING

The following are the advantages of cooking:-

- Cooking makes the food easy to chew.
- Cooking softens the connective tissues in the meat and makes animal foods more digestible.
- Cooking makes the complex foods split into simpler substances.
- Cooking helps to kill harmful bacteria. It makes the food safe to eat.

- Cooking preserves the food.
- Cooking increases palatability. It improves taste and enhances the flavour.
- A wide variety of dishes can be made by different methods of cooking example: boiling, frying, roasting, microwaving, baking, smoking, etc.
- Cooking makes the dish more colorful. It develops new flavors in food.
- Cooking makes the food to appreciable texture.
- Cooking makes food more appetizing
- Cooking provides balanced meal.
- Cooking adds more nutritive value to food.

1.2 Raw Materials Use in Kitchen



Classification of Raw Materials

For the preparation of food, tasty, colourful dishes it is essential to have a basic knowledge of the raw materials, there characteristics and the special part they play. Also it is helped to improve the quality and get standard end of the product. The materials are does classified according to the part they play in making up a dish. Given below are classifications of raw materials.

Salt:

The other name for salt is sodium chloride (Nacl). It is readily available in all parts of the world is a solid (Rock salt) or in a solution form (Sea salt). Salt having a distensile taste transform an instant dish to a wonderful dish. It is used to be skill fully too much or to less which spoil the taste of the dishes.

Classification of salt

- 1. Table salt,
- 2. Culinary/Freezing or crush salt (Basically used for cooking),
- 3. Colliery salt, it is used for flavoring a certain dishes.

Use of salt:

- Improve and enhance the flavor.
- It has a physical effect on the gluten of flour and increases its strength power of flour in fermentation process.
- Cauliflower, broccoli, when put in salted water the insect comes out from these ingredients.
- In green vegetable it helps to returning the colour and enhances the taste.
- It is also helped to preserving of ham, bacon, fish etc.

Liquid:

Liquid is important as they are used for purpose of cooking, binding and coating etc. Milk, water, stock are the most commonly used liquids, the ingredients helps to maintaining the right consistency. Water and milk are used for poaching and it is also used for make soups, sauce for curries and cubeb.

Sweetening:

When sweetening is used with other foods it enhance the combined of flavor of the dishes. It also adds it own sweetness and is a vastly food product. Sweetening is available in various form granulated, fine grinded, and powder and in a solution form.

A sugar varies in their sweetening quality and is available in the following forms- Granulated sugar, caster sugar, icing, cane sugar, milk sugar, honey and golden syrups.

Fat and oils:

Fat and oils are nutritionally useful and in same forms. Economical source of energy and give a very tasty to the dishes and they also contribute characteristics palatability and they increase the texture.

Fats are solid in ordinary temperature and melt when heated. Oils are liquid in ordinary temperature, only coconut oil solid format in the law temperature.

Various fats used in cooking are:

- 1. Lard (Pig's fat),
- 2. Suet (Fat around the kidney),
- **3.** Dripping (Beef fat),
- **4.** Butter, margarine, ghee, cocoa butter (Basically used in confectionary).

Oils are produced from coconut, palm, and sesame, and olive, pine nut, mastered and sunflower.

Fats and oils are used for various purposes. As example

- 1) Spreads,
- 2) Salad dressing,

- 3) Frying medium and
- 4) Tempering.

Raising agent and leaving agent:

Leaving is increasing the surface area of dough or creating within a gas bubbles puffing up, the increasing the volume

Thickening:

Thickening agents are body, consistency, and palatability when it is used. They improve the nutritional value also and it is also used for making a soup, sauce, gravies, curries, mousses and pudding also.

The thickening agent is starch, eggs, gelatin, coconut, curd, poppy seed, onion paste and Indian spice.

Classification of starch

- 1) Cereal starch,
- 2) Root starch and
- 3) Instant starch.

Flavoring and seasoning:

Spice and herbs give flavoring and seasoning to the dishes. To get affective rolls not only should be food place the eye. But should stimulate in the plate or dishes. The success of cooking largely depends upon the help we obtained from flavouring and seasoning. The spice we used for this purpose should be used sparingly, as well as with skill. All plate may not serve for highly spice food, yet majority of people demand that food be moderately flavour with the right consistency.

To use flavouring and seasoning rightly is a great accompaniment; the dish could be spoilt by being using the lots of spice and herbs. Seasoning should be bringing out the natural flavour of main ingredients and blend with them.

Eggs:

Alternatives used in baking include other rising agents or binding materials. These products usually have added vitamins and minerals, as well as vegetable-based emulsifiers and thickeners such as xanthan gum or guar gum. These allow the product to maintain the nutrition and several culinary properties of real eggs, making possible foods such as Hollandaise sauce, custard, mayonnaise, and most baked goods with these substitutes.

Importance of spice and herbs

- a) Help in digest,
- **b)** Use for medicine purpose,
- c) Enhance flavour,

- d) Improve appearance,
- e) Improve palatability,
- **f**) Preservative.

FOOD CONSTITUENTS

Food is composed of the following five constituents:

- a) Carbohydrates
- b) Fats
- c) Proteins
- d) Minerals
- e) Vitamins

Carbohydrates:

Carbohydrates used in cooking include simple sugars such as glucose (from table sugar) and fructose (from fruit) and starches from sources such as cereal flour, rice, arrowroot and potato.

Fats:

Fats and oils come from both animal and plant sources. In cooking, fats provide tastes and textures. When used as the principal cooking medium (rather than water), they also allow the cook access to a wide range of cooking temperatures.

Common oil-cooking techniques include sauteing, stir-frying, and deep-frying. Commonly used fats and oils include butter, olive oil, sunflower oil, lard, beef fat (both dripping and tallow), rapeseed oil or canola, and peanut oil. The inclusion of fats tends to add flavourto cooked food.

Proteins:

Edible animal material, including muscle, offal, milk and egg white, contains substantial amounts of protein. Almost all vegetable matter (in particular legumes and seeds) also includes proteins, although generally in smaller amounts. These may also be a source of essential amino acids.

Minerals:

Minerals are the chemical elements required by living organisms, other than the four elements carbon, hydrogen, nitrogen, and oxygen which are present in common organic molecules. Sometimes these "minerals" come from natural sources such as ground oyster shells. Sometimes minerals are added to the diet separately from food, such as mineral supplements, the most famous being iodine in "iodized salt."

Other minerals are calcium, chloride, magnesium, phosphorus, potassium, sodium and sulphur. These minerals are obtained from milk, other dairy products, cereals, legumes, bone meal, meat, fish, all fruits, vegetables, table & sea salt etc.

Vitamins:

Vitamins are essential for the normal growth and development. It is a key nutrient that the body needs in small amounts to grow and stay strong. Examples are vitamins A, C, and E. Vitamins are found in many fruits and vegetables; especially green peppers, citrus, strawberries, tomatoes, broccoli, leafy greens, potatoes, animal foods; such as liver, whole eggs and milk.

1.3 Preparation of ingredients

1.3A Mise en place

Mise en place is a French term for having all your ingredients measured, cut, peeled, sliced, grated, etc. before you start cooking. Pans are prepared. Mixing bowls, tools and equipment set out. It is a technique chefs use to assemble meals so quickly and effortlessly. Practicing mise en place has several benefits. They are as follows

- 1. Any missing ingredients can be spotted before it's too late for a quick trip to the store or your neighbor next door.
- 2. Special preparation for ingredients such as toasting nuts, letting certain ingredients come to room temperature, etc. can be handled BEFORE cooking rather than in the midst of another preparation step when time delays may affect food quality.
- **3.** There is time to clean the mixing area as you go along rather than face a counter full of mixing equipment when you're done.
- **4.** You can group ingredients or place them in the order used to assure all recipe steps are included.
- **5.** It makes complicated recipes more fun to prepare when you're no longer doing a juggling act, trying to complete several tasks simultaneously.

1.3B EFFECTS OF COOKING ON DIFFERENT TYPES OF INGREDIENTS

Cereals:

Rice is washed before cooking. Excessive washing removes the water-soluble vitamins and mineral. The proactive of cooking rice in large quantities of water and draining away the excess of water at the end of cooking leads to further loss of B-group vitamins and minerals. Rice, therefore, must be cooked with just enough water so that all the water is absorbed at the end of cooking-this is usually 2 or 2 ½ times the volume of rice. All cereals (eg. water flour) absorb water and during cooking the starch granules swell up and burst. This renders the digestion of starch rapid and complete.

Pluses:

Pulses are rich in protein (20 to 25 per cent). They also contain small quantities of starch. It is very important to boil pulses very thoroughly. This destroys the antitypic substance present in them.

Green Leafy Vegetables:

Green leafy vegetables are prized for vitamins and minerals. The vitamin A which occurs in the form of thiamine and vitamin C are partially destroyed by cooking. If the cooking water is drained away, there will be loss of not only vitamins but also minerals. It is therefore recommended that green leafy vegetables should be cooked in a small amount of water and for the proper length of time. Baking soda should not be used to hasten cooking.

Other Vegetables:

Vegetables like potatoes should be cooked with their outer skin intact; this retains all the vitamins and minerals contained in them. As a rule, vegetables should be cooked in a small amount of water to prevent loss of vitamins and minerals. They can also be cooked by steaming.

Cooking of Fruits:

Most fruits are eaten fresh and raw. This makes the vitamins present in fruits easily available. Fruits can also be cooked by stewing; this will result in loss of some vitamins, particularly, vitamin C.

Cooking of Meat:

Meat is cooked in a number of ways. While cooking, meat coagulation of protein is at 60°C.

- There is reduction in water content; consequently there is shrinkage of meat,
- Collagen which is a protein of the connective tissues is changed into gelatin,
- Elastic, which is also component of connective tissue is not affected,
- The fat of meat melts,
- There is loss of mineral in cooking water but this water can be used as soup or gravy,
- Loss of B-group vitamins especially thiamine.

Cooking of Fish:

Fish contains so little connective tissue, that the cooking time is very short. The proteins coagulate at 60°C.

Cooking of Milk:

When milk is heated, a scum consisting of fat, forms on the surface. This makes it difficult for steam to escape; hence milk boils over easily. Some of the lactalbumin sticks to the sides and bottom. Prolonged boiling alters the taste of milk. The cooked flavour is due to burning or caramelization of milk sugar. There is destruction of thiamine and vitamin C during

boiling. Milk, which is already a poor source of vitamin C becomes poorer at the end of boiling. Boiling destroys enzymes and the useful lactic acid bacteria present in milk.

Cooking of Eggs:

The albumin of the egg begins to coagulate at 60° C; and solidifies at 64° C – 65° C. At boiling point (100° C), the albumin becomes tough. However there is little change in the nutrients present in the egg.

1.3C Texture

Texture is critical component of good food presentation. Contrasting textures made for different method of preparation. By contrasting firm and soft, silky, rigid textures the whole dish takes as a higher dimension and adds a visual interest.



Figure 1.1 Different textures of foods

UNIT-2

PRINCIPLES OF COOKING & MENU PLANNING

- 2.1 Methods of Cooking:- Introduction, methods of heat transfer, Basic methods of cooking, effects of heat on food.
- 2.2 Principles of food storage:- Introduction, layout of store room, storage zones, weights and measures.
- 2.3 Principles of Menu:-Introduction, planning a menu points to be considered while planning.

2.1 Introduction tomethod of cooking

Food derives taste and flavor after being cooked. Cooking improves the aesthetic appeal, texture and makes the food digestible. Raw food is rich in nutrients and provides energy to the human body, but a few foods require to be cooked to make it fit for human consumption.

Cooking helps in bringing about physical and chemical changes to the raw material. Ever since fire was discovered it has been used by pre-historic humans to cook food. Cooking has its origins as early as the discovery of fire. As studied earlier cooking has been converted into an art by chefs today. It is not just taste but also the visual appeal that is looked into food connoisseurs like to test food by sight before they taste it. Plate presentations are appreciated. Molecular gastronomy is the new age food art.

2.1A Methods of heat transfer

Heat can be transferred by three methods

- Conduction
- Convection
- Radiation

Conduction

Occurs in two ways:

- 1. When heat moves directly from one item to other touching it
- 2. When heat moves from one part of other to an adjacent part of the same item

Convection

When heat is spread by the movement of air, steam, or liquid (including hot fat). Convection is the process that carries the heat from the heat source to the food. There are two kinds of convection:

1. Natural

Hot liquids and gases rise, while cooler ones sink.

2. Mechanical

In convection ovens and convection steamers, fans speed the circulation of heat.

Radiation

Radiation occurs when energy is transferred by waves from a source to the food. These waves are changed into heat energy when they strike the food being cooked. Infrared broiling is the most familiar example of infrared cooking.

Infra-red cooking

Infrared grilling is one of the newest trends in outdoor cooking. An infrared grill is a gas grill that uses infrared technology as the heat source or as an optional burner. In a conventional gas grill, the flame heats the grates directly. But in an infrared grill, there is an infrared element between the grates and the flame. The gas heats the infrared element, which then radiates intense heat to the food.

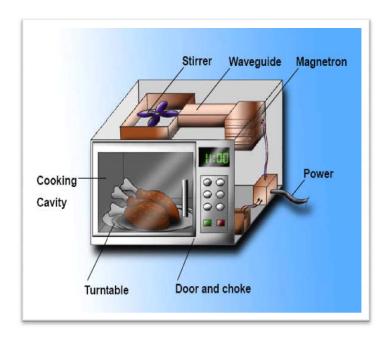


MICROWAVE COOKING

Microwave ovens heat foods directly, deeply, quickly, and efficiently with radio waves that pass through non-metal containers and penetrate into foods to a depth of an inch or more.

How it works

- Microwave ovens convert high-voltage electricity into electromagnetic energy waves.
- These waves are a combination of electrical and magnetic energy that fall in the radio wave frequency.
- This energy is targeted throughout the interior of the oven so it can reach any food that is placed inside.
- The microwaves stop when the door is opened or when the timer runs out; the microwaves cannot be maintained if the machine is off.



TYPES OF MICROWAVE OVEN

Convection:

- A fan with a heating element to create air flow inside the oven
- Circulated air browns food evenly from all sides
- Circulated hot air prevents high speed cooking and ensures even heating up of the entire oven cavity
- Ideal for baking and making food crispier from inside as well as outside

Grill:

Grill type microwave ovens are more focused on cooking foods like a conventional grilling, which browns food items, making them crispier from outside and juicer from inside. Many ovens feature grilling as a mode and this is ideal for making kebabs, tikkas and even parathas. Microwaves in grill mode can operate for a long period up to 99 minutes to prepare crunchy foods.

Oven (solo):

- Works like a basic oven using microwave radiation
- Reheats and defrosts in seconds unlike conventional ovens
- Offers uniform heat distribution, thanks to the turntable
- Suitable for baking, reheating, cooking and defrosting food items

Countertop microwaves:

These types of microwave ovens are designed to be placed on your kitchen platform. You may choose to place it on the top of any other stable platform including other appliances. However, care must be taken to ensure free air circulation around this appliance.

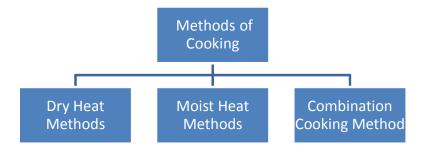
Over-the-range microwaves:

You can integrate these types of microwave ovens in to a modular kitchen cabinetry or even with a compatible cooktop. Also referred as over-the-counter ovens, these will keep the stylish decor of your kitchen intact without looking like an add-on.

2.1B Different methods of cooking & their basic rules

Foods can be cooked in air, fat, water or steam. Cooking methods are classified as dry heat, moist heat and combination cooking. Each one of these cooking methods can be applied to a large variety of foods including meats, vegetables, fish, pastries, cakes, cookies, etc.

- **1.** Dry Heat Methods
- 2. Moist Heat Methods
- 3. Combination cooking method



DRY-HEAT METHOD

Dry-heat cooking methods are those that utilize air or fat. These are broiling, roasting, grilling, baking, sautéing. Foods cooked using these methods have a rich flavor due to the caramelization and browning of the foods.

Baking

In baking method of cooking, the food is cooked using convection heating. The food is put into an enclosed area where heat is then applied and the movement of heat within the confined space, acts on the food that make it get cooked.

Steaming

To steam food, water is added to a pot and then a stand is placed inside the pot. The water level should be under the stand and not above it. There is no contact between the food and the water that is added to the pot. Food is then placed on the stand and heat is applied. The hot steam rising from the boiling water acts on the food and the food gets cooked. It is the hot steam that cooks the food, as there is no contact between the food and the water inside the pot.

Broiling

Broiling to cook with radiant heat from above

Griddling

Griddling done on a solid cooking surface called a griddle, with or without small amounts of fat to prevent sticking.

Roasting

With roasting, direct heat is applied to the food. The heat seals the outside part of the food and the juice inside the food cooks the food. Roasting is mainly used when cooking fleshy food like fish, meat or chicken. When heat is applied to the outer covering of the food, it seals it up thereby trapping all the juices inside the food.

Grilling

There are two methods of grilling that are used these days. One type of grilling is the one that is commonly used by the people in the village. This is when food is cooked over hot charcoal on an open fire. The food is placed on top of the burning charcoal. Sometimes people improvise by using wire mesh and place it over the open fire to grill fish or vegetables. The other method is using grills that are inbuilt in stoves. In this method, the griller, which has a tray, is heated up and the food is placed on the grill tray to cook.

Tandoori

Tandoori an Indian method of cooking over a charcoal fire in a tandoor, a cylindrical clay oven. Shaped like a large urn, a tandoor is at least one metre in height and is often sunk up to its neck in the earth. Tandoori cooking is believed to have originated in Persia and is found in some form throughout Central Asia. A charcoal fire is built in the tandoor and allowed to burn for several hours to heat the oven. Meats cooked in the tandoor are marinated in yogurt and spices and threaded on long skewers that are placed vertically in the oven with one end resting in the ashes.

MOIST-HEAT METHOD

Moist-heat cooking uses water or steam. They include poaching, boiling, steaming and simmering. We use moist-heat cooking to emphasize the natural flavor in foods.

Boiling

This is the most common method of cooking and is also the simplest. With this method of cooking, enough water is added to food and it is then cooked over the fire. The action of the heated water makes the food to get cooked. The liquid is usually thrown away after the food is cooked. Water boils at 212°F (100°C) at sea level

Simmering

To cook in a liquid that is bubbling gently at a temperature of about 185°F to 205°F (85°C to 96°C).

Poaching

To cook in a liquid, usually a small amount, that is hot but not actually bubbling. Temperature is 160°-180°F (71°-82°C).

Blanching

The food cooked partially by using small amount of water. Example blanching of leafy vegetables

Frying

When food is fried using oil or solid fat it is important that you observe some rules in handling oil or fat. Simple rules to follow when frying:

- 1. Make sure there is enough oil or fat put in the frying pan or a deep frying pan.
- 2. The food to be cooked must not have water dripping from it. This is because when water comes into contact with hot oil or fat, we will have the oil sizzling and spitting out of the pan, which could burn your skin if you are not careful.
- **3.** Put the food into the hot oil carefully. Try not to make a big splash as the oil could burn your skin.
- **4.** The oil of fat should be heated to the right temperature before putting food into the pan to be fried. If the food is put in when the oil or fat is not heated to the right temperature, the food will soak up the oil and you will have food that is all oily or greasy.

There is the shallow frying and the deep frying methods.

a. Shallow Frying

In shallow frying, food is cooked in a frying pan with a little amount of oil or fat. The oil or fat is heated to the correct amount and the food is put into the heated oil. The food is turned over a few minutes or is stirred around a couple of times before it is cooked and dished out.

b. Deep Frying

This is when a lot of oil or fat is used in cooking the food. The oil or fat is usually put into a deep pan and is heated to boiling point. Food is then put into the hot boiling oil and is cooked in that way. Such food as fish fingers, potato chips, meat balls, and dough nuts are cooked using the deep frying method.

Barbequing

The method of cooking food by barbequing is usually associated with fund raising activities, parties or picnics. It is most suitable to cooking meat cutlets, fish or chicken pieces. The food

is usually marinated with spices and tenderizers (for meat cuts) for sometime before it is cooked. With this method of cooking, a sheet of metal with stands is heated up and oil is used to cook the food. A sufficient amount of oil is heated up and food is added. The food is then turned over a couple of times before it is dished out.

Basting

This method of cooking is usually associated with roasting. The juice or liquid that comes out of the meat being cooked is spooned over the roast frequently while it is being roasted. The outer part of the meat is moistened frequently during the cooking process with the juice that is being spooned over. Usually, the extra juice from the cooked meat is added to a mixture to make the meat sauce.

COMBINATION COOKING

Combination cooking are methods that incorporate both dry- and moist-heat cooking. The two most important methods are braising and stewing.

Braising

Braising also refers to cooking some vegetables at low temperature in a small amount of liquid without first browning in fat. Braised meats are usually browned first using a dry-heat method, and then finished with a moist-heat method.

Stewing

In the process of cooking using the stewing method, food is cooked using a lot of liquid. Different kinds of vegetables are chopped, diced or cubed and added to the pot. Sometimes pieces of selected meat, fish or chicken is also chopped and added to the stew. The liquid is slightly thickened and stewed food is served in that manner. This method is also used when preparing fruits that are going to be served as desserts. With this cooking method, every food is cooked together at the same time in one pot.

STORAGE ZONE

The purpose of efficient storage conditions is to maintain materials or commodities in the condition in which they were purchased and for them to be safe until they are issued to the appropriate dept. The different types of commodities will require separate storage conditions in order to maintain or improve the condition and quality. These commodities are split up into the general categories of meats fish, fresh fruit and vegetable, frozen foods, tinned foods, dry goods and cleaning material.

Name	Descriptation
	All sizes, quarters or whole carcasses of meat should be hanged in a
Meats	cold room at a temp of 0°C to -1°C with a space between to the free
	circulation of air with drip trays placed.
	Of withdrawn should be hanging at a temp. Of 0°C to -1°C with the
Poultry And	exception of version or rabbits which should be hanging at a temp.
Games	Of 3°C to 4°C. Drawn poultry should be stored on slotted shelves at
	0°C to 1°C and gave place or metal trays at the same temp.
Fish	 Wet fish should be stored in a separate special type of refrigerator with perforated non-rust trays allowing the fish to drain and permitting easy cleaning of the refrigerator. Fish should be placed on crushed ice on a wet cloth covered with another cloth and crushed ice being stored at a temp. of 1°C, shellfish should be placed in boxes crushed ice, being stored at a temp of not lower than 3°C.
	Both wet fish and shellfish should be stored for a minimum period of
	time possible
	All types of fresh fruit & vegetables need careful storage preferably a room where no sunlight.
Fresh Fruit And	The room should be dry, cold and well ventilated with bins for root
Vegetable	vegetable, fruit and vegetable deteriorate quickly and therefore be
Vegetable	available to enable is stock rotation by fruit and melons should be
	refrigerated at 1°Cto 2°C.
	Most dairy products with the exception of cheeses should be
	stored either a refrigerator or cold room at a temp. 0°C to
	4°C.
	 Milk should be stored in a container in which either is
	delivered and kept covered because it will absorb strong
Dairy Product	smells, especially those of fish onion and cheese.
	Cheese should be stored in a cool place which is dry and well ventilated.
	Because of its strong smell, cheese should be kept away from other
	items, if whole cheeses are to be stored for a period, they should be
	rotated occasionally.
	There are a great variety of frozen foods in either an
	uncooked or cooked state and these should be stored at a
	temperature .at least -10°C.
	• The lower the temperature of a freezer means foods can be
Frozen Foods	kept for a longer time.
	• All foods should be kept frozen until needed but time must be
	allowed for defrosting before issuing.
	Foods should be kept on plastic coated trays in upright deep freezers
	and in a plastic type basket
	 Tinned foods should be stored either a dry, well-ventilated
	store to prevent them from resting blown tins by gases should
Tinned Items	be discarded or returned to the supplier as arrangement may
I miled Items	be either bacteria or tin platting being attached by the food.
	Dented tins should be used immediately before they rust and
	eventually puncture through corrosion.
Dry Goods	 Are sugar, flour, pulses, preserve foods such as jams, pickle,

dried fruits, tea, coffee, bread etc.
• The condition of storage for the same is dry, cool, and well
ventilated.
They could be kept in hins with a lid

FOOD PRODUCTION

Some dry goods require airtight lids either tea or coffee and milk etc.

2.2 Principles of Menu Planning

The basic points to be considered while planning a menu are as follows:

Type of meal:

PAPER I

The different types of meal are breakfast, lunch and dinner

Breakfast:

There are three types of breakfast continental, American and English.

Lunch:

Menus are usually shorter and lighter than dinner because lunch on is a quick affair and dinner is taken more leisurely

Dinner:

More number of classical and exotic dishes with highly garnishes. Balancing must be perfect as it has more number of dishes.

Type of Establishment:

Menu varies according to the types of establishment like hotels, restaurant, hostels, hospitals and industrials canteens. The menus of restaurant and hotels will be a la carte, buffet and table d' hote. On other hands the hostels, hospitals and canteens will offer meals to provide nutritionally balanced diets with limited budget.

Type of customers:

Customer can affect the types of food served because of the following factors; age, sex and occupation. The young boys need substantial meal; where the young girls would prefer delicate and small portioned dishes. A group of farmers need good quantity of food.

Season of the year and Seasonal availability of ingredients:

A season is important in the choice of food. Cool, crisp and fresh foods are suitable for summer. Heavier, richer with high calorific value are suitable for winter.

Occasion:

Special dishes for certain days or time of the year should be considered for Christmas, New Year and idi etc.

Capabilities of kitchen staff:

The kitchen staffs capabilities have to be seen, whether they will be able to cope with the high class cookery, whether they are experienced and have the skill and the knowledge. If the staff is not capable; it is difficult to produce good meals.

Equipments of the kitchen:

While planning the buffet menu, it is important to see that the kitchen is well equipped as to be coping up with the preparation of various dishes.

Price menu:

The food cost should not exceed 40% of the selling price at an average.

Balancing a menu:

This is particularly important, when compiling menus and special menus, the following points should be considered

- Repetition of ingredients
- Repetition of colour
- Repetition of words
- Avoid overbalance of a menu
- Texture
- Seasonings
- Vivid colour
- Garnishes
- Wording of menu

Unit-3

KITCHEN OPERATIONS

- 3.1 Kitchen Organization
- 3.1A Introduction, classical kitchen brigade & their duties & responsibilities
- 3.1BGrooming & personal hygiene
- 3.2 Sections of kitchen and their coordination with their departments:

Introduction, various sections of kitchen, kitchen stewarding liaison with other departments

3.3 Kitchen Equipment

Introduction, points to be considered while purchasing kitchen equipment, classification of kitchen equipment.

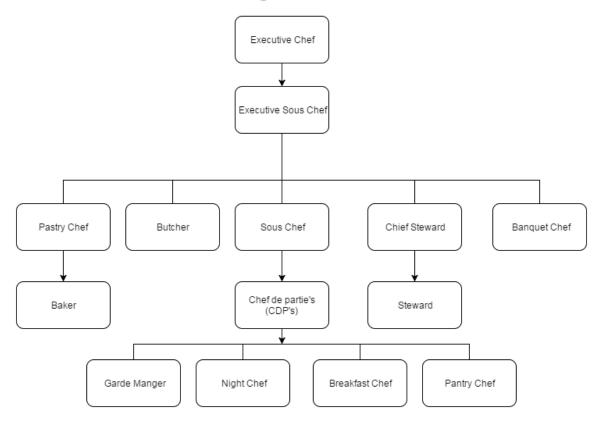
3.4 Kitchen Safety

Introduction, safe work place prevention of cuts, burns, injuries from machines and equipments, falls, strains from lifting fire safety.

3.1 Kitchen Organization

Kitchen Organization Structure refers to the flow of authority from top to bottom within a hotel or food service establishment and in respect to the kitchen. It also refers to the flow of authority commencing from the executive chef and to the bottom. Kitchen Organization Structure refers not only assigning the positions but also full-filling them with the suitable employees. Kitchen Organization Structure also tells us the actual strength of the employees working at different levels.

Kitchen Organization Chart



3.1A Classical kitchen brigade & their duties & responsibilities

Classic Kitchen Brigade

The Classic Kitchen Brigade was founded by GEORGES AUGUST ESCOFFIER (King of the Kitchen), a great chef known for defining the French cuisine and dining room during the 18THcentury. The Classic Brigade helps DEFINE/ORGANIZE a kitchen with every department. The brigade breaks down a kitchen into several WORKSTATIONS. These departments are what create a kitchen from the HOT FOODS station to the BEVERAGE station.

Duties and Responsibilities

Modern kitchen organizations aim at orienting staff in all the areas of the kitchen, so that a multi-skilled workforce is created. A business organization is defined as an arrangement of people in jobs to accomplish the goals of the operation. The organiza-tional structure of the kitchen reflects the needs of the operation, the job functions, and the various goals. The jobs

and duties of staff members also vary from kitchen to kitchen, and so do the tides attached to the jobs. But certain positions and titles do occur throughout the industry.

Executive chef:

The executive chef is the leader in charge of everything that goes out of the kitchen and maintains full control of the kitchen staff at all times.

Duties and Responsibility of Executive chef:

Executive chefs will also work outside of the kitchen in developing new recipes, planning menus, hiring or training food preparation workers, maintaining an inventory of food supplies, following a food budget, doing purchase orders, reporting to the head restaurateur, and completing other administrative tasks.

Executive sous chef:

A sous-chef de cuisine (French for "under-chef of the kitchen") is a chef who is "the second in command in a kitchen; the person ranking next after the executive chef." Consequently, the sous-chef holds much responsibility in the kitchen, which can eventually lead to promotion to becoming the executive chef.

Duties and Responsibility of Executive sous chef:

The Executive Sous Chef is responsible for planning and directing food preparation in the kitchen. This will involve supervising other kitchen staff, working alone, and working with a team. Job Description: ... Manage daily production, preparation, and presentation of all food/beverage to ensure a quality product.

Sous chef:

A sous chef is under in command of Executive sous chef

Duties and Responsibility of sous chef:

Works alongside head chef to manage daily kitchen activities, including overseeing staff, aiding with menu preparation, ensuring food quality and freshness, and monitoring ordering and stocking.

Butcher:

A butcher is a professional meat cutter who prepares a variety of cuts of meat, poultry and fish. The services of a butcher are needed to provide us with a steak for the barbecue, a preferred quality of ground beef for our hamburgers, or for the perfect filet of fish. They know how to cut meat, poultry and fish.

Duties and Responsibility of a Butcher:

Butchers and meat cutters cut and trim meat from larger, wholesale portions into steaks, chops, roasts, and other cuts. They then prepare meat for sale by performing various duties, such as weighing meat, wrapping it, and putting it out for display.

Pastry chef:

A pastry chef or pâtissier the French female version of the word is pâtissière is a station chef in a professional kitchen, skilled in the making of pastries, desserts, breads and other baked goods.

Duties and Responsibility of a Pastry chef:

On a daily basis, dessert chefs may be required to rise very early in the morning to begin the process of making pastries or other baked goods. They may prepare ingredients, and handle baking or other kitchen equipment.

Chef de partie:

A chef de partie, station chef, or line cook is a chef in charge of a particular area of production in a restaurant. In large kitchens, each chef de partie might have several cooks or assistants. In most kitchens, however, the chef de partie is the only worker in that department.

Duties and Responsibility of Chef de partie:

As a chef de partie you get to oversee a section of the kitchen, be it pastry, butchery, fish, sauces, vegetables and so on. This is why the job is sometimes called a station chef or line cook. In large kitchens, you usually get help from a demi-chef de partie, commis or trainee chef.

Banquet chef:

A banquet chef job description involves a culinary expert serving as an assistant to the executive chef in charge of the kitchen in a commercial establishment. Banquet chefs usually work in hotels, resorts, country clubs and other facilities, and the banquets can range in size from small groups to hundreds of people.

Duties and Responsibility of Banquet chef:

The Banquet Chef duties is varied and can often include everything from the management functions of menu planning and budgeting to all hands-on aspects of working in the kitchen, preparing meals, and presenting food.

Chief steward:

Kitchen Stewards are responsible for maintaining high levels of cleanliness and organization within a restaurant's kitchen. They perform a variety of tasks in

order to do so, and are essential to the success of any culinary establishment. Kitchen Stewards may also be involved in restaurant's' receiving and stocking processes.

Duties and Responsibility of Chief Steward:

A chief steward supervises and coordinates activities of staff. Kitchen Stewards frequently empty trash bins, collect and remove waste from the floor and work surfaces, separate recyclables and properly dispose of grease.

Garde Manger:

A garde manger (French for "keeper of the food") is a cool, well-ventilated area where cold dishes (such as salads, hors d'œuvres, appetizers, canapés, pâtés and terrines) are prepared and other foods are stored under refrigeration. The person in charge of this area is known as the chef garde manger or pantry chef.

Night cook:

The general duties of the Night Cook/Baker include serving the midnight meals and breakfast, preparing baked goods like hot rolls and biscuits, and washing pots and pans at times, also, maintaining the galley.

Breakfast cook:

Breakfast chefs are usually found in hotels, with the job speaking for itself - you'll be cooking breakfast for guests. Key responsibilities: Preparing and cooking breakfast.

Pantry:

The Garde Manger chef is also known as Pantry chef.

Commis:

Commie chef is also known as junior chef.

3.1B Grooming & personal hygiene

PERSONAL HYGIENE

Remember that your hands can spread germs, - so always wash your hands thoroughly with soap and water and then dry them properly. Wear gloves when handling food products.

It is vital that good standards of personal hygiene are maintained by food handlers. Contaminated hands will spread bacteria around a kitchen very quickly.

To prevent cross contamination of food it is essential to wash your hands frequently. Examples include:

- 1. Before starting work
- 2. Before handling food
- **3.** Between handling raw and ready to eat foods
- **4.** After going to the toilet
- **5.** After handling raw foods
- **6.** After handling waste
- 7. After eating, drinking or smoking, coughing, sneezing or touching your face
- **8.** After taking a break
- **9.** After handling chemicals
- **10.** After handling money
- 11. When should you wash your hands?
- 12. Before starting work,
- **13.** After using the Toilet,
- 14. When changing to different jobs,
- **15.** After touching your face, nose or mouth,
- 16. After smoking cigarettes,
- 17. Never in the sink used for food preparation,

HANDLING FOOD

Because your hands are the main culprits in spreading germs, try to avoid touching food wherever possible. Always use tongs, spoons or kitchen forks wherever possible. Plastic gloves are also very good for this purpose, and should be used extensively in your work.

NEVER dip your fingers into food to taste it.

ALWAYS wash your hands between jobs, especially if you have been handling raw meat and fish, and before touching cooked meat. Rinse your hands often in the chlorine mix provided.

ALWAYS wash your hands before starting work at the beginning of the day and after a break, even if it is just for a cup of tea! - Especially if;

You have been smoking

You have been to the toilet

Any time you touch your face

MAINTAIN A PROFESSIONAL GROOMING STANDARDS AND HYGIENIC APPEARANCE

A professional appearance is one that conveys to other the fact the employees have pride in the job, pride in how they look and that their attitude indicates interest, willingness and keenness as well as they care. A hygienic appearance is indicated by high standards of personal cleanliness and is shown by cleanliness of hair, hands, clothing and shoes.

This is important to the individual, other food handlers, consumers and employers. Hygienic standards are a legal requirement of the food hygienic regulation.

Good personal hygienic helps prevent food-borne disease; therefore these points must be put into practice.

- 1) Shower or bath daily
- 2) Use an anti perspirant after bath.
- 3) Always report for duty clean shaven.
- 4) Wear clean clothes and uniform.
- 5) Do not work if suffering from a communicable disease.
- 6) Handle food as little as possible
- 7) Wash hands before and during work and after using the toilet.
- 8) Keep hair clean and do not handle
- 9) Keep fingernails clean and short
- **10)** Do not touch nose and mouth with hands.
- 11) Do not cough or sneeze over food, use tissue.
- **12**) Do not wear rings, earrings, jewellry or watches.
- **13**) Do not smoke in food areas.
- **14)** Taste food with a clean spoon.
- 15) Do not sit on work surfaces.
- **16**) Footwear should be clean and safe
- 17) Headgear should always be worn when handling food.
- **18)** Open cuts, burns etc. must be covered with blue water proof dressing.

3.2 Sections of kitchen

Basically, the main kitchen is divided into the following sections:

• The hot sections (the main cooking areas) still rooms.

- The vegetable preparation area
- The cold section
- The pastry/ bakery section
- The butchery section
- The larder
- Temporary kitchen

Kitchen and their coordination with their departments

Classification of Equipments

The knowledge of how to select, use and care for tools and equipment is a crucial part of mastering basic cooking techniques.

Kitchen equipment can be broadly classified in:

- 1. Hand tools
- 2. Measuring and portioning devices
- 3. Cookware
- 4. Strainers and sieves
- **5.** Processing equipments
- 6. Heavy equipments

Hand Tools



French Knife or Chef Knife

- Knives should be treated with a great deal of respect and care.
- Remember to always keep knives clean, sharp and store them carefully.
- Remember to use them only on appropriate surfaces.
- A wide array of knives is available to suit specific functions.
- You have the chef's knife, boning knife, paring knife, carving knife, bread knife and utility knives, also Chinese choppers, cleavers, filleting knives and turning knives.

Measuring and portioning equipment

The recipe ingredients must be measured precisely, especially in bakeshops. The devices used to measure and portion foods are mostly hand tools which makes the portioning and service easier and precise may be based on weight (for example grams, ounces, pounds) and volume (for example teaspoon, cups, gallons). It is necessary to have several measuring devices, including dry and liquid measuring cups separately and variety of sales.

FOOD PRODUCTION

The following are some of the measuring equipments:

- Scales
- Volume measures
- Portion scoops
- Ladles
- Thermometers
- Timers

COMMON COOKWARE:

- Pots
- Pans
- Woks
- Hotel pans
- Molds

POTS:

Pots are large round with straight sides and two loop handles. They are available in different sizes

PANS:

Pans are rounds with one long handle and straight or sloped sides. They are usually smaller and shallower that pots.

WOKS:

Originally used to prepare asian foods .they are now found in many professional kitchens. Their round bottoms and curved sides diffuse heat and make it easy to toss stir contents.

HOTEL PANS:

Hotels pans are rectangular stainless steel pans designed to hold food for service in steam tables. hotels pans are also used for taking roasting or poaching inside an oven.

MOLDS:

Pate molds are available in several shapes and sizes and are usually made from tinned steel. Those with hinged sides, whether smooth or patterned, are more properly referred to as pate en croute molds.

STRAINERS AND SIEVES:

Strainers and seives are used to acerate and remove impurities from dry ingredients and drain or puree cooked foods. Strainers, colanders, drum sieves, china cup

and chmois are non mechanical devices with a stainless steel mesh or screen through which food passes. The size of the mesh or screen varies from extremely fine to several millimeters wide; selected the fineness best suited for the task at hand.

CHINOS AND CHINA CUP:

Both the chinos and china cap are cone shaped metal strainers. The conical shape allows liquids to filter through small openings. The body of chinos is made from a very fine mesh screen.

SKIMMER AND SPIDER:

Both the skimmer and spider are long handled tools used to remove foods or impurities from liquids . The flat, perforated disk of a skimmer is used for skimming stocks or removing foods from soups or stocks. Wooden handled spiders are available but are less sturdy and harder to clean than all- metal designs.

CHEESE CLOTH

Cheese cloth is loosely woven cotton gauze used for straining stocks and sauces and wrapping poultry or fish for poaching. Cheese cloth is also indispensable for making sachets.

FOOD MILL

A food mill pure and strains food at the same time. Food placed in the hooper and a hand crank mechanism turns a blade in the hopper against a perforated disk.

FLOUR SIFTER:

A sifter is used for aerating, blending and removing impurities from dry ingredients such as flour, cocoa and leaving agents. French tamis is a drum-shaped sieve useful for sifting ingredients as well as for straining thick purees to remove lumps and seeds.

PROCESSING EQUIPMENTS

These include both electrical and nonelectrical mechanics devices used to chop, puree, slice, grind, or mix foods. All processing equipments must be cleaned and sanitized after every use. Always switch off the equipment when not in use.

- Slicer
- Mandoline
- Food chopper or buffalo chopper
- Food processor
- Blender
- Immersion blender
- Mixer
- Whipping siphon

HEAVY EQUIPMENTS

These are the mostly used equipments in the kitchen. They are usually installed in a fixed location so they may not occupy more space. Their initial investment is high. Heavy equipments include

- 1. Stove tops
- 2. Ovens
- **3.** Microwave ovens
- 4. Boilers and grills
- 5. Tilting skillets
- **6.** Steam kettles
- 7. Steamers
- 8. Deep fat fryers
- 9. Refrigerators
- 10. Dishwashers
- 11. Racks

STOVE TOPS

The most important equipment in the kitchen a device that burns fuel for heating or cooking.



Ovens:

The oven is one of the most important in the kitchens which will used for the backing purpose of meat, potato etc. Electric ovens are better at baking because their heat is even and steady. They aren't so proficient at roasting or broiling and can produce meat that is a little on the dry side if you cook it at expensive a temperature.



Microwave ovens:

An oven that uses microwaves to cook or heat food. Microwave ovens don't use "radiation", instead they use radio waves. Microwaves aren't high energy; the microwave

photons are less energetic than visible light. It's just that the source of microwaves is a very bright source, and hence it's able to cook food.



Boilers & Grills:

A fuel-burning apparatus or container for heating water, in particular & Griller is a device on a cooker that radiates heat downwards for cooking food



Tilting skillets:

Braising pans, also known as tilting skillets are the most versatile appliances found in the commercial kitchen. They are used to braise, sauté, broil etc. The benefits of owning a tilting skillet. Tilting skillets are used to cook a large quantity of food, including scrambled eggs, braised meats, soups, stews, pasta dishes and more. You can use a tilting skillet for a variety of purposes, including: grilling, frying, simmering, and braising.



Steam kettles:

Steam kettles are an improved, self-contained version of the large stockpot used for range top cooking. They are often used to boil pasta, simmer sauces, stocks.



Steamers:

A food steamer or steam cooker is a small kitchen appliance used to cook or prepare various foods with steam heat by means of holding the food in a closed vessel reducing the steam escape. This manner of cooking is called steaming.



Deep fat fryers:

A deep fryer is a kitchen appliance used for deep frying. While commonly used in commercial kitchens, household models are available and have become common. While these items are often purchased at a restaurant, deep fat frying is also a popular way to cook in home kitchens. However, deep frying in hot oil can be extremely dangerous. Hot oil can burn people and start fires. If food is not cooked to a safe temperature, it can cause a food borne illness



Refrigerators:

A compartment which is artificially kept cool and used to store food and drink. Modern refrigerators generally make use of the cooling effect produced when a volatile liquid is forced to evaporate in a sealed system in which it can be condensed back to liquid outside the refrigerator.



Dishwasher:

A machine for washing dishes automatically. A good dishwasher is organized and knows how to prioritize what is most important to be washed. It might be sauté pans because the new line cook keeps overcooking the fish, or water glasses because the busboy dropped a full clean rack because he got bumped by a waiter who ran into the kitchen thru the Out Door



Racks:

A formed metal rack that is placed in the bottom of a roasting pan in order to keep foods raised above the bottom of the pan.

KITCHEN SAFETY

Introduction

Work in Kitchen is usually considered a relatively safe occupation, at least in comparison with many industrial jobs. In this article we will discuss about Kitchen Safety and various ways for preventing cuts, Burns, Fires, Injuries, fall & Strains from Lifting, and also how to handle Machines & Equipment. Nevertheless, the kitchen has many hazards. Minor injuries from cuts and burns are very common, and more serious injuries are all too possible. The quantity of very hot equipment and of powerful machinery, combined with the busy, sometimes-frantic pace makes it important for everyone to work carefully and with constant attention to rules of kitchen safety.

KITCHEN SAFETY INTO THE WORKER

Kitchen Safety is more than just memorizing all the rules. Kitchen Safety is an attitude, a matter of professionalism. True professionals work safely because it's part of their attitude towards their craft. They are proud of their work and want to do it as well as possible. Many accidents are caused by carelessness, by lack of attention, and by clowning around in the kitchen.

PREVENTING CUTS

- 1. Keep knives sharp. A sharp knife is safer than a dull one, because it requires less pressure and is less likely to slip.
- **2.** Use a cutting board. Do not cut against a metal surface. Place a damp towel under the board to keep it from slipping.
- 3. Pay attention to your work when using a knife or cutting equipment.
- **4.** Cut away from yourself and other workers.
- **5.** Use knives only for cutting, not for such jobs as opening bottles.
- **6.** Don't try to catch a falling knife. Step back and let it fall.
- 7. Don't put knives in a sink, under water, or any place where they can't be seen.
- **8.** Clean knives carefully, with the sharp edge away from you.
- **9.** Store knives in a safe place, such as in a rack, when not in use.
- **10.** Carry a knife properly. Hold it besides you, point down, with a sharp edge back and away from you. Don't swing your arm. Whenever possible, carry knives in a sheath. Warn people when you are walking past them with a knife in hand.
- 11. Keep breakables items, such as dishes and glassware, out of the food production area.
- **12.** Don't put breakable items in the pot sink.
- **13.** Sweep up, don't pick up broken glass.
- **14.** Discard chipped or cracked dishes and glasses.
- **15.** Use special containers for broken dishes and glasses. Don't throw them in with other garbage.
- **16.** If there is broken glass in the sink, drain it before trying to take out the glass.
- 17. Remove all nails and staples when opening crates and cartons, and dispose of them.

PREVENTING BURNS

- 1. Always assume a pot handle is hot. Don't just grab it with your bare hand.
- 2. Use dry pads or towels hot pans. Wet ones will create steam, which can burn you.
- **3.** Keep pan handles out of the aisle, so people won't bump into them. Also, keep handles away from flames of gas burners.
- **4.** Don't fill pans so full that they are likely to spill hot foods.
- **5.** Get help when moving heavy containers of hot food.
- **6.** Open lids away from you to let steam escape safely.
- 7. Use care when opening compartment steamers.

- **8.** Make sure gas is well vented before trying to light ovens or pilot lights. Strike matches before turning on the gas. Also, strike matches away from yourself.
- **9.** Wear long sleeves and double-breasted jackets to protect yourself from spilled or spattered hot foods or fat. Also, wear sturdy leather shoes with closed toes.
- **10.** Dry foods before putting them in frying fat or hot may splatter on you.
- 11. When placing foods in hot fat, let them fall away from you, so that fat will not splash on you.
- **12.** Keep liquids away from the deep fryer. If a liquid were spilled into the fryer, the suddenly created steam could spray hot fat on anyone nearby.
- **13.** Always warn people when you are walking behind them with hot pans or when you are walking behind someone who is walking behind with hot items.
- 14. Warn service people about hot plates.

PREVENTING FIRES

- 1. Know where fire extinguishers are located and how to use them.
- 2. Use the right kind of fire extinguisher. There are three classes of fires, and fire extinguishers should be labelled according to the kind of fire for which they can be used.
 - Class A fires: wood, paper, cloth, ordinary combustibles.
 - Class B fires: burning liquids, such as grease, oil, gasoline, solvents.
 - Class C fires: switches, motors, electrical equipment, and so forth.

Never use water or a Class A fire extinguisher on a grease fire or electric fire. You will only spread the fire.

- 3. Keep a supply of salt or baking soda handy to put out fires on range tops.
- **4.** Keep hoods and other equipment free from grease buildup.
- **5.** Don't leave hot fat unattended on the range.
- **6.** Smoke only in designated areas. Do not leave burning cigarettes unattended.
- 7. If a fire alarm sounds and if you have time, turn off all gas and electric appliances before leaving the building.
- **8.** Keep fire doors closed.
- **9.** Keep exits free from obstacles.

PREVENTING INJURIES FROM MACHINES AND EQUIPMENT

- 1. Do not use any equipment unless you understand its operation.
- **2.** Use all guards and safety devices on equipment. Keep slicing machine set at zero (blade closed) when not in use.
- **3.** Don't touch or remove food from any kind of equipment while it is running, not even with a spoon or spatula.
- **4.** Unplug electric equipment before disassembling or cleaning.
- **5.** Make sure the switch is off before plugging in equipment.
- **6.** Do not touch or handle electric equipment, including switches, if your hands are wet or if you are standing in water.

- 7. Wear properly fitting clothing and tuck in apron strings to avoid getting them caught in machinery.
- **8.** Use equipment only for the purpose intended.
- **9.** Stack pots and other equipment properly on pot racks, so that they are stable and not likely to fall.

PREVENTING FALLS

- 1. Clean up spills immediately.
- 2. Throw salt on a slippery spot to make it less slippery, while a mop is being fetched.
- 3. Keep aisles and stairs clear and unobstructed.
- **4.** Don't carry objects too big to see over.
- **5.** Walk, don't run.
- **6.** Use a safe ladder, not chairs, or piles of boxes, to reach high shelves or to clean high equipment.

PREVENTING STRAINS AND INJURIES FROM LIFTING

- **1.** Lift with the leg muscles, not the back.
- 2. Don't turn or twist the back while lifting, and make sure your footing is secure.
- **3.** Use a cart to move heavy objects long distances, or get help.

Kitchen safety equipment

In the kitchen the safety equipment will play an important role. It will protect you from all the damage in the kitchens

The following are the some of the safety kitchen equipment

- Shoes
- Glues
- Fire exhausts
- Aprons
- Hand wash
- Chemicals

Shoes:

It will play an important role in the kitchens because of any item which is hot, so times by mistake it will fall on others so we should have a shoe in kitchens

Glues:

We should be the glues when we are touching the meat items because our hands will have lots of dust & microorganisms which will spoil the dish so we should carry a glues in kitchens.

Fire exhausts:

When the cook is going on in the kitchen the flames which will come should be going out of the kitchen so that the work will be easy to all.

Aprons:

Every chef has to were the aprons in the kitchens because the food should not fall on their dress so it's important

Hand wash:

It should be kept in each kitchen that after finishing of any work in he/she has to wash their hands.

Chemicals:

The chemicals will be important in the kitchen to clean the tables, remove the old food drops on the floor or table or gas ranger.



UNIT-4

Understanding major cooking ingredients

- 4.1 Vegetables and Fruits:- Introduction to vegetables and fruits classification of vegetables and fruits, cuts of vegetables, composition and nutritive value of vegetables & fruits.
- 4.2 Cereals and pulses:- Introduction, structure and composition, role of cereals & pulses in cookery.
- 4.3 Egg Cookery:- Introduction, structure, composition selection of egg, uses of eggs in cookery & methods of cooking egg.

4.1 Introduction

Cooking is incomplete without fruits and vegetables. A variety of fruits are available in India. We have the king of fruits – the Mango, which is the pride of our nation. Apart from mangoes and their varieties a lot of different fruits are available here, such as apples, grapes, the humble bananas etc. Fruits can be had uncooked and cooked too, they form a major component of desserts in continental cookery. Today we can have access to a lot of exotic fruits too, which otherwise were not available in India, like – kiwi fruits, mango steins, star fruit etc.

Vegetables are an integral part of cookery, for both vegetarians and non-vegetarians. No meal is complete without a vegetable be it Indian or continental. Vegetables add colour to the menu, and fibre for the body.

Vegetables and fruits provide a lot of nutrition to the body. 'An apple a day keeps the doctor away' is a well-known adage. A poor man's apple – the banana is a power packed fruit, which gives valuable micro-nutrients to all.

Vegetables

The culinary term vegetable refers to edible part(s) of a plant consumedraw or cooked, generally with a maindish, in a mixed dish, as an appetizer or in a salad. Vegetables include edible stems and stalks, roots, tubers, bulbs, leaves, flowers, some fruits, pulses (mature beans and peas), fungi (mushrooms, truffles), algae (seaweed) and sweet corn and hominy (cereal grains used as vegetables).

The culinary term vegetable excludes other cereal grains, nuts, peanuts (a type of pulse) and culinary fruits. The distinction as to which botanical fruits considered to be culinary vegetables depends on cultural use in meal patterns and the flavours they impart. Botanical

fruits used as vegetables (e.g., eggplant, okra, zucchini) tend to be savory in taste, while those used as fruits are generally sweet (due to a higher sugar concentration) or tart as in cranberries, lemons and limes (due to a higher acid content).

Definition

Vegetables can be defined as anything, which is of plant origin. Vegetables are plants used as foods. They include all fruits, nuts and cereals, which are of plant origin but not commonly classified as vegetables. Various parts of a plant include of water, protein, vitamin, mineral and carbohydrate which is chiefly in the form of starch. We eat vegetables because it is undoubtedly the best way to restore all the nutrients. We eat cooked vegetables for their taste, input of fibre, variation, tradition etc.

- Young, fresh, vegetables will cook more quickly than fully grown or stored vegetables.
- When boiling vegetables, root vegetables and tubers should be placed in COLD water and brought to the boil except for New Potatoes - which should be cooked in boiling water - just like those grown above ground.
- Vegetables grown ABOVE the ground should be placed into water that is already boiling.

Commonly Used Vegetables

Vegetables which are commonly used in India are: Carrots, potatoes, French beans, onions, cabbage, ginger, garlic, cauliflower, etc.

The vegetables used in European countries include: Broccoli, asparagus, mushrooms, pimentos, artichoke, celery, etc

Classification of Vegetables

We will be classifying vegetables according to the part of the plant used.

Tubers:

A tuber is a large underground stem that stores nutrients. Tubers have carbohydrates and vitamins. Potatoes are tubers.

Root Vegetables:

Roots store a plant's food supplies and send nutrients and moisture to the rest of the plant. Carrots, beets, turnips, and parsnips are examples

Bulb Vegetables:

A bulb is made up of layers of fleshy leaves surrounding a portion of stem. They have intense flavour. Onion and garlic are examples.

Stem or Stalk:

Minerals and vitamins are transported through the stem or stalk to other parts of the plant. Celery and asparagus are common stalk vegetables.

Leaves:

Leaf vegetables are a good source of vitamins and minerals. The darkest green leaves have the most vitamin A. Spinach, lettuce, and brussels sprouts are examples.

Flowers:

Broccoli and cauliflower are examples. They include the flower of the plant and the stems. They are high in vitamins and mineral.

Fruits:

The fruit is the part of the plant that holds the seeds. Tomatoes, eggplant, pumpkins and squash are fruits of the plant.

Seed Vegetables:

Seeds are high in carbohydrates and protein as well as vitamins and minerals. Corn, peas, and beans are examples.

Steps in Choosing Vegetables:

- Careful selection and correct storage of vegetables
- Buy only what you can use while it is still fresh
- Buy what is in season
- Cost should not be the first consideration. Learn to recognize blemishes, such as cuts or bruises that do not affect food values and take advantage of the lower prices.
- Choose on the basis of the use for the vegetable. An example is: carrots used in a stew don't have to be straight and all the same size as they would for a veggie tray.

Basic Cuts and Shapes

Cutting food products into uniform shapes and sizes is important for two reasons:

- It ensures even cooking.
- It enhances the appearance of the product.

The following terms describe cutting techniques:

Name	Description	Image
Chopping	cutting pieces when it is not critical for uniform pieces	
Large Dice	slice about 3/4-inches apart and cut into cubes	
Medium Dice	cut into 1/2-inch cubes	
Small Dice	cut into 1/4-inch pieces	
Brunoises	a tiny dice of 1/8-inch used for garnishes	
Batonnet	1/2-inch wide and good for roasting vegetables	

Allumette	1/4-inch wide and good for steaming or sautéing		
Julienne	1/8-inch wide and most common for carrots, celery, cabbage, and peppers		
Tourne	7 sided, 2" long and 3/4" in diameter		
Diagonal: Oval shaped slices	Varies, but each piece should be the same size. Cut at an angle to the food. Generally, 1/4" thick.		
Rondelle: Disk Shaped Slices	Varies, but each piece should be the same size. Cut perpendicular to the food.	018	
Chiffonade	Roll leafy green or herbs into a tube; then cut into thin strips		
Paysanne	Square, triangle, circle or half-round depending on the vegetable shape. Pieces are uniformly 1/2" x 1/2" x 1/8"		

Rules to be followed in vegetable cookery to retain colour and nutrients:

- Always wash greens and then chop.
- Always cook greens in open container to retain colour.
- Blanching enhances the colour of vegetables if cooked till the right degree.
- Cook red and white colour in acid medium.
- Cook green and orange in neutral medium.
- Do not overcook vegetables.
- Do not reheat cooked vegetables.

Fruit

The culinary term fruit refers to the edible part of a plant, tree, bush or vinethat contains the seeds and pulpysurrounding tissue and has a sweet or tart taste. In essence, culinary fruits are the subset of botanical fruits that remains after excluding cereal grains (wheat, rye, oats, barley), nuts, seeds and fruits used as vegetables. Fruits are used as a breakfast beverage or side-dish (for example, orange juice, berries, grapefruit, melon), lunch side-dish or dessert, snack food between meals or dinner dessert. Raw and canned fruits are also used as appetizers, salad ingredients and sidedishes.

Classification of Fruit

Berries:

Berries are the most perishable of all the fruit. They need to be handled gently and washed just before serving. Examples are Blueberries, raspberries, and strawberries.

Citrus Family:

They supply valuable amounts of vitamin C. The juiciest ones have thin, smooth skins. Lemons, Limes, Oranges and Grapefruits are examples.

Tree Fruit:

They are from mature trees whose blossoms have to be pollinated. Apples and Pears [sometimes called POMES] have a central core around the edible portion- enclosed in a protective skin. Another group of tree fruit have a single seed or pit. Cherries, peaches, nectarines and plums are examples. They are called the soft fruit or Drupes and spoil more easily.

Vine Fruit:

They are melons- honeydew, cantaloupe, and watermelon. Grapes also grow on a vine but they grow in bunches. All vine fruit should be stored in the fridge.

Tropical or Exotic Fruit:

They are imported form countries with warmer climates. Bananas, pineapple, papaya and coconut are examples. Kiwi, mango, passion fruit and pomegranates are also examples.

Cooking of Fruits

Preparing and Pureeing Fruit:

Fruit purees and sauces make appetizing additions to desserts and even savoury dishes. For purees and some sauces, place the fruit in a roomy saucepan over gentle heat so it cooks evenly. Stir constantly then either mash the fruit with a fork and sieve or whizz in a blender. For coulis (usually made with soft or stone fruits), the fruit can often just be mashed or blended in a food processor and then sieved before serving

Other Methods of Cooking Fruits:

Boiling is too fierce for delicate fruits, but gentle simmering preserves their texture. For soft and stone fruits, the fruit should simply be warmed through in the liquid. Poach fruit in a single layer so the heat can reach all the pieces evenly - use a deep-frying pan rather than a saucepan.

Fruit poaches well in most liquids, from plain water to dense sugar syrup too. A standard method for poaching is to bring the liquid to a simmer then gently place the fruit in with a spoon. Reduce the heat immediately so the liquid is barely bubbling and cook until tender. Stewing is a similar method, often using a covered saucepan and just enough liquid to cover the fruit and keep it moist.

The fierce heat from a grill or barbecue concentrates the sugars and can cause the fruit to blacken before it's cooked through, so you'll need to keep an eye on it - but the results can be a revelation. Thread small pieces of evenly sized fruit on to skewers to stop them falling through the barbecue rack or grill large slices of fruit such as pineapple or mango.

Preserving Fruits

Fruit can be made into jams, jellies, pickles and chutneys, or can be bottled whole. The most suitable method of preserving depends on the type of fruit and its quality and ripeness. Under-ripe fruit is fine for chutneys, jams and jellies but the over-ripe fruit is only good for making chutney and shouldn't be used for making jam.

Drying is also a delicious way of preserving fruits and intensifies their flavours and most fruits can be dried effectively.

Composition and nutritive value of vegetables & fruits

Fresh vegetables endowed with almost all of the nutritional principles that our body requires. The health benefits of vegetable nutrition are enormous. They are good source of vitamins, minerals, antioxidants and dietry fiber.

- Vegetables, like fruits, are low in calories and fats but contain good amounts of vitamins and minerals. All the Green-Yellow-Orange vegetables are rich sources of calcium, magnesium, potassium, iron, beta-carotene, vitamin B-complex, vitamin-C, vitamin-A, and vitamin K.
- As in fruits, vegetables too are home for many antioxidants. These health benefiting phyto-chemical compounds firstly; help protect the human body from oxidant stress, diseases, and cancers, and secondly; help the body develop the capacity to fight against these by boosting immunity.
- Additionally, vegetables are packed with soluble as well as insoluble dietary fiber known as non-starch polysaccharides (NSP) such as cellulose, mucilage, hemicellulose, gums, pectin...etc. These substances absorb excess water in the colon, retain a good amount of moisture in the fecal matter, and help its smooth passage out of the body. Thus, sufficient fiber offers protection from conditions like chronic constipation, hemorrhoids, colon cancer, irritable bowel syndrome, and rectal fissures.

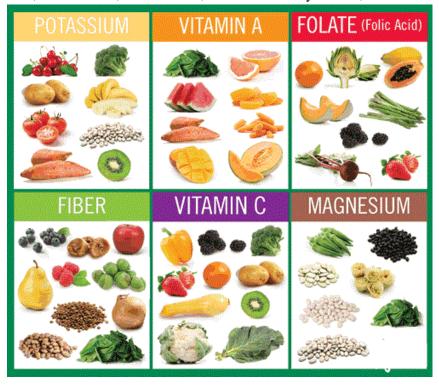


Figure 4.4 Nutritive value of vegetables & fruits

Introduction

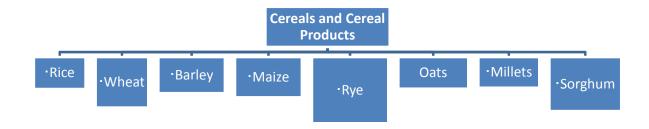
Cereals are a necessary ingredient of each of our meal. Cereals are rich in carbohydrates and a vital source of energy. It can be clearly seen that rice in various forms is a staple cereal of the southern part of India and wheat and wheat products constitute a larger part of a meal of north Indians. Due to better connectivity and good crop produce these borders have been reduced and consumption of both bowls of cereal has become common all over the country.

Pulses are also commonly used all over the country as a rich source of dietary protein, especially for vegetarians. Plenty of varieties of pulses are available in the market and it is not uncommon to see 'chole' being cooked in South India, even though it is a signature north Indian (Punjabi) dish.

4.2 Cereals

Cereal crops or grains are mostly grasses cultivated for their edible grains or seeds. Cereal grains are grown in greater quantities and provide more energy worldwide than any other type of crop; they are therefore stapled crops. They are also a rich source of carbohydrate. In some developing nations, grain constitutes practically the entire diet of poor people. In developed nations, cereal consumption is more moderate but still substantial. Cereals are generally of the gramineous family and, refer to crops harvested for dry grain only. Maize, wheat and rice, amongst them, accounted for 87% of all grain production worldwide and 43% of all food calories in 2003. Cereal grains supply most of their food energy as starch. Whole grains are good sources of dietary fibre, essential fatty acids, and other important nutrients.

Classification of cereals



Rice

Rice is a staple for a large part of the world's human population, especially in East, South and Southeast Asia, making it the most consumed cereal grain. Rice can be grown practically anywhere, even on steep hillsides. China and India are the top two producers of rice. The seeds of the rice plant are first milled using a rice huller to remove the chaff (the outer husks of the grain). At this point in the process, the product is called brown rice. This process may be continued, removing the germ and the rest of the husk, called the bran at this point, creating white rice.



Wheat

Globally, it is an important human food grain ranking second in total production as a cereal crop behind maize; the third being rice. Wheat grain is a staple food used to make flour for leavened, flat and steamed bread; cookies, cakes, pasta, noodles and couscous and for fermentation to make beer, alcohol, vodka or biofuel. The three components known to affect the baking quality of wheat flour are starch, proteins, and lipids.



Maize

The term maize derives from the Spanish form (maíz) of the Arawak Native American term for the plant. However, it is commonly called corn in the United States, Canada and Australia. Corn is a shortened form of "Indian corn", i.e. the Indian grain. Maize is widely cultivated throughout the world, and a greater weight of maize is produced each year than any other grain. While the United States produces almost half of the world's harvest, other top producing countries are as widespread as China, Brazil, France, Indonesia, India and South Africa.



Barley

Barley is an annual cereal grain, which serves as a major animal feed crop, with smaller amounts used for malting and in health food. It is a member of the grass family Poaceae. In 2005, barely ranked fourth in quantity produced and in the area of cultivation of cereal crops in the world. Half of the world's barley production is used as an animal feed. A large part of the remainder used for malting and is a key ingredient in beer and whiskey production.



Oat

The common oat plant is a species of cereal grain grown for its seed, which is known by the same name (usually in the plural, unlike other grains). While oats are suitable for human consumption as oatmeal and rolled oats, one of the most common uses is as livestock feed. Oatmeal is chiefly eaten as porridge, but may also be used in a variety of baked goods, such as oatcakes, oatmeal cookies, and oat bread (in which it is generally combined with wheat flour). Oats are also an ingredient in many cold bowls of cereal, in particular, muesli and granola. Oats may also be consumed raw, and cookies with raw oats are becoming popular.



Rye

Rye is a grass grown extensively as a grain and forage crop. It is a member of the wheat tribe and is closely related to barley and wheat. Rye grain is used for flour, rye bread, rye beer, some whiskies, some vodkas, and animal fodder. It can also be eaten whole, either as boiled rye berries or by being rolled, similar to rolled oats. Rye is grown primarily in Eastern, Central and Northern Europe. Rye bread, including pumpernickel, is a widely eaten food in Northern and Eastern Europe.



Millet

The millets are a group of small-seeded species of cereal crops or grains, widely grown around the world for food and fodder. Millets are principally food sources in arid and semi-arid regions of the world. In Western India, millet flour (called "Bajari" in Marathi) has been commonly used with "Jowar" (Sorghum) flour for hundreds of years to make the local staple flat bread (called "Bhakri"). Millets are traditionally important grains used in brewing millet beer in some cultures.



Sorghum

Sorghum is a member of species of grasses, some of which are raised for grain and many of which are utilized as fodder plants either cultivated or as part of the pasture. The plants are cultivated in warmer climates worldwide. Numerous Sorghum species are used for food (as grain and in sorghum syrup or "sorghum molasses"), fodder, and the production of alcoholic beverages. Sorghum species are an important food crop in Africa, Central America, and South Asia and are the "fifth most important cereal crop grown in the world".

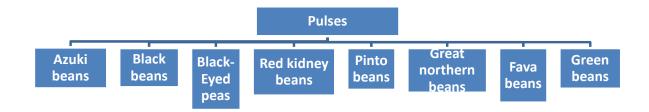


Pulses

Pulses are defined as annual leguminous crops yielding from one to twelve grains or seeds of variable size, shape and colour within a pod. Pulses are used for food and animal feed. The term pulses are reserved for crops harvested solely for the dry grain. This, therefore, excludes green beans and green peas, which are considered vegetable crops. Also excluded are crops which are mainly grown for oil extraction (oilseeds like soybeans and peanuts), and crops which are used exclusively for sowing (clovers, alfalfa). Pulses are important food crops due to their high protein and essential amino acid content. Like many leguminous crops, pulses play a key role in crop rotation due to their ability to fix nitrogen. India is both the world's largest producer and the world's largest importer of pulses. Canada, Myanmar, Australia and

the United States are significant exporters of pulses. These are the four most significant suppliers of India's imports, in that order. The vast majority of leguminous crops grown in the United States are soybeans, used as livestock feed and for extraction of vegetable oil, and peanuts, neither of which is considered a pulse. Pulses are 20 to 25% protein by weight, which is double the protein content of wheat and three times that of rice. For this reason, pulses are sometimes called "poor man's meat".

Classification of pulses



Azuki beans

The azuki bean yields a small bean. Although those beans are often red, they are also found in white, black, grey and variously mottled varieties. They should be stored in a cool, dry place, but not refrigerated. Many of these beans are also available fully cooked, then canned or frozen. Some dried beans may be fermented or processed into flour, oil or bean curd.



Black beans

This small and shiny black bean sometimes called the "black turtle bean,". Rich and robust, it also fits well into a vegetarian diet. The black turtle bean has a dense, meaty texture, which makes it popular in vegetarian dishes They should be stored in a cool, dry place, but not refrigerated. Many of these beans are also available fully cooked, then canned or frozen. Some dried beans may be fermented or processed into flour, oil or bean curd.



Black-Eyed Peas

it is pale-colored with a prominent black spot. The colour of the eye may be black, brown, red, pink or green. All the peas are green when freshly shelled and brown or buff when dried. They should be stored in a cool, dry place, but not refrigerated. Many of these beans are also available fully cooked, then canned or frozen. Some dried beans may be fermented or processed into flour, oil or bean curd.



Red kidney beans

It is named for its visual resemblance in shape and colour to a kidney. Red kidney beans can be confused with other beans that are red, such as adzuki beans. They should be stored in a cool, dry place, but not refrigerated. Many of these beans are also available fully cooked, then canned or frozen. Some dried beans may be fermented or processed into flour, oil or bean curd.



Pinto beans

In Northern Mexico and the American Southwest, the delicious (and smallish) pinto bean rules! Speckled when dry, pintos assume a uniform brownish colour when cooked. They

should be stored in a cool, dry place, but not refrigerated. Many of these beans are also available fully cooked, then canned or frozen. Some dried beans may be fermented or processed into flour, oil or bean curd.



Great northern beans

A large white bean that resembles a lima bean in shape with a delicate distinctive flavour. They should be stored in a cool, dry place, but not refrigerated. Many of these beans are also available fully cooked, then canned or frozen. Some dried beans may be fermented or processed into flour, oil or bean curd.



Fava beans

The young pods are eaten as a green vegetable, generally stir-fried with garlic. When dried, fava beans are eaten roasted, or mixed with other legumes and called qwati. They should be stored in a cool, dry. Refrigerate in plastic bags. Many of these beans are also available fully cooked, then canned or frozen. Some dried beans may be fermented or processed into flour, oil or bean curd.



Green beans

They are distinguished from the many different varieties of beans in that green beans are harvested and consumed with their enclosing pods, typically before the seeds inside have fully matured. They should be stored in a cool, dry. Refrigerate in plastic bags. Many of these beans are also available fully cooked, then canned or frozen. Some dried beans may be fermented or processed into flour, oil or bean curd.



4.3 Introduction to Egg Cookery

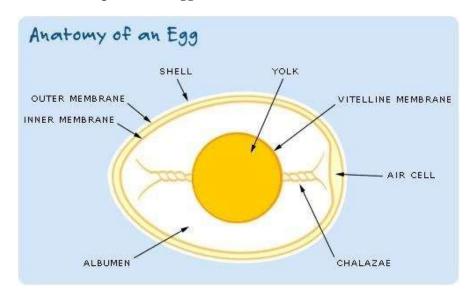
The most popular and widely used eggs are of hens in India, although eggs of turkeys, guinea fowls, ducks and geese are also used.

The colour of egg shells and egg yolks varies with the breed of hen and the food they eat; but this makes no difference to the food value. The ideal storage temperature for eggs is 2-5 degree c. Eggs are essential to all kinds of cooking, not only in the preparation but as food in their own right. They produce meals that are economical in price, and with a minimum of waste and time. By the term egg we mean those of the domestic hen, but these are not the only edible eggs. There are those of ducks, geese, turkeys, also of wild birds such as plovers and gulls.

Definition of an Egg:

"An egg is a round or oval body laid by the female of any number of different species, consisting of an ovum surrounded by layers of membranes and an outer casing, which acts to nourish and protect a developing embryo and its nutrient reserves".

The structure and composition of egg:



Shell:

Eggshell is made almost entirely of calcium carbonate (CaCO3) crystals. It is a semipermeable membrane, which means that air and moisture can pass through its pores. The shell also has a thin outermost coating called the bloom or cuticle that helps keep out bacteria and dust.

Inner & outer membranes:

These two membranes -- outer and inner -- are just inside the shell surrounding the albumen (white). The two membranes provide an efficient defence against bacterial invasion and are made partly of keratin. The outer membrane sticks to the eggshell while the inner membrane sticks to the albumen

Air cell:

As the egg cools, the liquid contents contract more than the shell and the inner shell membrane separates from the outer shell membrane to form the air cell. As the egg ages, \ moisture and carbon dioxide leave through the pores of the shell, air enters to replace them, and the air cell becomes larger.

Albumen:

Egg white is the clear liquid (also called the albumen or the glair/glare) contained within an egg. In chickens, it is formed from the layers of secretions of the anterior section of

the hen's oviduct during the passage of the egg. It forms around fertilized or unfertilized egg yolks.

Chalazae:

In the eggs of most birds and reptiles, the chalazae are two spiral bands of tissue that suspend the yolk in the centre of the white (the albumen). The function of the chalazae is to hold the yolk in place.

Vitelline Membrane:

The vitelline membrane or vitelline envelope is a structure surrounding the outer surface of the plasma membrane of an ovum (the oolemma) or, in some animals (e.g., birds), the extracellular yolk and the oolemma.

Yolk:

The yolk contains less water and more protein than the white, some fat, and most of the vitamins and minerals of the egg. These include iron, vitamin A, vitamin D, phosphorus, calcium, thiamine, and riboflavin. The yolk is also a source of lecithin, an effective emulsifier. Yolk colour ranges from just a hint of yellow to a magnificent deep orange, according to the feed and breed of the hen.

Selection of an Egg

Selection criteria of an egg is as follows-

- 1. A fresh egg is heavy. As the egg gets older it loses water through the shell making air pocket larger so the older the egg, the lighter it will be.
- 2. One can determine the freshness of an egg by shaking it.
- **3.** Another is to break an egg on to the plate if the yolk is compact and positioned in the centre, the egg is fresh if the egg is old, the yolk has tendency to spread.
- **4.** The freshness of an egg can also be tested by holding it up to the light this process is known as candling. Holding the egg in front of the light, an air chamber indicates fresh egg.
- **5.** It is easy to test freshness of an egg by plunging into the water. The fresh egg will settle in the bottom of the glass and if the egg is stale it will float to the surface water.
- **6.** Stale eggs will have unpleasant odour.

Uses of egg in cookery

- 1. Binding agent: eggs are used as binding agents for example croquettes.
- 2. Leavening agent: this property is exhibited by the eggs when we whip the egg white, the air gets entrapped inside the egg white & hence the egg acts as leavening agent for example sponge.
- **3. Coating agent:** egg acts as coating agent in various dishes such as cutlets, pouletmaryland etc.

- **4. Emulsifying agent:** eggs act as emulsifying agents in case of emulsion such as mayonnaise (oil & water).
- **5. Thickening agent:** eggs act as a thickening agent in gravies, sauces, soups etc.
- **6. Clarifying agent:** in case of consommé, the egg acts as clarifying agent, where it clarifies the soup by entrapping impurities present in the soup.
- 7. Eggs are also used for decoration & garnishes of egg dishes & egg forms an important part of breakfast menu.
- 8. Eggs are also used for desert preparation like Custards, soufflé etc.
- **9.** Used for Shining in Bread rolls.
- **10.** Use for beverage preparation.

Methods of Cooking Egg

Boiled Egg

Using the term "boiled" when referring to cooking eggs in the shell can Bemis leading, because eggs referred to as "hard-boiled" or "soft-boiled" should never be cooked at a full boil for the entire length of the cooking time. Eggs cooked in the shell with heat that is too high or with a cooking time that is too lengthy will become tough and rubbery and a dark line may form between the yolk and the white. Use the following cooking times as a guide for the desired firmness for the yolk of each egg size (the whites will be firm)

Size Degree of Doneness Time Required

- Medium Soft-cooked yolk 4 minutes
- Medium-cooked yolk 6 minutes
- Hard-cooked yolk 11 minutes
- Large Soft-cooked yolk 5 minutes
- Medium-cooked yolk 7 minutes
- Hard-cooked yolk 12 minutes
- Extra Large Soft-cooked yolk 6 minutes
- Medium-cooked yolk 8 minutes
- Hard-cooked yolk 13 minutes

Coddled Eggs

A coddled egg is cooked more slowly than a boiled egg, but basically yields the same results, except that the egg is a bit tenderer.

• Soft yolk: 4 to 6 minutes

Medium yolk: 6 to 8 minutesHard yolk: 20 to 25 minutes

Poached Eggs

A poached egg cooked on the stovetop is one that is cooked in simmering water without the shell. Unlike a boiled or coddled egg that benefits from the use of an older egg, a poached

egg is best when a very fresh egg is used. This is because the fresh egg, when placed into the heated water, will not spread out like an older egg, yielding better results with the shape and texture of the egg. If an older egg must be used, it can be simmered in the shell for a few seconds so that the white is just slightly congealed. When the egg is broken into the simmering water, it will not spread out as much. One tablespoon of vinegar added to the water will also help with coagulating the white to keep it from spreading too much.

Fried Eggs

Frying is another popular method of cooking eggs and it is easy to do. Butter or cooking fat is heated in the bottom of the pan. Whole eggs are cracked and opened over the pan. The eggs should be opened as close to the bottom of the pan as possible so that they maintain a pleasing shape and do not spread out too much. The eggs are cooked until the whites are firm and the yolk is runny or firm, depending on how they are desired.

Scrambled Eggs

Eggs are beaten well & and a little milk, butter & seasoning is blended into it. This is then cooked over low heat in a non-stick pan having light texture, creamy consistency.

Omelette

These may be the classic rolled, flat or soufflé. In soufflé omelette, unlike the other two where the yolk & whites are beaten into homogenous mixture, the yolks are beaten with the flavouring& the whites are whipped to soft peak & then folded into the yolk. This then cooked in a heavy flat pan.

4.4 FISH COOKERY

INTRODUCTION

Fish in India is considered a vegetable in the eastern part of India, especially the Bengalis. Fish could be fresh water from sea fish, its shape size and texture changes with the origin of the fish. Fish comes in many sizes, from small to very large; sharks and whales are also eaten and considered a delicacy. Fish eggs (roe) too are edible and are a very expensive food.

Composition and nutritive value of fish

The composition of fish varies considerably according to the type of fish. In general fish is a rich source of nutrient like protein, fat, minerals and vitamins. Fish has very little connective tissue and is hydrolyzed easily. Hence the structure of fish is very delicate and tender even in the raw form

1) **Protein:** fish is an excellent source of protein and contains approximately 20% the biological value of fish protein is as good as that of meat protein.

- 2) Fat:It varies from 1 to 25%. The fat content depends on the variety of fish, stage of maturity and the season. It is mainly deposited in the liver and viscera. Fat of fish isrich in unsaturated fatty acids and is readily digestible.
- 3) Minerals: fish contains a higher % of minerals than meat. It is a good source of copper, sulphur and phosphorus. Some variety of fish is a good source of iron and calcium. Some varieties of crabs are an excellent source of calcium.
- **4) Vitamins:** Fish liver oil is the richest sources of vitamins A and D. It is fairly good source of thiamine, riboflavin and niacin.vitamin C content of fish is very low.
- 5) Water: water content in fish is very high which ranges from 70-80% and hence is one of the reason responsible for the high perishability of fish.

Classification of fish

Fish can be classified into different two types. According into their anatomy fish are classified into two types, according to the presence or absence of a vertebrate column.

A)Fin fish or Vertebrate:

These fish have a vertebrate column and fins. Their skin is covered with scales, mucous, which protects the body. They are present in salt as well as fresh water. The quality of fish, its flavours depends on the type of water. Salt water fish such as shark, promfret, mackerel, tuna have a stronger muddy flavours compared to fresh water fish such as sardines mullet, catfish etc. they are subdivided into

1. White fish:

These are mainly flat fish and contain oil only in the liver. Mostly these are deep sea fish e.g. Pomfret, Sole fish.

2. Oily fish:

These are mainly round fish and contain fat all over the body. The amount of fat various from 1.5% to 20% in different varieties. These fish are often pigmented and tend to be surface fish e.g. mackerels sardines etc.

B)Shell fish:

These fish are devoid of a vertebrate column and fins but have a protective hard covering called the shell. These are subdivided into

1.Molluscs.:

These have a soft unsegmented body covered by calcified shell. The shell ofmolluscs increases at the rate of one ring per year to allow for the growth of the organism. Thus the age of the molluscs can be roughly estimated by the number of rings on the shell. They are divided into

a)Bivalves:

Which have two distinctly separate shells joined by a ring likemembrane. The movements of the shell are controlled by a strong muscle. When the muscle relaxes, the two halves of the shell fall open. The shell also open when the organism dies, thus exposing the content of the shell to contamination from outside resulting in quick putrefaction e.g. oyster, muscle, clams.

b)Univalves:

These are recognized by the characteristic spiral formation of their shells, which unlike those of bivalves are not divided into two halves e.g. winkles, snail

2) Crustaceans:

These have a segmented hard crust like shell over the back portion of their body and over the claws. The under parts of the body and legs are protected by a soft shell. The shells of crustaceans do not grow with the fish, unlike those of the molluscs, but are shed every year with a new one forming to suit their new shell.

Selection of Fish

The chef should select fish of the best quality. It should be rapidly transported from the source to the customer. It should smell and look fresh. The following should be kept in mind while selecting fish

- 1. Eyes should be bright and clear, full and protruding.
- 2. Gills should be bright pink toredincolour
- **3.** Flesh should be firm, resilient so that when pressed the impression goes quickly. It should not limp.
- 4. Skin should be shiny, and not dull.
- **5.** The fish should smell fresh and there should be no unpleasantodour.
- **6.** Scales should be firm and plentiful

CUTS OF FISH

Cut	Image	Description
Fillet		It is a boneless cut of fish of entire length from the whole fish.
Darned		This is the slice of the round fish on the bone. It resembles a steak.
Supreme		This cut is often referred to as fillet also. It is the prime cut of fish and is always homeless and without the skin.
Delicia		It is not really a cut of fish but is a way-out fish, such as fillet, is neatly folded.
Paupiette		This is the thin escalope of a fish that has been flattened.
Plaited		This is also known as entresse in French This cut is made by pleating three strips of fish to give a decorative touch.
Goujon	M	These are strips of fish culled from the large fillet and is usually of 8 cm x 1 cm size.

COOKING METHODS OF FISH

Boiling: Can be done to obtain a court bouillon or when the fish needs to be flakes for a salad or for cutlets.

Steaming: Is ideal for large fish and to retain nutritive value.

Grilling: Usually oily fish is good for grilling, as it possesses natural fats.

Frying: White fish and be pan, shallow or deep fried normally with a coating.

Baking: Is suitable for medium and large fish and can be stuffed.

4.5 POULTRY AND GAME

INTRODUCTION

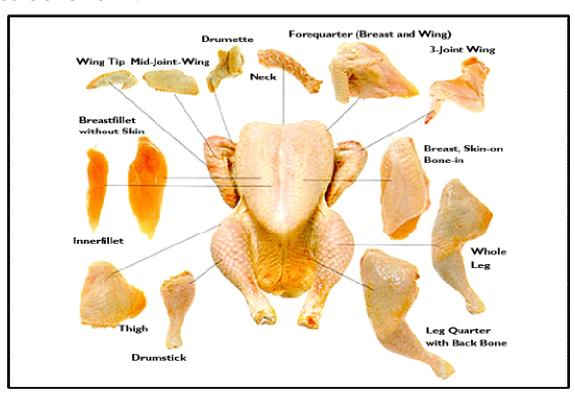
Poultry is another important part of cookery. It is just as important as fish, egg, and vegetable cookery. Chicken, as it is commonly referred to, is famous among all age groups of non-vegetarians. Chicken is as commonly used in continental cookery as it is used in Indian cookery. Poultry started off as hunting wild birds and then moved over to domestication of birds for their eggs and meat. Chicken is available in different breeds. These breeds decide the weight and size of the chicken.

IDENTIFICATION OF POULTRY

A chicken ranging in age from 7 to 13 weeks and weighing from 1-1/2 to 4 pounds. Their meat is very tender, and they can be prepared by almost any cooking method, such as broiling, braising, frying, roasting, and grilling. Depending on their size, a broiler-fryer will generally serve 3 or 4 people.

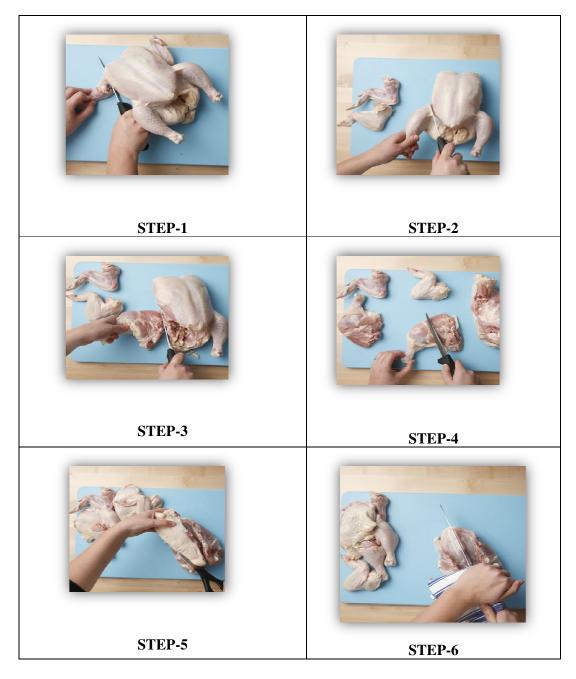
The USDA recognizes six categories or kinds of poultry: chicken, duck, goose, guinea, quail and turkey. Each poultry kind is divided into classes based predominantly on the bird's age and tenderness. The sex of young birds is not significant for culinary purposes. It does matter, however, with older birds; older male birds are tough and stringy and have less flavour than older female birds.

CUTS OF CHICKEN



BUTCHERING OF CHICKEN

The following are the steps for butchering of chicken





STEP-7

COOKING METHODS OF POULTRY

The type of method to use for cooking poultry depends on the bird. Young poultry is best for roasting, broiling, and frying. Older poultry requires braising or stewing methods. Either way, slow, even heat should be used for tender, juicy, evenly done poultry. These are some methods used while cooking poultry

Baking

Cook food by dry heat without direct exposure to a flame, typically in an oven.



Broiling

Broiling, cooking by exposing food to direct radiant heat, either on a grill over live coals or below a gas burner or electric coil. Broiling differs from roasting and baking in that the food is turned during the process so as to cook one side at a time.



Deep fat frying

Deep frying (also referred to as deep fat frying) is a cooking method in which food is submerged in hot fat, most commonly oil, rather than the shallow oil used in conventional frying, done in a frying pan. Normally, a deep fryer or chip pan is used for this; industrially, a pressure fryer or vacuum fryer may be used.



Grilling

Grilling is a form of cooking that involves dry heat applied to the surface of the food, commonly from above or below. Grilling usually involves a significant amount of direct, radiant heat, and tends to be used for cooking meat and vegetables quickly.



Roasting

Roasting is a cooking method that uses dry heat where hot air envelops the food, cooking it evenly on all sides with temperatures of at least 150 °C (~300 °F) from an open flame, oven, or another heat source. Roasting can enhance flavour through caramelization and Maillard browning on the surface of the food.



Simmering

Simmering is a food preparation technique in which foods are cooked in hot liquids kept just below the boiling point of water (which is 100 °C or 212 °F at average sea level air pressure), but higher than poaching temperature.



4.6 MEAT COOKERY

INTRODUCTION

A variety of meats are available for consumption, from lamb, pork, beef, etc. These meats are used for both Indian & continental cookery. There are different grades of meat available for cooking. Standard have been established for cutting of meat in such a way that every part of the animal is used completely.

The flesh, innards and carcass, every part is used for cooking, either in the form of stock, soup, hors'douvres, and also as a part of the main course.

COMPOSITION AND STRUCTURE

WATER (75% of muscle tissue)

With such a high percentage of water in meat, you can see why shrinkage can be a big problem in its cooking. Too much moisture loss means dry meat, loss of weight and loss of profit.

PROTEIN (20% of muscle tissue)

Protein is an important nutrient and the most abundant solid material in meat. Protein coagulates when it is heated. This means it becomes firmer and looses moisture. Coagulation is related to doneness. When protein has coagulated to the desired degree, the meat is said to be done. Too high heat toughens protein.

FAT (upto 5% of muscle tissue)

Of course there can be more fat surrounding the muscles. A beef carcass can have as much as 30% fat. A certain amount of fat is desirable for 3 reasons.

BASIC QUALITY FACTORS

Juiciness

Marbling is fat that is deposited within the muscle tissue. The juiciness we enjoy in well-marbled beef is due more to fat than to moisture. Surface fat protects the meat (especially roasts) from drying out during cooking as well as in storage. Adding surface fats where they are lacking is called barding.

Tenderness

Marbling separates muscle fibers, making them easier to chew.

Flavour

Fat is perhaps the main source of flavour in meat. A well-marbled prime (top grade) steak tastes 'beefier' than the same cut of a lower grade.

Identifying Meat

Meat used in kitchen operations is principally derived from farmed sheep, beef cattle, pigs, or goat that has been raised on a farm. Commercially produced meat arrives at the butchers or kitchen already dressed. This means the skin, extremities and internal organs have been removed and the carcass is ready to be broken down into smaller pieces or cuts.

The younger the animal the more tender the meat will be. Therefore lamb is tenderer than mutton, and veal is tenderer than beef. Gender, breeding, feeding, lifestyle and handling all affect tenderness and flavour.

Types of meat

Sheep

Sheep (or lamb as it is often sold) is a popular and versatile meat that can be used in a variety of dishes. It is particularly well suited to Mediterranean and Middle Eastern dishes.

Lamb

Sheep, mostly castrated males, up to 12 months old. Lamb flesh should be light reddish pink, with white firm fat. Lamb flesh has a delicate texture and flavour. It is suited for roasting, frying or grilling.

Mutton

Mutton is sheep older than two years, mostly female. Mutton has darker flesh than hogget and a stronger sheep flavour and smell than hogget or lamb. Mutton is generally suited to stewing and full flavoured dishes.

Veal

Veal is meat from beef cattle less than 3 months of age which has only been milk fed. The dressed carcass will weigh about 40kg. The flesh is lean and pale pink.

Young cattle may also be referred to as Heavyweight Veal if they are less than 1 year old and less than 70kg dressed weight. After 3 months of age, cattle start on a full grass fed diet which darkens the flesh and the flavour becomes more distinct.

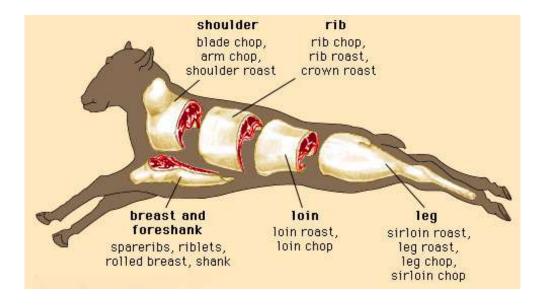
Beef

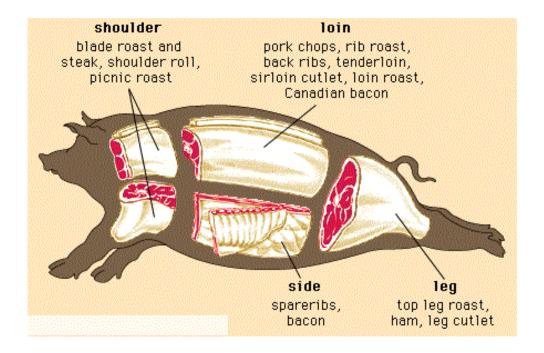
Beef is principally derived from steers which are males over three months of age. Many factors influence the appearance and tenderness of beef, such as breed, feed, age, and lifestyle.

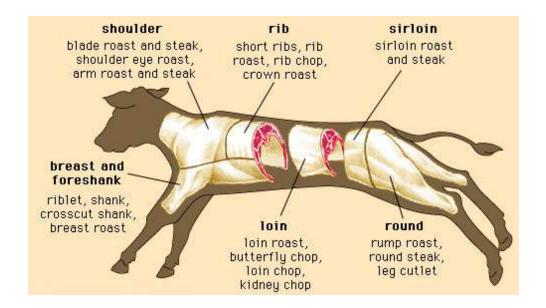
Pork meats

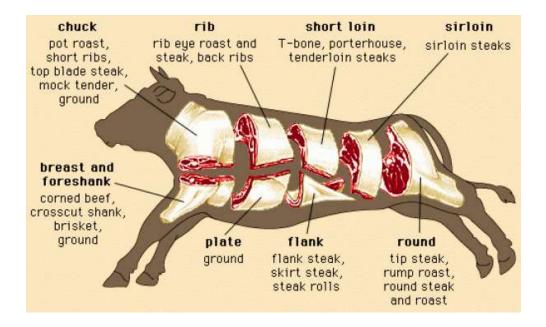
Pork is valued as a lean, pale-pink meat with a distinct and delicate flavour. Pork, unlike lamb and beef is often sold skin-on, as the skin is nutritious and also valued for its flavour and texture.

CUTS OF LAMB, PORK, VEAL AND BEEF









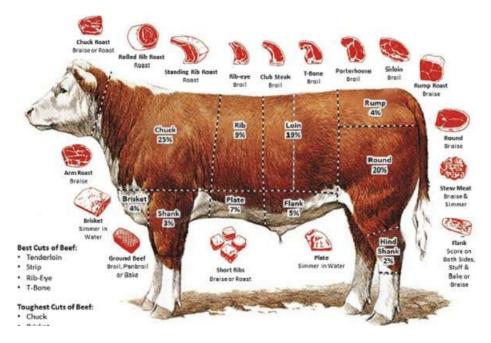
CUTS OF BEEF

Neck: This is one of the tougher cuts and is generally sold as Stewing Steak or made into mince (ground) meat. When sold in pieces, it is only suitable for very long, slow, moist cooking.

Blade and Chuck: This cut is often sold as Braising Steak. A little more tender than stewing steak. Use in casseroles, stews and to braise.

Fore Rib: Sometimes sold boned and rolled but is traditionally sold on the bone. Has a higher fat content throughout the flesh and makes a superb roast. Fore rib cut also used into steaks for grilling or frying.

Thick Rib: This cut is often sold as Braising Steak. A little more tender than stewing steak. Use in casseroles, stews and to braise.



Thin Rib: This is one of the tougher cuts and is generally sold as mince (ground) meat.

Brisket: Often sold boned and rolled and sometimes salted. Suitable for slow or pot roasting. Traditionally used for making corned beef.

Shin: This is one of the tougher cuts and is generally sold as Stewing Steak or made into mince (ground) meat. When sold in pieces it is only suitable for very long, slow, moist cooking.

Sirloin: Often sold boned and rolled. A prime cut which is suitable for roasting.

Sirloin Steak: Comes from the same area as sirloin but cut into steaks such as "T"-bone, Porterhouse and Entrecote. A prime cut which is suitable for grilling, frying, stir- fries and barbecuing.

ThinFlank: Often used for minced or ground meat. Suitable for cottage pie, Bolognese sauce and burgers. Thin flank is also known as Top Rump. Similar to topside and can be slow roasted as a joint or slow fried or braised in pieces. Also sold as "flash fry" steaks.

Leg: This is one of the tougher cuts and is generally sold as Stewing Steak. Only suitable for very long, slow, moist cooking.

Silverside: Although this was traditionally salted and sold as a boiling joint, this very lean piece of meat is now most often sold unsalted as a joint for roasting. Requires frequent basting through the cooking time.

Topside:Very lean and when sold as a joint for roasting, often has a layer of fat tied around it to help baste and keep it moist. Also suitable cut into steaks for frying or grilling and in stirfries.

Stir-frying

FOOD PRODUCTION

Rump: Although a prime cut, it is usually cheaper than fillet or sirloin because it's not quite as tender. Suitable for quick cooking e.g. frying, stir-fries, grilling or barbecuing.

Shank: This is one of the tougher cuts and is generally soldas mince (ground) meat

Factors that make meat tender

- a) There are a number of ways to tenderize meat:
- **b)** Mechanical tenderization, such as pounding, or piercing
- c) The tenderization that occurs through cooking, such as braising
- **d**) Tenderizers in the form of naturally occurring enzymes, which can be added to food before cooking Examples, are papaya, pineapple and kiwifruit
- e) Marinating the meat with vinegar, wine, lemon juice, buttermilk or yogurt
- **f**) Brining the meat in a salt solution (brine)
- g) Dry aging of meat at 0 to 2 °C (32 to 36 °F)

VARIOUS METHODS OF COOKING MEAT
Meat can be cooked by moist heat or dry heat. What method is used will depend on what type of meat it is, what part of the animal it is from, and what the desired taste and appearance outcome are for the dish being prepared.
Moist heat cooking methods for cooking meat
Braising (pot roast)
Boiling
Pressure cooking
Stewing
Moist heat cooking methods are used for parts of an animal that are either low in fat, or tough in musculature because those parts of the animal got a lot of exercise.
Dry heat cooking methods for cooking meat
Barbequing
Broiling

2.7
Barbequing
Broiling
Grilling
Pan frying
Roasting

Dry heat cooking methods are used for cuts of meat that are tender or delicate.

How cuts are used in cooking

Rib and Loin Cuts: Very tender, used for roasts, steaks, and chops.

Leg or Round:Less tender and cooked by braising

Chuck or Shoulder: Tougher; generally braised

Shanks, Breast, Brisket, and Flank: Less tender; cooked by moist heat

Ground Meat, Cubed Steaks, and Stew Meat: From any primal cut; cooked by dry or moist heat

STORAGE

The quality if the finished product depends not only on proper selection of meats but on proper storage as well. Fresh meat is highly perishable. The high cost of meats makes it essential to avoid spoilage.

Fresh meats

- 1. Check purchases on arrival, to ensure that the meat is of good quality.
- Do not wrap tightly. Bacteria and mold thrive in moist, stagnant places. Air circulation inhibits their growth. Store loosely, but cover cut surfaces with plastic wrap to prevent excessive drying.
- 3. Do not open Cryovac-wrapped meats until ready to use.
- 4. Store at 32-36°F (0-2°C). Meat does freeze until 28°F (-2°C).
- 5. Keep meats separate in cooler and on work table to avoid cross contamination.
- 6. Fresh meats keep well for only 2-4 days. Ground meat keeps even less well because so much surface is exposed to bacteria. Cured and smoked products may keep upto a week.
- Do not try to rescue meats that are going bad by freezing them. Freezing will not improve the quality of spoiling meat.
- 8. Keep coolers clean.

Frozen meats

- 1. Wrap frozen meats well to prevent freezer burn.
- 2. Store at 0°F (-18°C) or colder.
- 3. Rotate stock first in, first out. Frozen meats do not keep indefinitely. Recommended shelf life, at $0^{\circ}F$ (-18°C), of beef, veal and lamb 6 months; for pork 4 months. Pork fat turns rancid easily in the freezer.
- 4. Defrost carefully. Tempering in the refrigerator is the best. Defrosting at room temperature encourages beterial growth.
- 5. Do not refreeze thawed meats. It increases loss of quality.
- 6. Keep freezers clean.

Unit 5

Basic Preparations

- 5.1 Stocks: Definition, types & preparation.
- 5.2 Sauces:- Introduction & importance, components, classification & preparation.
- 5.3 Soups:- Introduction, classification, International soups,
- 5.4 Salads:- Introduction, parts of salad, classification & types, dressings, Accompaniments and garnishes

5.5 CULINARY TERMS OF FOOD PRODUCTION

5.1 Stocks: Definition, types & preparation.

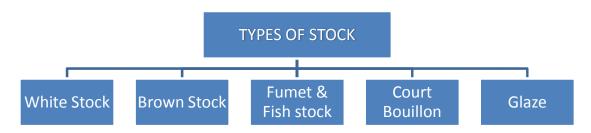
Introduction

The kitchen has to be well equipped for operations with ingredients in either cooked or semi-cooked stage. The mise-en-place, required for the kitchen is plenty. Stocks, sauces etc... required as a part of a main dish in the menu are to be prepared in advance and used later. Stocks are one of the many things required in various cuisines. They can be used to impart colour, flavour to a dish and incorporate moisture. Stocks can be used in place of water for adding nutritional value to the dish and also impart aroma.

Definition

Stocks are thin liquids flavoured by soluble extracts of meat, poultry, fish and vegetables. It is a liquid in which meat or meat bones, fish or fish bones and various vegetables have been cooked to extract flavour. 'Fonds de cuisine' is a kitchen stock.

Types of Stocks



White Stock

A white or neutral stock may be made from beef, veal or chicken bones. The finished stock should have a good flavour, good clarity, high gelatin content and little or no colour. Veal bones are most often used, but any combination of beef, veal or chicken bones may be used

Brown Stock

A brown stock is made from chicken, veal, beef or game bones. The finished stock should have a good flavour, rich dark brown colour, good body and high gelatin content. The primary differences between a brown stock and a white stock are that for a brown stock, the bones and mirepoix are caramelized before being simmered and a tomato product is added. These extra steps provide the finished stock with a rich dark colour and a more intense flavour

Fumet & Fish Stock

A fish stock and a fish fumet (foo-may) are similar and can be used interchangeably in most recipes. Both are clear with a pronounced fish flavour and very light body. A fumet, however, is more strongly flavoured and aromatic and contains an acidic ingredient such as white wine and/or lemon juice.

Court Bouillon

A court bouillon (French for "short broth") is a flavoured liquid, usually water and wine or vinegar, in which vegetables and seasonings have been simmered to impart their flavours and aromas. Court bouillon is most commonly used to poach foods such as fish and shellfish.

Glaze

A glaze is the dramatic reduction and concentration of a stock. Glazes are added to soups or sauces to increase and intensify flavours. They are also used as a source of intense flavouring for several of the small sauces

5.2 Sauces:- Introduction & importance, components, classification & preparation.

Introduction

Sauces are the next most important part of the French & continental cuisine. These sauces can be derived from stocks by using different thickening agents. Sauces are capable of adding variety to the dishes by imparting colour, flavour, texture and even drama to a great extent. Sauces are of different types. They vary by way of the basic ingredient used, colour and consistency. These sauces are integral for plate presentations and add to the overall improvement of the product.

A sauce is a liquid, creamy semi-solid food served on or used in preparing other foods. Sauces are not normally consumed alone; they add flavour, moisture, and visual appeal to the final dish. The sauce is a French word taken from the Latin salsus, meaning salted. Possibly the oldest sauce recorded is garum, the fish sauce used by the Ancient Romans. Sauces may be used for savoury dishes or for desserts.

History of the Mother Sauces

The French mother sauces were originally four base sauces set forth by Antonin Careme in the 19th century. Careme's four original mother sauces were Allemande, Bechamel, Veloute and Espagnole.

In the 20th century, Chef "Auguste Escoffier" demoted Allemande to a secondary sauce of Veloute, and added Sauce Tomat and Hollandaise.

Definition

Sauces are liquid or semi-liquid mixtures. A keen sense of smell, delicate sense of taste, a light, strong hand for blending – all contribute to the perfect sauce. Long ago, Grande de la Royere, philosopher and astronomer wrote: "The sauce is to culinary art, what grammar is to language". A perfect sauce has a colourful appearance, is glowing in its rich smoothness, its texture is that of velvet, and it has a definite taste. It has natural flavour and complements the food it accompanies, rather than mask its taste.

Importance of sauce

- a. Enhance and flavour.
- **b.** Some sauce helps in digest e.g. Mint sauce, apple sauce served with roast pork.
- **c.** It gives to nutritional value of the food, white sauce added to creaminess to the dry food.
- **d.** Serve as accompaniment, sometime gives a contrast taste to another good (Real mouth palatability). Example, Cranberry sauce with roast turkey.
- **e.** Sometime it gives the name of dish e.g. when the Madeira wine added in brown sauce, the name of the dish is called 'Sauce Madeira'.
- **f.** Enhance nutritional value of the food or dish.
- **g.** Gives and contrast or balance and bland food e.g. Devil sauce served with eggs gives proper.

Use of sauce

Flavour

Sauces add flavour to the dish and at times, some liquids in which foods are cooked are processed and served as accompanying sauces, or sometimes contrasting flavoured sauces are served to bring about the character of the dish. Example, well-roasted chicken is served with its own roast gravy, but a dock is served classically with an orange sauce. Apple pie is served with a vanilla sauce

Moisture

The most important reason to serve a. the sauce is to provide moistness to the food. A meal stew is a meal in itself and contains meat, starch such as potatoes, etc. in a sauce made from the same liquid in which it was cooked. Hence, it can be eaten as it is or with a bread.

Visual Appeal

Sauces are also used to provide a contrasting colour onto a. plate, so that the overall appearance of the dish is enhanced, and it looks like a work of art. Care should be taken while using sauces to offer contrasting colours. The character of the main food item should not be compromised because of the contrasting colours that a chef wants to provide to his/her dish.

Texture

This is one of the most important reasons as to why a. the sauce is served along with a dish Sauces add texture to the food and enhances the overall experience. Traditionally, a crisp fried texture of the fish finger is enhanced by providing a creamy tartar sauce or even a well-cooked juicy Indian kebab is served with a smooth paste of mint and coriander, to offer the contrast in texture.

Nutritional Factor:

The very need of providing the sauces in the first place was to use the liquid that has leached out during the cooking process. These juices contain all the flavours and nutrition that the chicken has to offer and if not served along with the dish, the goodness of the dish will be lost. The juices are collected in the pan and further addition of reduced chicken stock creates a sauce called jus roti or roast gravy.

Components of a Sauce

Various components form a sauce, such as liquids, seasoning agents, thickening agents, and flavouring agents.

Sauce	Liquid	Thickening Agents	Seasoning Agents	Flavouring Agents
Béchamel	Milk	Roux	Salt and pepper	Onion, cloves, bayleaf, and nutmeg
Velouté	Chicken stock	Blond roux and liason	Salt and pepper	Tarragon herb, mirepoix, sachet d'epices
Espagnole	Brown beef stock	Brown roux	Salt and pepper	Bouquet garni, tomatoes, and red wine
Tomato	Brown stock	Brown roux	Salt and pepper	Tomato, mirepoix
Hollandaise	Clarified butter	Egg yolk	Salt, pepper cayenne pepper, onions	Lime juice, tarragon

Thickening Agents Used in Sauces

Before preparation of various sauces, it is important to understand the various thickening agents used.

1. Roux:

Refined wheat flour cooked with the same quantity of clarified butter is referred to as roux. This word probably comes from the French word rouge which means red. The colour of the roux depends on the degree to which it is cooked and the usage of each roux is also defined.

Types of Roux

White Roux:

It emits an aroma of baking bread and is used for making white sauce and thickening for the cream soups.

Blond Roux:

It emits the flavour of toasted nuts and is used to make veloute sauce and can also be used in certain cream soups.

Brown Roux:

It emits a deeply roasted aroma and is used to prepare brown sauces. The darker the roux, the stronger is the flavour. It is used for red meats such as beef and lamb. White and blond roux have the same thickening power. Roughly 500 g of roux would thicken 4 litres of liquid and on the other hand brown roux would thicken only 2 litres; because overcooking weakens the thickening power of flour. Roux can be made in bulk and can be stored in a cool place for a long period of time.

2. Slurry:

A mixture of cornstarch, potato flour or arrowroot, and water is referred to as slurry. It is mostly used in Chinese and other Asian sauces and is added to give a shine to the sauce. One should be careful in adding the slurry to the hot liquid as it instantly thickens when added to the boiling liquid.

One the third of cornstarch would thicken 1 cup of liquid. In case of arrowroot and potato starch, only 1/2 the third per cup of liquid would be required as these are stronger than cornstarch.

3. Beurre Manié:

Equal amounts of butter and flour are kneaded together to form a paste, which can be added to boiling liquids to thicken them. Since beurre is not a cooked product, we must ensure that the liquid boils for a considerable time to get rid of the raw flavour of the flour.

4. Liaison:

Usually one part of egg yolk and three parts of cream are whisked together and are used to thicken the sauces. The purpose of the liaison is not only to thicken but it also enriches the sauces. One has to be very careful while adding the liaison, as it should be added into a hot liquid but never boiled again, as the egg will curdle.

5. Blood:

It is rarely used these days because of health reasons; but blood was a very common thickening agent used in the olden times. Dishes that use blood as thickening agents are called 'jugged', for example, jugged hare.

6. Butter:

Butter is also used in many sauces to provide the thickness to the sauce. Cold butter when whisked into a hot sauce gives a shine and thickness. This is also known as 'mounting of sauce' or monter au beurre in French.

7. Vegetable or Fruit Purees:

Starch from fruit and vegetable purees used in a dish provides the thickening to the dish and hence, require no other thickening agents.

Classification of sauce

A. Béchamel/white sauce:

Definition

One kind of basic mother sauce which is prepared by the use of milk and white roux combination. Also known as a cream sauce, basically used for vegetarian dish preparation. Example:- Vegetable -al-gratin.

Method:

- **1.** Melt the butter in a thick bottom pan.
- 2. Add flour and mixed it.
- 3. Cooked for a few minutes over a gentle heat without colouring (white roux).
- **4.** Remove from the heat.
- **5.** Gradually add the warm milk and stair still smooth.
- **6.** Add the onion and clove, bay leaf.
- 7. Allow the simmer for 30 min.
- **8.** Remove the onion and pass the since in conical strainer.

Derivative of white/Béchamel Sauce:

B. Veloute Sauce:

Definition

The another name of veloute sauce is basic blond sauce. It is one kinds of mother sauce and prepared from blond (light brown), roux and stock. Veloute gets its name from the types of stock used. Exam.- Fish veloute – fish stock and veloute sauce.

Chicken veloute ------Chicken stock and brown roux.

Method

- 1. Melt the butter in a thin bottom pan,
- 2. Add the flour and mixed it.
- **3.** Cooked to a sandy texture over gentle heat without colour or little bit of colour (bland roux).
- **4.** Allow to cool.
- 5. Gradients add the boiling stock, stir until smooth and allow simmering approxe 1 hrs.
- **6.** Pass through a conical strainer.

Derivative of Veloute Sauce:

C. Espanola Sauce/ Brown Sauce:

Definition

Brown sauce is made from brown roux and brown stock or glaze of brown stock. It is one of most widely used basic or mother sauce and demy-glaze is a derivative of brown stock and is widely used for the preparation of other brown sauce derivative.

Method

- 1. Put the butter in thick bottom pan.
- 2. Add the flour and cooked to a light brown colour and stair.
- **3.** Cool and mixed it in the tomato puree.
- **4.** Gradually mixed the boiling stock and bring in the boil.
- **5.** Washed, peel and mirepoxing the vegetable.
- **6.** Lightly brown in a little fat in a frying pan (Roast the vegetable).
- 7. Drain of the fat and add to the sauce.
- **8.** Simmer gently for 3-4 hrs. And strain.

D. Tomato Sauce/Red Sauce:

Definition

It is a red kitchen sauce and some piquancy. It is served with lots with the pasta related dish. Ravi-oil or Spaghetti, eggs, fish and meat preparation and it is also used for increasing the colour of preparation.

Method

- 1. Melt the butter in a sauté pan.
- 2. Add the mire proxy veg. and bacon cude and sauté.
- **3.** Mixed in the flour and cooked to a scanty texture and allow to lightly colouring (Blond roux).
- **4.** Mixed the tomato puree and cold it.
- **5.** Gradually add the boiling stock and simmer for 1 hour.
- **6.** Correct the seasoning and cold it.
- 7. Pass through a conical strainer.

E. Hollandaise Sauce/Hot Sauce:

Definition

It is a warm, yellow and rich sauce. It contains a high percentage of fat and egg yolk. The name of the technique is called 'emulsion' (means mixture of butter, lemon juice and egg yolk). It is served with grilled and baked related fish, veg. and eggs and it is also used as an accompaniment of continental veg.

Method

- 1. Melt butter in a pan and kept aside.
- 2. Placed curse paper corn and vinegar in a pan and reduced completely.

- **3.** Add 1tbs cold water.
- **4.** Mixed the egg yolk and whisk properly.
- **5.** Placed to a gentle heat and whisk continuously till to a sabayon consistency (thick or sauce like consistency).
- **6.** Then gradually add the melted butter until it is blended and forms a smooth sauce. Then add few drop of lemon juice.
- 7. Strain through a fine strainer and curette the seasoning.
- **8.** Store at 300-370C.

F. Mayonnaise Sauce (Cold Sauce):

Definition

It is basic called and used as a salad dressing and as a accompaniment. It has a wide variety of use, particularly in horsed oeuvre and salad purpose. It is rich sauce as it is thicken with egg yolk and has a high percentage of fat. Sometime it thickens with gelatin and it used as shiny flavourful coating to decorate cold dish and buffets.

Method

- 1. Placed vinegar, egg yolk and seasoning in a bowl and whisked properly.
- 2. Gradually add oil very slowly and whisked continuously.
- **3.** Correct the seasoning and consistency.

Note:

Mayonnaise sauce curden for several reason

- 1. If the oil is added to quickly.
- **2.** If the oil is to cold.
- **3.** If the sauce is not sufficiently whisk.

Various Kinds of butter Sauce:

A. Beurre-maitre-d-hote (Parsley butter) [M.D.H]:

Ingredients: Butter + chop parsley + lemon juice + seasoning.

Use: Serve with grilled meat, fish and fried dish.

B. Anchovy Butter:

Ingredients: Butter + Anchovy essence + Seasoning.

Use: Serve with grilled or fried fish.

C. Shrimp Butter:

Ingredients: Butter + fine chopped cooked shrimp + lemon juice.

Use: Serve with shell fish.

D. Beurre-noir (Black butter):

Ingredients: Black the butter in the gentle heat and get even black colour.

Use: Serve with fried fish.

E. Peuree Nosiest (Brown Butter):

Ingredients: Brown the butter in gentle heat and get even to brown colour.

Use: Serve with fried fish.

F. Garlic Butter:

Ingredients: Butter + garlic paste with adding of lemon juice.

Use: Serve with grilled stacks.

5.3 Soups:- Introduction, classification, International soups,

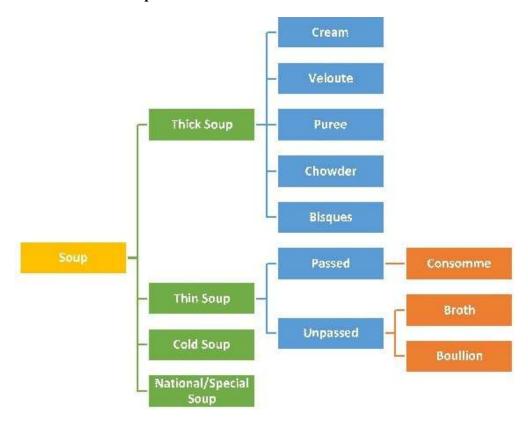
Introduction

Soups are a generally warm food made by combining ingredients such as meat and vegetables with stock, juice, water, or another liquid. Hot soups are characterized by boiling solid ingredients in liquids in a pot until the flavours are extracted, forming a broth. Traditionally, soups are classified into two main groups: clear soups and thick soups. The established French classifications of clear soups are bouillon and consommé. Thick soups are classified depending upon the type of thickening agent used: purées are vegetable soups thickened with starch; bisques are made from puréed shellfish or vegetables thickened with cream; cream soups may be thickened with béchamel sauce; and velouté are thickened with eggs, butter, and cream. Other ingredients commonly used to thicken soups and broths include rice, lentils, flour, and grains; many popular soups also include carrots and potatoes.

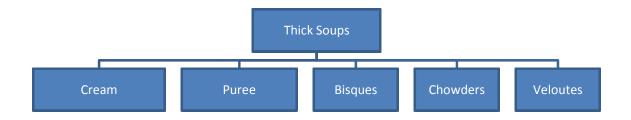
Definition

A liquid, savoury food commonly made with meat, poultry, fish, or vegetable stock as its base. Soups can be served either hot or cold. The quality of a soup is determined by its ingredients, flavour, appearance, and texture

Classification of Soup



THICK SOUP



CREAM

Most cream soups are made by simmering the main flavouring ingredient (for example, broccoli for cream of broccoli soup) in a white stock or thin velouté sauce to which seasonings have been added. The mixture is then puréed and strained. In classic cuisine, thin béchamel sauce is often used as the base for cream soups and can be substituted for velouté in many cream soup recipes.

PUREE

Purée soups are hearty soups made with cooking starchy vegetables or legumes in a stock or broth, then puréeing all or a portion of them to thicken the soup. Purée soups are like cream

soups in that they both consist of the main ingredient that is first cooked in a liquid, then puréed. The primary difference is that unlike cream soups, which are thickened with starch, purée soups generally do not use additional starch for thickening.

BISQUES

Traditional bisques are shellfish soups thickened with cooked rice. Much of a bisque's flavour comes from crustacean shells, which are simmered in the cooking liquid, puréed (along with the mirepoix), returned to the cooking liquid and strained after further cooking.

Puréeing the shells and returning them to the soup also adds the thickness and grainy texture associated with bisques.

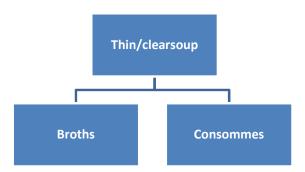
CHOWDERS

Although chowders are usually associated with the eastern United States where fish and clams are plentiful, they are of French origin. Chowders are hearty soups with chunks of the main ingredients (including, virtually always, diced potatoes) and garnishes. Although there are thin chowders, most chowder are thickened with roux. The procedures for making chowders are like those for making cream soups except that chowders are not puréed and strained before the cream is added.

VELOUTÉ

A velouté is a thick soup, which is thickened with a blond roux, passed and finished with a liaison. They may be vegetable or chicken stock based, for example, velouté of chicken. A roux is made by cooking equal amounts of flour and butter over a medium heat. The degree of cooking of the flour gives its name to the roux. A blonde roux is obtained by cooking roux until it turns blonde in colour. The texture of velouté is smooth and velvet.

THIN SOUP



Clear soups include broths made from meat, poultry, game, fish or vegetables as well as consommés, which are broths clarified to remove impurities. Consommé comes from the

word 'consummate' which means to bring to completion or perfection. It is a strongly – flavoured, clarified soup.

All clear soups start as stock or broth. Broths may be served as finished items, used as the base for other soups or refined (clarified) into consommés

Broth

A broth is a stock-based soup, which is not thickened. It is served unpassed and garnished with chopped herbs, vegetables, or meats. For example, minestrone, scotch broth, etc. Clear soups are thin like liquid; they never coat the back of the spoon. It is important to have full-bodied thin soups; otherwise they would taste like water.

The difference between a stock and a broth or bouillon as commonly referred to in French. While serving broths as soups, one should add reduced stock or glaze to give body to the soup.

Consommé

A consommé is a clear soup which is clarified with egg whites. It is an old saying that if one can read the date on the dime thrown in four litres of consommé, then it is a good consommé. It is named after the garnish used in the soup.'

COLD SOUPS

Cold soups can be as simple as a chilled version of a cream soup or as creative as a cold fruit soup blended with yoghurt. Cold fruit soups have become popular on contemporary dessert menus. Cold soups are difficult to classify because many of them use unique or combination preparation methods.

INTERNATIONAL SOUPS

There are many varieties – cold or hot, thin or thick soups. They have been placed in a special category as they have different origins. There are soups that originated in a certain locality and are associated with that place.

NAME OF SOUP	COUNTRY	SOUP CLASSIFICATION	DESCRIPTION
Bouillabaisse	France	Fish soup	A rich, spicy stew or soup made with various kinds of fish, originally from Provence.
Consommé	France	Clear or stock	A clear soup made with concentrated stock.
Manhattan clam chowder	USA (new England)	Chowder	Tomato-based clam chowder
French onion soup	France	Potage	Deep, rich broth made with onions and beef. Often topped with croutons and gruyere cheese melted golden on top, over the edges of the bowl.
Gazpacho	Spain	Puree	Pureed tomato and vegetables.
Gumbo	The USA	Broth	A traditional creole soup from the American south, most popular in New Orleans. Often includes seafood, made with shrimp or crab stock and andouille sausage and thickened with a dark roux.
Minestrone	Italy	Broth	Vegetables and pasta.
Miso	Japan	Thin	Dashi stock base with dissolved miso paste (fermented rice, barley and/or soybeans). Common ingredients include tofu and seaweed.
Mulligatawny	India		Meat, vegetables, and spices.
Scotch broth	Scotland	Soup	Mutton, barley, and various vegetables.
Egg drop soup	China	Broth	Savoury soup made by pouring beaten eggs into swirling boiling water or broth.
Green turtle soup	England	Thin	Turtle soup is soup or stews made from the flesh of the turtle.

Soup garnishes and accompaniments

Garnishes for soups may be part of the soup, added into the soup, served on top or accompany the soup. They may even play a role in thickening the soup. Garnishes should go

together or contrast with the colour, flavour, shape and texture of the soup ingredients. Accompaniments are served with the soup.

Soup garnishes

- Toasted and garnished bread
- Fried bread cubes and pieces
- Nuts
- Fried onion
- Chopped herbs and spices
- Yoghurt
- Cream
- Sour cream
- Fried garlic
- Cheese

Soup accompaniments

- Bread
- Crackers
- Croutons
- Fried bacon
- Toast
- Fried onion
- Cream
- Yoghurt

5.4 Salads:- Introduction, parts of salad, classification & types, dressings, Accompaniments and garnishes

Introduction

A salad is a dish consisting of a mixture of small pieces of food, usually vegetables. Salads are typically served at room temperature or chilled, with notable exceptions such as south German potato salad which is served warm. Salads may contain virtually any type of ready-to-eat food.

Garden salads use a base of leafy greens like lettuce, arugula, kale or spinach; they are common enough that the word salad alone often refers specifically to garden salads. Other types include bean salad, tuna salad, fattoush, Greek salad, and Japanese sōmen salad (a noodle-based salad). The sauce used to flavor a salad is commonly called a salad dressing; most salad dressings are based on either a mixture of oil and vinegar or a fermented milk product.

Salads may be served at any point during a meal

Appetizer salads

Light, smaller portion-salads served as the first course of the meal.

Side salads

To accompany the main course as a side dish

Main course salads

Usually containing a portion of a high-protein food, such as chicken, salmon, beef, legumes, or cheese

Dessert salads

Sweet versions containing fruit, gelatin, sweeteners or whipped cream

Parts of salad

Base:

The under liner usually a leafy vegetable such as lettuce of different kinds as romaine or cos; watercress; cabbage etc. The tossed salads do not have an under liner, they are piled in bowls.

Body:

This is the most important part of the salads. The salad gets its name from the ingredients that are used for the body. This part gets the most attention and its appearance is enhanced by decorations. The ingredients used have a balance of flavour and taste. The body consists of broken salads greens, tomato stuffed with tuna fish, chicken or meat dices or strips etc.

Garnish:

The main purpose of the garnish is to add an eye appeal to the finished product, but in some cases it improves the taste and form.

Dressings:

A dressing is usually served with all types of salads. It adds flavour, provides food value, helps digestion, and improves palatability and appearance. Dressing is in a liquid or semiliquid form, a mixture off oil, vinegar, seasonings or eggs or cream etc.

Types of Salad

You can break salads down into 4 types of salad. Each of these categories have their benefits and strengths.

Green salad

A green salad or garden salad is most often composed of leafy vegetables such as lettuce varieties, spinach, or rocket (arugula). If non-greens make up a large portion of the salad it may be called a vegetable salad instead of a green salad. Common raw vegetables (in the culinary sense) used in a salad include cucumbers, peppers, tomatoes, onions, carrots, celery, radishes, mushrooms, avocado, olives, artichoke hearts, heart of palm, watercress, parsley, garden beets, and green beans.

Tossed salads

Tossed salad is the most common salad and is prepared by tossing the greens and garnishes (Such as tomatoes, onions, or cucumber) in a dressing. A tossed salad uses leafy vegetables such as lettuce, spinach or watercress. It is important to remember that the greens be well dried before tossing. If the leaves are wet, the dressing won't properly adhere to the greens causing the dressing to become watered down. They can be garnished with many different ingredients such as nuts, cheese, fruits and vegetables. All kinds of dressings can be used including a light oil and vinegar dressing to a hearty hot bacon dressing.

Composed Salads

Composed types of salad are inspired and a properly composed salad tells of that inspiration. A composed salad is one of order and detail. A composed salad is also built from the ground up, and is carefully arranged to produce a beautifully crafted salad. There are 4 layers to a composed salad: Base, Body, Garnish, and Dressing.

Bound Salads

Bound types of salad are one that is made by combining cooked meats, fish, shellfish and/or legumes with a dressing and garnishes. A bound salad literally means each of the ingredients are bound together in one mass. The binding agent is usually mayonnaise based, but can include thicker vinaigrettes as well. Trying to standardize the proportions of a bound salad is difficult due to the many different types of bound salads out there, each with their own varying amounts.

Bound salads can also be used as the body for composed salads (For example, salmon salad on a bed of sorrel)

Dressings of salad

Sauces for salads are often called "dressings". The concept of salad dressing varies across cultures.

In Western culture, there are two basic types of salad dressing:

 Vinaigrettes based on a mixture of salad oil and vinegar, often flavored with herbs, spices, salt, pepper, sugar, and other ingredients. • Creamy dressings, usually based on mayonnaise or fermented milk products, such as yogurt, sour cream (crème fraîche, smetana), or buttermilk;

Dressings can be made, in the French, English or American style. The ratios of ingredients vary.

French: 3 parts of oil and one part vinegar and French mustard and seasonings.

English: 1 part oil and 2 parts vinegar mustard and seasonings.

American: equal quantities of vinegar and oil seasonings and sugar.

GARNISHES FOR SALADS

Garnishes provide a variety of colors, textures and flavors to a lettuce salad. Keep the ingredients fresh and uniformly sized in appearance. Garnished are only limited by a chefs imagination. Vegetables (fresh or cooked), fruits (fresh or dried), cheese, proteins (meat, poultry, and fish), croutons, nuts and seeds, are options. Sprouts, flowers, and micro shoots are also possibilities.

Salad Garnishes						
Fruits	Cheese	Vegetables				
Apples Berries Citrus Supremes Compressed melons Dried citrus supremes Figs Fresh melons Grapes Mangos Pineapples	Blue cheese crumbles Feta cubes or crumbles Fried Curds Goat Cheese Parmesan crisps Shredded cheeses	Avocadoes Beets Bell Peppers Carrots Edible Flowers Jicama Micro Shoots Mushrooms Olives Radishes Onions, white, red, green Sprouts Sun Dried tomatoes Tomatoes				
Legumes and Grains	Proteins	Fried/Baked				
Chick peas Black beans Wheat berries Rice salad Quinoa Roasted Garbanzos	Bacon Duck confit Duck skin cracklings Eggs Pancetta Pork Belly Prosciutto	Allumette potatoes Cheese frico Croutons Crostini Fresh crackers Fried shallots Fried tortillas Fried wontons Gaufrette potatoes				
Nuts and Seeds	Vegetable Variations	Dried Fruits				
Almonds Cashews Macadamia Pecans Pine nuts Walnuts Sunflower seeds Sesame seeds Pumpkin seeds	Roasted vegetables - zucchini, eggplant, onions Pickled vegetables - onions, cucumber, carrot, mushrooms Grilled vegetables	Dried citrus Supremes Dried Cranberries Dried grapes Dried mango Dried pineapple Dried fruits Figs Currants Dates Raisins				

5.5 CULINARY TERMS OF FOOD PRODUCTION

AL DENTE:

Italian term used to describe pasta that is cooked until it offers a slight resistance to the bite.

BAKE:

To cook by dry heat, usually in the oven.

BARBECUE:

Usually used generally to refer to grilling done outdoors or over an open charcoal or wood fire. More specifically, barbecue refers to long, slow direct- heat cooking, including liberal basting with a barbecue sauce.

BASTE:

To moisten foods during cooking with pan drippings or special sauce to add flavor and prevent drying.

BATTER:

A mixture containing flour and liquid, thin enough to pour.

BEAT:

To mix rapidly in order to make a mixture smooth and light by incorporating as much air as possible.

BLANCH:

To immerse in rapidly boiling water and allow to cook slightly.

BLEND:

To incorporate two or more ingredients thoroughly.

BOIL:

To heat a liquid until bubbles break continually on the surface.

BROIL:

To cook on a grill under strong, direct heat.

CARAMELIZE:

To heat sugar in order to turn it brown and give it a special taste.

CHOP:

To cut solids into pieces with a sharp knife or other chopping device.

CLARIFY:

To separate and remove solids from a liquid, thus making it clear.

CREAM:

To soften a fat, especially butter, by beating it at room temperature. Butter and sugar are often creamed together, making a smooth, soft paste.

CURE:

To preserve meats by drying and salting and/or smoking.

DEGLAZE:

To dissolve the thin glaze of juices and brown bits on the surface of a pan in which food has been fried, sauteed or roasted. To do this, add liquid and stir and scrape over high heat, thereby adding flavor to the liquid for use as a sauce.

DEGREASE:

To remove fat from the surface of stews, soups, or stock. Usually cooled in the refrigerator so that fat hardens and is easily removed.

DICE:

To cut food in small cubes of uniform size and shape.

DISSOLVE:

To cause a dry substance to pass into solution in a liquid.

DREDGE:

To sprinkle or coat with flour or other fine substance.

DRIZZLE:

To sprinkle drops of liquid lightly over food in a casual manner.

DUST:

To sprinkle food with dry ingredients. Use a strainer or a jar with a perforated cover, or try the good, old-fashioned way of shaking things together in a paper bag.

FILLET:

As a verb, to remove the bones from meat or fish. A fillet (or filet) is the piece of flesh after it has been boned.

FLAKE:

To break lightly into small pieces.

FLAMBE':

To flame foods by dousing in some form of potable alcohol and setting alight.

FOLD:

To incorporate a delicate substance, such as whipped cream or beaten egg whites, into another substance without releasing air bubbles. Cut down through mixture with spoon, whisk, or fork; go across bottom of bowl, up and over, close to surface. The process is repeated, while slowing rotating the bowl, until the ingredients are thoroughly blended.

FRICASSEE:

To cook by braising; usually applied to fowl or rabbit.

FRY:

To cook in hot fat. To cook in a fat is called pan-frying or sauteing; to cook in a one-to-two inch layer of hot fat is called shallow-fat frying; to cook in a deep layer of hot fat is called deep-fat frying.

GARNISH:

To decorate a dish both to enhance its appearance and to provide a flavorful foil. Parsley, lemon slices, raw vegetables, chopped chives, and other herbs are all forms of garnishes.

GLAZE:

To cook with a thin sugar syrup cooked to crack stage; mixture may be thickened slightly. Also, to cover with a thin, glossy icing.

GRATE:

To rub on a grater that separates the food in various sizes of bits or shreds.

GRATIN:

From the French word for "crust." Term used to describe any oven-baked dish--usually cooked in a shallow oval gratin dish--on which a golden brown crust of bread crumbs, cheese or creamy sauce is form.

GRILL:

To cook on a grill over intense heat.

GRIND:

To process solids by hand or mechanically to reduce them to tiny particles.

JULIENNE:

To cut vegetables, fruits, or cheeses into thin strips.

KNEAD:

To work and press dough with the palms of the hands or mechanically, to develop the gluten in the flour.

LUKEWARM:

Neither cool nor warm; approximately body temperature.

MARINATE:

To flavor and moisturize pieces of meat, poultry, seafood or vegetable by soaking them in or brushing them with a liquid mixture of seasonings known as a marinade. Dry marinade mixtures composed of salt, pepper, herbs or spices may also be rubbed into meat, poultry or seafood.

MEUNIERE:

Dredged with flour and sauteed in butter.

MINCE:

To cut or chop food into extremely small pieces.

MIX:

To combine ingredients usually by stirring.

PAN-BROIL:

To cook uncovered in a hot fry pan, pouring off fat as it accumulates.

PAN-FRY:

To cook in small amounts of fat.

PARBOIL:

To boil until partially cooked; to blanch. Usually this procedure is followed by final cooking in a seasoned sauce.

PARE:

To remove the outermost skin of a fruit or vegetable.

PEEL:

To remove the peels from vegetables or fruits.

PICKLE:

To preserve meats, vegetables, and fruits in brine.

PINCH:

A pinch is the trifling amount you can hold between your thumb and forefinger.

PIT:

To remove pits from fruits.

PLANKED:

Cooked on a thick hardwood plank.

PLUMP:

To soak dried fruits in liquid until they swell.

POACH:

To cook very gently in hot liquid kept just below the boiling point.

PUREE:

To mash foods until perfectly smooth by hand, by rubbing through a sieve or food mill, or by whirling in a blender or food processor.

REDUCE:

To boil down to reduce the volume.

REFRESH:

To run cold water over food that has been parboiled, to stop the cooking process quickly.

RENDER:

To make solid fat into liquid by melting it slowly.

ROAST:

To cook by dry heat in an oven.

SAUTE:

To cook and/or brown food in a small amount of hot fat.

SCALD:

To bring to a temperature just below the boiling point.

SCALLOP:

To bake a food, usually in a casserole, with sauce or other liquid. Crumbs often are sprinkled over.

SCORE:

To cut narrow grooves or gashes partway through the outer surface of food.

SEAR:

To brown very quickly by intense heat. This method increases shrinkage but develops flavor and improves appearance.

SHRED:

To cut or tear in small, long, narrow pieces.

SIFT:

To put one or more dry ingredients through a sieve or sifter.

SIMMER:

To cook slowly in liquid over low heat at a temperature of about 180°. The surface of the liquid should be barely moving, broken from time to time by slowly rising bubbles.

SKIM:

To remove impurities, whether scum or fat, from the surface of a liquid during cooking, thereby resulting in a clear, cleaner-tasting final produce.

STEAM:

To cook in steam in a pressure cooker, deep well cooker, double boiler, or a steamer made by fitting a rack in a kettle with a tight cover. A small amount of boiling water is used, more water being added during steaming process, if necessary.

STEEP:

To extract color, flavor, or other qualities from a substance by leaving it in water just below the boiling point.

STERILIZE:

To destroy micro organisms by boiling, dry heat, or steam.

STEW:

To simmer slowly in a small amount of liquid for a long time.

STIR:

To mix ingredients with a circular motion until well blended or of uniform consistency.

TOSS:

To combine ingredients with a lifting motion.

TRUSSING:

To secure poultry with string or skewers, to hold its shape while cooking.

WHIP:

To beat rapidly to incorporate air and produce expansion, as in heavy cream or egg whites.

ZEST:

Refers to removing the outer part of citrus (called the zest) either by using a grater, a peeler or a knife.

HOTEL OPERATIONS

Paper - II FOOD & BEVERAGE SERVICE - I

INDEX

Unit - 1	Introduction to Hospitality And	
	Creating Industry	103
Unit - 2	Food And Beverage Service Organization	114
Unit - 3	Restaurant Operations	130
Unit - 4	Meals and Menu Planning	167
Unit - 5	Beverage	180
Unit - 6	Simple Control System	189

UNIT-I

INTRODUCTION TO HOSPITALITY AND CATERING INDUSTRY

CONTENT

- 1.1 Introduction of Hospitality Industry
- 1.2 Definition
- 1.3 Growth and development of catering industry in India
- 1.4 Origin of food and beverage industry
- 1.5 Career opportunities
- 1.6 Classification of catering industry
 - 1.6A Primary and secondary catering
 - 1.6B On premise and Off premise catering
 - 1.6C Types of catering establishment
 - 1.6D Types of Food service operation

1.1 Introduction of Hospitality Industry

The word 'hospitality', according to Oxford English Dictionary, "Is the friendly reception and treatment of friends, guests and strangers". The hospitality industry is one of the oldest commercial businesses in the world. The first Inns had nothing more than a cot or a bench towards the corner of the room. Here sanitation and privacy were non-existent. People used to share room with livestock. In the 3rd century, Roman Empire built roads in Europe to facilitate the traders. Soon a chain of roadside Inns was constructed from Spain to Turkey.

This continued to be same till the end of 17th century for common men. The American innkeepers improved the quality of service by providing comfort and sanitation at affordable rates.

In the mid of 18th century industrial revolution in England brought new ideas and progress in the fields of hospitality management and industry. The development of Railway and steam ships made traveling more easily for even the common person. This also changed the reason for travel from social or government travel to business travel.

At the beginning of the 20th century, the hospitality industry was faced several challenge of serving a new traveling population. Accommodation was required for traveling salesmen and middle class travelers. The influence of the world war and the changing business and social patters in the world had made eating out customary. The arrivals of more luxury modes of travel increase tourism to create the demand for various types of food service establishment.

1.2 Definition

Hotel or inn is define as "A place where a bona-fide traveler can receive food and shelter provided he is in a position to pay for it and is in a fit condition to be received"

1.3 Growth and development of catering industry in India

In India, development of catering can also be attributed also to the legacy left by people belonging to different cultures and ethnic groups who have ruled her. The first inns go back to the sixth century B.C, and were started simply because the people had the need to travel – the invention of 'wheels' is a main cause. Husband and wife who provide food and accommodation to the traveler for a price run the earliest inns. These types of accommodation were available for several hundred years. The British, who had introduced hotels and restaurants similar to those found in Europe.

Most of modern hotels that sprouted were managed by European families. The Bombay hotel was opened in 1799. The British brought modern hotels to Kolkata. The Oldest was John Spence's Hotel. Spence's, the first ever hotel in Asia was opened to the public in 1830. The credit for opening the first Western style hotel under the name of British Hotel in Bombay in 1840, goes to Pallonjee Pestonjee was the first hotel to give a la carte and table de hôte menu. Then came the Auckland hotel by David Wilson in Calcutta in the year 1840-41 (now - The Great Eastern Hotel - officially Lalit Great Eastern Hotel) is a colonial era hotel in the Indian city of Kolkata - formerly Calcutta) and Connemara hotel in madras in the year 1870 by E. A. Oakshroff. But now this property belongs to Taj group.

Today, ITDC provides a complete range of tourism services, including accommodation, catering, and entertainment and shopping, hotel consultancy, duty free shops, and an in-house travel agency. The India Tourism Development Corporation (ITDC) was set up in 1966 as a

corporation under the Indian Companies Act of 1956, with the merger of Janpath Hotel India Ltd.

GROWTH UNDER FOUR BRANDS

ITC Hotels - The Luxury Collection

The association of ITC Hotels &The Luxury Collection presents a unique set of hotels in a bouquet of enriching experiences that celebrate the spirit & distinctive character of each destination. ITC Hotels - The Luxury Collection are super deluxe and premium hotels located at strategic business and leisure locations.

Welcome Hotel Sheraton

Synonymous with customer centricity and efficiency, an exquisite ITC Hotels have been aligned under the renowned Sheraton brand, offering warm, comforting services to the global traveler.

Fortune Hotels

Located across India including smaller towns and cities, Fortune Hotels is one of the leading first-class, full service business hotel chains in India catering to the mid-market to upscale segment in business and leisure destinations.

Welcome Heritage Hotels

Welcome Heritage brings together a chain of palaces, forts, havelis and resorts that offer a unique experience.

INDIA TOURISM DEVELOPMENT CORPORATION LTD

In 1964 three corporations were setup by - Government of India,

- India Tourism & Hotel Corporation
- India Tourism Corporation Ltd
- India Tourism & Transport Corporation.

1.4 Origin of food and beverage industry

In India during the later part of the 18th century and the formation of the East India Company by the British, it was appear that the Food and Beverage Service Industry was required on a more formal basis. In the 1940's the term food and beverage industry was coined to include the economic activities of satisfying demand for food and drink away from the home. In the railways in the mid-19th century small hotels and clubs were becoming a part of everyday life for those who could afford to eat out. The international food and beverage industry provides millions of meals a day in a wide variety of types of operation.

Food

Food can include a wide range of styles and cuisine. These can be classified by country, state, and city for example; famous places like Italian cuisine, Chinese cuisine, continental and Indian cuisine and also particular specialty food such as fish, vegetarian or health food.

Beverage

Beverages include all alcoholic and non-alcoholic drinks.

Alcoholic beverages include wines and all other types of alcoholic drink such as cocktails, beers and cider, spirits and liqueurs.

Non-alcoholic beverages include bar beverages such as mineral waters, juices, squashes and aerated waters, as well as stimulating, nourishing, and refreshing beverage.

1.5 Career opportunities

The food service industry offers very good job opportunities globally at all levels. Different sectors of people work for the food service industry directly and indirectly in India. Every food service industry, whatever the size and type of business like tea shop to an exclusive fine dining restaurant, transport catering, welfare catering, theme parks, and resorts so on, depend on trained manpower.

Some fields where food service professionals can be placed are as follows:

Primary sector	Welfare sector	Off-premise catering	Transport catering
Hotels	Hospitals	All types of restaurants	Road catering
(standards hotels)			
Resorts	Industrial catering	Pubs	Flight catering
Motels	Military catering	Snack bars	Railway catering
Clubs	Old age homes	Functional catering	Sea catering
Youth hostels	Convalescence	Recreation centers	
	centers		
Functional catering	Institutional catering		
	Prisons		

Table 1.1 careers in food service professionals

1.6 Classification of catering industry

The catering industry in British encompasses those places, institutions and companies that provide meals eaten away from home. This industry includes restaurants, schools and hospital cafeterias, catering operations, and many other.

Catering industry is having different aspects in the food service industry. Food service industry is an ideal for all types of catering businesses. The food service industry is divided into three general classifications according to

- **A.** Sectors of catering
- **B.** Premise catering
- **C.** Catering establishments

PAPER II	Food & Beverage Operations	

	Sector of catering	A. Primary cateringB. Secondary catering
Classification of Catering Industry	Premise of catering	A. On-premise cateringB. Off-premise catering
	catering establishments	A. Commercial catering B. Non-commercial catering

Table 1.2 classification of catering industry

1.6A Sectors of catering industry

There are many types of food and beverage operations. They may vary in size, style, location, and the market they are catering too. From the wayside Tea stall to an exclusive fine dining restaurant of a deluxe hotel and mid-day meal service for school children to meal for industrial workers, all comes under the food and beverage sector. The food and beverage sector can broadly be classified into the following two groups

- 1. Primary catering sector
- 2. Secondary catering sector

1. Primary catering sector

The establishment under this category as primarily concerned only with the providing of food and beverage to customers

Ex: Food service outlets of accommodation sectors, various types of restaurants and Takeaways.

2. Secondary catering sector

The establishment in which the provision of food and beverages is not the Main activity but a secondary or support activity are called secondary catering sector. The primary activity of this sector is not the provision of food and beverage to the guests.

Ex: Intuitional catering. Transport catering, catering services in theatres, amusement parks, departmental stores to the customers.

1.6B Premise catering

There are two main types of catering on-premises and off-premises catering that may be a concern to a large and small caterer.

On-Premise Catering

On-premise catering for any function provides banquet, reception, or event that is held on the physical premises of the establishment or facility that is organizing / sponsoring the function. All of the required functions and services that the caterers execute are done exclusively at their own facility. A restaurant may have a layout strategically designed with three separate dining rooms attached to a centralized commercial food production kitchen. In addition, any of the three dining rooms may be contracted out for private-event celebrations and may require their own specialized service and menu options. Other examples of on-premise catering include hospital catering, school, University/ college catering.

Off-Premise Catering

Off-premise catering is serving food at a location away from the caterer's food production facility. Off-premise catering often involves producing food at a central kitchen, with delivery to and service provided at the client's location. Part or all of the production of food may be executed or finished at the location of the event.

Off-premise Catering can also be classified as social catering and corporate or business catering. Social catering includes such events as weddings, cocktail parties, birthday parties, charity events, association conventions and meetings, civic meetings, corporate sales or stockholder meetings, recognition events, product launches, educational training sessions, service awards, and entertaining in hospitality suites.

Off-premise catering generally falls into three categories:

- 1. Party Food Caterers
- **2.** Hot Buffet Caterers
- 3. Full-Service Caterers

1.6C Catering establishment

A catering establishment is any place in, which is used in the business of serving food and beverages to the public either in commercial or non-commercial. The basic of this classification is the distinction between commercial catering on the one hand and welfare catering on other.

- 1. Commercial sector
- 2. Non-commercial sector or welfare sector

1. Commercial Sector:

Commercial food and beverage outlets may be define as those operations in which profitability is the primary motive. The main thing to remember is the cost of the food service offered in relation to the size of the establishment. Commercial sector comes under hotels, restaurants, fast-food outlets, transport catering and function catering.

Hotel:

These are the places where a guest is provided with all the amenities required for a person to stay and have food. Hotels will have one or more restaurants to provide food and other facilities like laundry, housekeeping, banquets, shops etc.

Restaurants and Snack Bars:

Unlike the hotel facilities already described commercial restaurants do not offer accommodation and therefore their primary function is the provision of food and beverage. The type of service should be table service for all a caret menu. Because these restaurants do not have in-house trade are very reliant on passing trade and the reputation they develop from word of mouth advertising.

Fast food outlets:

This sector of the industry is concerned with preparation and service of food and beverage quickly for immediate sale to the customer for consumption either on or off premises. This unit usually is themed around a product or a range of product. The method of service is simple and basic. For example: pizza shops, KFC, juice bars and fish and chip shops.

Take-away

Customer demand has resulted in the rapid growth of variety of self service and limited choice of popular food at reasonable price with no waiting time.

Function catering:

Function catering may be described as the service of the food and beverage at a specific time and place, for given number of people at a known price. These functions are organized for both social and business. Example of function catering include: social function such as weddings cocktail parties, birthday parties, charity events and dinner dance; business functions such as conference meetings product launches, educational training sessions, service awards and work lunches.

Transport catering

Transport catering has a number of characteristics not commonly associated with other food and beverage outlets. It usually involves the feeding of a large number of customers arriving together at a catering facility and who need to be catered for in a specific time period on board the vehicle. Sufficient food and beverage supplies are usually carried for a specific number of meal periods. If for any reason this food cannot be served due to the physical condition within the service area. Transport catering are divided into four they are

a) Road catering:

Road catering has progressed from the inns and travels of earlier day those traveling on foot and horseback to the present day dhabas and motels situated along the motorways which traverse the country. These service areas are open 24 hours a day and staff have to be bought to and from work over a distance of 20-30 miles.

b) Railway catering:

The association of the Spencer's with the railway began as early as 1910. Spencer was a company of repute with a large network all over India, catering was done on a contractual basic. Catering at the railway terminal usually comprises licensed bars, self-service and waiter service restaurants fast food take-away supplemented by vending machines dispensing hot and cold food and beverage. Railway catering may be conveniently divided into two major areas namely:

- a) Terminal catering
- **b)** In-transit catering

Terminal catering:

Catering at railway terminal unusually consists of self service, waiters service restaurant, fast food and take away units, supplement by vending machines dispensing hot and cold beverages.

In-transit catering:

It basically consist of two main types services. The first is the restaurant car service where breakfast, lunch and dinner are organized in sitting and passengers go to the restaurant car for service. The other type is where the order for the food is taken by the railway staff in advance and relayed to the base kitchen where the food would be prepare and packed into individual portions which would be collected when the train reaches the specific station and be served to the passengers.

c) Airline catering:

Airline catering has increased and developed considerably over the past 25 years. It originally consisted of sandwiches and flasks of tea, coffee and alcoholic beverage, but the progression to today's full and varied service is fast becoming the standard. Airline catering consists of two main areas:

- a) Terminal catering
- **b)** In-flight catering

Terminal catering:

Food and beverage outlets at air terminals usually consists of self service and waiter service restaurants, supplemented by vending machines and licensed bars.

In-flight catering:

In-flight catering services vary considerably with the class of travel type and duration of flight. Disposable cutlery, napkin etc. are used which reduce the facilities necessary for washing up and cuts down on breakages and wastages.

d) Sea catering:

Sea or marine catering varies from the provision of food and beverage on the short sea-route does not often feature a large variety of menu. The cruise liners have excellent catering facilities because they are an important part of the service offered by the ships. On the cruise liners, the standard of catering facilities is high because they are an important sales feature in a competitive market. The standard of service is comparable to the best on land five star hotels.

2. Welfare catering/Non-commercial catering:

Welfare catering may be defined as those operations in which the profitability of the catering establishment may not be the outlets primary objective, since the operations are either completely or partially subsidized by a parent establishment. Non-commercial catering is usually subsidized by government bodies, which dedicate an allowance per head, or by parent companies that may have a similar arrangement.

Institutional catering:

Institutional catering establishment includes schools, colleges and universities. The service includes the armed forces i.e. Navy, army, air force the police fire service as well as some government departments. In some of these establishments certain groups of customer do not have to pay for the provision of the food and beverage services. This part of the catering industry is commonly to as the welfare sector.

Employee catering or Industrial catering

Here is the catering are for the employees of the organization. The catering may be done by the company will provide the meals at a subsidized rate to the employees. In some sector of the industry the catering service may be provided virtually free, such as in oil companies, insurance companies and banking companies; the employees making a small token payment per meal.

Hospitals:

Hospital require a specialized form of catering as the customer is normally unable to move elsewhere and choose alternative facilities and therefore special attention must be given to the food and beverage. This is done to make sure that the patients receive the correct type of food so that things that have to be avoided is taken care off. Here there will be restaurants which will serve the general public and canteens for the staff but the food for the patients is served in their respective area only.

Prisons:

The diet for the inmates is based upon fixed weekly quantities of specific named food commodities with a small weekly cash allowance per head for fresh meat of which a proportion is spent on fresh fruits.

Military service catering

This catering is similar to welfare catering with each branch having its own units. Military catering includes the messes run in the air force and the army. The quality control and inspection of materials is very important of health of army staff.

1.6D Types of Food Service Operations

Food service operations in the hospitality industry are concerned with the provision of food and beverage. Food service operations are typically handled in two bases commercial and welfare operations some are self-operators or contract based. Food service operations include various types of restaurants like bistros, brasseries, coffee shops, fine dining, ethnic, themed, cafés, cafeterias, takeaways, canteens, function rooms, tray service operations, lounge service operations, home delivery operations and room service operations for hotel guests. Following are some of the variety of food service operations.

PAPER II Food & Beverage Operations	PAPER II	Food & Beverage Operations
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Shopping malls,	Ethnic	Ethnic chains	Educational	Transport
airports, food	restaurants	restaurants	Institutions	(rail, air &
counters	(Chinese,		(schools,	marine)
	Japanese,		colleges,	
	French, Thai,		universities)	
	Indian)			
Welfare catering	Restaurants	Supermarkets –	Employee dining	Outside
hospitals,	(bistros,	food		catering
healthcare,	brasseries, coffee	retail (food to		
prisons, military	shops,	go)		
	cafeterias, wine			
	bars,			
	public houses,			
	roadside			
	restaurants)		Themed	Cafes &
Private clubs	Street vendors	Fine dining	restaurants	sandwich bars
Filvate clubs	Street vehicors	Time uning	(Hard Rock	Sandwich bars
			Café, Planet	
			Hollywood)	
Fast food chains	Accommodation	Leisure	Conference	Takeaway
(McDonalds,	(hotels,	(museums,	centers	(kiosks, fish &
Subway	motels, guest	theme parks,		chips, snack
KFC, Wendy's)	houses, hostels)	theatres,		bars)
•	hostels)	cinemas)		

Table 1.3 Types of Food Service Operations

UNIT-II

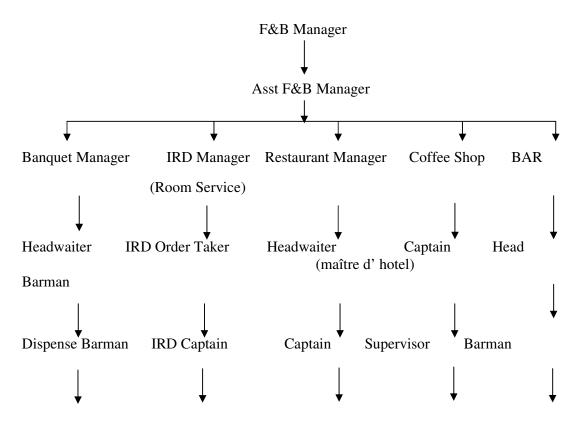
FOOD AND BEVERAGE SERVICE ORGANIZATION

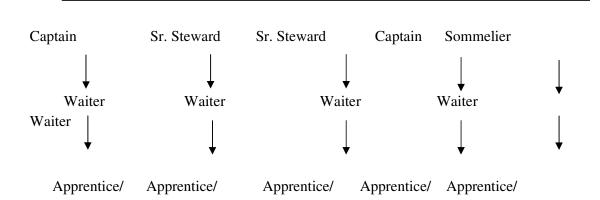
CONTENT

- 2.1 Organization structure of F&B department
- 2.2 Job description of F&B service Staff
- 2.3 Outlets of F&B Department
- 2.4 F&B service coordination with other departments
- 2.5 Attributes of F&B service staff
- 2.6 Various positions of restaurant brigade in French, American and British
- 2.7 Attributes of sommelier
- 2.8 Do's and Don't's of waiter
- 2.1 Organization structure of F&B department



ORGANIZATION CHART OF FOOD AND BEVERAGE DEPARTMENT





Food & Beverage Operations

Figure 2.1Organization chart of F&B Department

Trainee Trainee

Trainee

2.2 Job description of F&B service Staff

Trainee

Food & Beverage Service Manager

PAPER II

Trainee

The Food & Beverage Service Manager is responsible for –

- 1. Ensuring profit margins are achieved in each financial period from each department of F&B service.
- **2.** He should update and compile new menus with the help of executive chef. New and updated wine lists should also be introduced regularly.
- **3.** He should ensure quality control in terms of efficiency in all service areas
- **4.** The food and beverage manager is responsible for recruitment, promotions, transfers and dismissals in the department.
- 5. Purchasing material and equipment for F&B Service department

Assistant Food & Beverage Service Manager

The Assistant Food & Beverage Service Manager is aware of and is tuned to all the work the F&B Services Manager performs and carries out the same in the absence of his superior.

- 1. Assisting section heads during busy periods.
- 2. Taking charge of an outlet, when an outlet manager is on leave.
- 3. Setting duty schedules for all the outlet managers and monitoring their performance.
- **4.** Running the department independently in the absence of the food and beverage manager.

Restaurant Manager

The Restaurant Manager looks after the overall functioning of a restaurant. The responsibility of this staff member include –

- 1. Managing the functions in the dining room
- 2. Ordering material
- 3. Stock-taking or inventory checking
- **4.** Planning food festivals to increase the revenue and organizing advertisement.
- **5.** Training the staff by conducting a daily briefing in the outlet.
- **6.** Supervising, training, grooming, and evaluating the subordinates
- 7. Preparing reports of staff and sales
- **8.** Managing budgets
- **9.** Handling daily sales and coordinating with cashiers
- **10.** He reports to the food and beverage manager

Room Service Manager

The Room Service Manager is responsible for

- 1. Selecting, training, encouraging, and evaluating all junior employees
- 2. Ensuring that cultural values and core standards of F&B department.
- 3. Controlling labor expenses through staffing, budgeting, and scheduling
- 4. Handling guest complaints
- **5.** Providing special requests

Banquet Manager

The Banquet Manager is responsible for

- 1. Setting service standard for banquets
- **2.** Forecasting and allocating budgets for various types of events such as conferences, meetings, etc.
- **3.** Achieving food and beverage sales
- **4.** Controlling chinaware, cutlery, glassware, linen, and equipment
- **5.** Handling decorations and guest complaints
- 6. Providing special requests
- 7. Purchasing required stock by following appropriate requisition procedures
- **8.** Following up each function by receiving guest feedback and submitting it to F&B Manager
- **9.** Participating in departmental meetings
- 10. Planning and pricing menu
- 11. Training, grooming, and development of staff

Bar Manager

The Bar Manager is responsible for

- 1. Forecasting the daily flow of customers
- 2. Allocating right number of staff according to customer influx
- **3.** Managing and monitoring bar inventory from store to bar
- **4.** Tracking all types of drink sales
- **5.** Allocating cleaning and tendering tasks

Senior Captain or Maitre d' Hotel

The senior captain has overall responsibility for operations.

- 1. He greats the guest and supervise and directs the effort of the captain, waiters and others
- **2.** He prepares the duty charts in consultation with the outlet manager.
- **3.** He oversees the Mise-en-place, cleaning, setting up of the outlet and staffing to ensure that the outlet is always ready for service.
- **4.** He receives the guests and hands them over to the captain or station holder.
- **5.** He takes orders from guests if the captain is unable to do so.
- **6.** He should be an able organizer and also be prepared to take over the duties of any member of the staff as and when required.
- 7. Ensure that all closing duties are completed and that all tables are reset.

Reception/ Hostess

The Hostess is responsible for

- 1. She is responsible for accepting any booking and for keeping the booking diary up-to-date.
- **2.** He / she will reserve tables and allocate these reservations to particular stations.
- **3.** The reception hostess greets guests on arrival and takes them to the table and seats them.

Chef de Rang/Captain

The chef de rang or captain is responsible for

- 1. The captain is basically a supervisor and is in charge of a particular station in restaurant.
- 2. He is responsible for the efficient performance of the waiters in his station.
- **3.** He should possess a sound knowledge of food and beverage, and be able to discuss the menu with the guests.
- **4.** He should be able to take a guest's order and be an efficient salesperson.
- **5.** Specialized service such as gueridon work involves a certain degree of skill, and it is the captain who usually takes the responsibility to do this work.
- **6.** He will present the check.
- 7. Ensure that the table is rest.

Commis de Rang / Waiters / Server

The commis de rang or waiter is responsible for

- 1. The waiters serve the food and beverage ordered by a guest and is part of a team under a station captain.
- **2.** He should be able to perform the duties of a captain to a certain extent and be a substitute for the captain if he is busy or not on duty.
- **3.** He should also be knowledgeable about all types of food and beverages, so that they can effectively take an order from a guest,
- **4.** He should execute the order and serve the correct dish with its appropriate garnish and accompaniment.
- **5.** He should be able to efficiently coordinate with the other staff in the outlet.
- **6.** Refills the water glasses for the guest
- 7. He will clear the check/bill.
- **8.** Resets table, replaces soiled tables clothes and sets tables with appropriate cutlery and crockery.

Commis De Barraseur / Trainee

The Trainee is responsible for

- 1. The trainees work closely with the waiters, fetching orders from the kitchen and the bar and clearing the side station in a restaurant.
- **2.** They serve water and assist the waiter.
- **3.** They are mainly responsible for the mise-en-place, and stacking the side board with the necessary equipment for service.
- **4.** The barrasseur is the 'learner', having just joined the food service staff, and possibly wishing to take up food service as a career.

2.3 Outlets of F&B Department

The food and beverage department in a star category hotel is normally divided into clearly demarcated areas for ease of operation. The outlets are restaurants, coffee shop, bars, room service, banquets, night clubs or discotheque, lounges and others

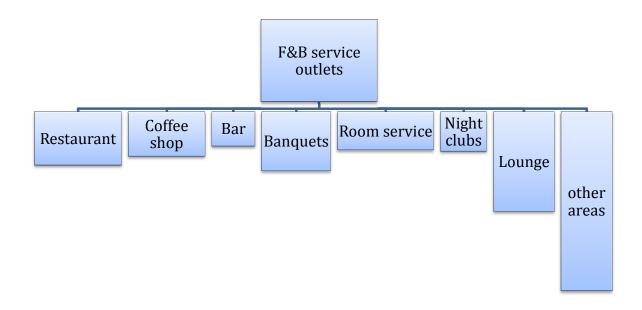


Figure 2.2 F&B Department Outlets in hotel

Restaurants:

A restaurant is a commercial establishment committed to the sale of food and beverage. A restaurant may be licensed part of hotel operations, whereby the sales of the restaurant contribute to the sales performance of the hotel. Usually, these restaurants operate during specific time such as lunch and dinner; have elaborate 'a la carte' menus, comfortable seating, appropriate lighting, beautiful interior and formal table service. They are equipped with crockery, cutlery, linen and other equipments, which may vary in quality according to the standard of the restaurant, which determined by its décor, entertainment facilities and above all the quality of service. The restaurants are subdivided into three they are.

a) Specialty Restaurant:

The entire atmosphere and décor are made to a particular type of food or theme. Thus restaurants which offer specific cuisines like Chinese, India, Spanish, Mexican, Thai, French or Greek food. Some of them offer more than one cuisine; in which case, they are called multi-cuisine restaurant. The service is based more or less on the style of the country from which the particular cuisine originates.

b) Standalone Restaurant:

A restaurant which is not a part of any hotel and has its operation independents is called as standalone restaurant. A standalone restaurant may be a specialty restaurant or a multi cuisine restaurant.

c) Chain Restaurant:

A group of restaurant which is owned by the same company but are independently operation in different part of a city or in different cities, are called as chain of restaurants. The advantages of such restaurant are that the manpower can be shuffled in case of an emergency in single outlets.

Coffee shop:

These are usually found in hotels it is a type of restaurant, which functions 24 hours a day. This concept borrowed from the United States, it is distinguished by its quick service and simple menu. They offer breakfast, lunch, dinner and snacks including midnight snacks. Food is pre-plated and the atmosphere is informal. Table cover layouts are less elaborate and have basic essentials only.

Room service:

This is exclusively found in hotels. This is a division of food and beverage, which takes care of the food and beverage needs of the guests' in their room. The room service manager heads the department and a captain mans the station. The guest place order through phone for required food and beverage the order taker confirms the order and passes it on to the captain who places the order with the kitchen. The room service waiter serves the food or beverage in the room on a tray or on a mobile trolley- depending on the size of the order. The menu is priced higher than that of a coffee shop. Some hotels have valet and butler service under the purview of room service. Special floors for club members and VIPs have special room service facilities and these may be operated from floor pantries.

Banquets:

Banquets and conference facilities are major sources of revenue for hotel. Many hotels have more than one conference center on their premises. It may consist of a grand ballroom, conference hall, meeting room etc. with audiovisual, buffet and event management facilities to cater to various numbers and styles of gathering. The type of menu served here is table d'hote.

Bars:

These outlets serve alcoholic and non-alcoholic beverage with limited food. They have comfortable seating and lighting. A bar can attach to a restaurant, can be stand-alone beverage outlets or can be individual standing unit – not attached to any hotel. A non-

Alcoholic beverages stimulant, refreshers, nourishes and mock –tails are served. Complimentary snacks are served with alcoholic beverages. The various kinds of bars are pubs, lounge, nightclubs, discotheques, sports bar, speed bar, etc.

Nightclubs/discotheque:

A restaurant which is principally meant for dancing to record music, a live band may also perform. As essential part of a disco is a bar while the food mainly consists of snacks.

Lounges:

In some hotels there may be limited food and beverage service in specific loungers, foyers, or in the lobby for guest who likes to relax in less formal surrounding also for those waiting for a table in the restaurant.

Other Areas:

Other areas like grill room, business centers, the swimming pools, rooftop, gardens, lawns, lobbies and foyers may be used as temporary areas for service of food and beverages in specific situations like exhibition, large weddings, theme dinners, poolside barbeques, etc.

2.4 F&B service coordination with other departments

A restaurant's success depends largely on effective interdepartmental relationships. A waiter must be fully aware of the role of each coordinating department. A restaurant development depends on the basis of cooperation, coordination and communication with other departments. The departments mention below is with respect to a hotel:



Figure 2.3F&B service coordination with other departments

KITCHEN

This is the most important department with which the restaurant coordination because the main purpose of a restaurant is to sell food and beverage. Proper coordination with this department is essential for a smooth ordering and pick up of food to be served to the guest.

FRONT OFFICE

This department is responsible for allotting rooms to guests. Coordination is required between the front office and the room service of the food and beverage department. The front office provides the information about the service available to the guests in the various food and beverage outlets of the hotel.

HOUSEKEEPING

This department is responsible for all the table linen, napkins and other staff uniform used by the service personnel. The cleanliness of the linen and other material used show the standard of the hotel. They are also responsible for the general cleanliness of the entire hotel including all food and beverage outlets. They do flower arrangements for the restaurants.

MAINTENANCE

This department is responsible for the maintenance of all the equipment used in all the food and beverage service outlets.

PERSONNEL

This department takes care of recruiting and welfare of the staff by keeping a tack of each staff salaries, promotions etc. the requirement of staff in the food and beverage outlets is notified to the personnel department who will recruit staff accordingly. This is an important department with which the service department coordination because the quality of staff will reflect the quality and standard of the hotel.

MARKETING AND SALES

This department takes care of marketing the various F&B outlets to people other the guests staying with the hotel by organizing and inviting people for special function like food festivals, theme lunches etc. this department plays important role in the booking of the banquets for various functions.

SECURITY

This department is responsible for the security needs of the guest and the hotel property. They also play an important role in controlling the pilferages form the hotel.

STORES

The supplies like paper napkins, disposable cups, plates etc. required for service is issued from this department. Having proper stock of supplies is very important so that the service personnel have all the required things needed for service.

PURCHASE

Coordination with this department is very important because all the equipment required for service is bought this department. Proper communication is very important so that the right equipment is bought.

FOOD AND BEVERAGE CONTROLS

This department is responsible for controlling all the operations of the F&B department. This is done by cross checking the K.O.T of the kitchen with the bills. This department also tells the profitability status of the various food and beverage departments.

2.5 Attributes of F&B service staff

The quality of service staff in any establishment reflects the quality of the establishment itself. No matter how good the food and ambience are, poorly trained, untidy or rude staff can antagonize customers. If the staffs are well-trained and efficient, they can, trained the other upcoming staff in the services procedures.

1) Personal Hygiene and Appearance

- All members of the staff should be well-groomed and clean at all times, as this gives them a sense of wellbeing and confidence to do their job efficiently.
- The hands of the waiting staff should be given special attention; Nails should be trimmed, and kept clean. Playing with one's hair and face should be avoided.
- Minimum jewellery should be worn by the service staff. A wrist watch, finger ring and plain earrings (for girls only) should be permitted.
- Uniform should be clean and well-pressed. Shoes should be properly polished and well-fitting.



Knowledge of food and beverages and technical ability

Staff must have sufficient knowledge of all the items on the menu and wine and drink lists in order to advise and offer

suggestions to customers. In addition, they must know how to serve correctly each dish on the menu, what its accompaniments are, the correct cover and the makeup of the dish and its garnish. For beverage service, staff should know how to serve various types of wine and drink, in the correct containers (e.g. glasses, cups) and at the right temperature.

Punctuality

Punctuality is all-important. If staff is continually late for duty, it shows a lack of interest in his work and a lack of respect for the management and customers.

Good Memory

A good memory helps to improve performance. A good memory is an asset to food and beverage service staff. It may help them in various ways in their work such as remembering a guest's name or his likes and dislikes regarding food and beverage.

Local Knowledge

In the interest of customers, the staff should have certain knowledge of the area in which they work so that they may be able to advise the guests on the various forms of entertainment offered, the best means of transport to places of interest and so on.

Personality

Staff must be tactful, courteous, good humoured and of an even temper. They must converse with the customer in a pleasing and well-spoken manner and the ability to smile at the right time.

Attitude to Customers

The correct approach towards the customer is of the utmost importance. The staff must not be servile, but should anticipate the customer's needs and wishes. A careful watch should be kept on customers at all times during the service without staring. Staff should never argue with customers as this will only aggravate the situation. All complaints should he referred to someone in authority in the food service area.

Honesty

This is all-important for the staff in dealings with both the customer and the management. If there is trust and respect in the triangle of staff, customer and management relationships, then there will be pleasant work atmosphere which encourages efficiency and a good team spirit among the food and beverage service operators.

Good Conduct

All service staff should be well-mannered and respectful to guests, and to senior members of the staff. They should be calm and pleasant, even in the most tiring circumstances. They should be able to solve any problem that may arise. In case of difficulty, a senior and experienced member of the staff should be consulted.

Observation

A keen sense of observation and an eye for detail will help a member of the staff to be more efficient at his job. The ability to anticipate what a guest or the management needs, even before it is asked for creates a very good impression.

Sense of urgency

Waiting at a table requires sense of urgency. Service staff should develop a sense of urgency in the performance of their duties. Service staff should actful and fast at the time of busy hours in outlet. Good service may not be commented upon, but bad service is surely noticed.

Salesmanship

Food and beverage service personnel are technical salespersons; hence they should have a thorough knowledge of the proper presentation and service of all the food and beverages served in the establishment. Waiters should be kept informed by their superiors of deletions or additions to the menu.

Loyalty

They should be loyal to their employers, responsible to the guests and friendly towards their co-workers. Staff needs to commit mentally to the rules of the establishment and be fully

PAPER II	Food & Beverage Operations
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aware of their department's aims and objectives. The service staff should increase the image of the establishment in the eyes of the guests.

Work as a Team

Staff should be able to work as part of a team within and between departments. Being a team member means communicating, co-operating and being reliable so that as a team each member contributes to enable a successful service to be delivered every session.

2.6 Various positions of restaurant brigade in French, American and British

FRENCH	AMERICAN	BRITISH
MAÎTRE D'HÔTEL RÉCEPTION	RECEPTIONIST	RECEPTIONIST
MAÎTRE D'HÔTEL	SENIOR CAPTAIN	HEAD WAITER
MAÎTRE D'HÔTEL DE CARRE'	CAPTAIN	STATION HEAD WAITER
CHEF DE RANG	SENIOR CAPTAIN	STATION WAITER
COMMI DE RANG	ASSISTANT STEWARD	WAITER
COMMIS DEBARSSEUR	ASSISTANT STEWARD/ BUS BOY	ASSISTANT WAITER
DEBARSSEUR	APPERENTICE	TRAINEE

Table 2.4 various positions of Restaurant Brigade

2.7 Attributes of sommelier

Sommelier or Wine waiter has an important role to play in the hotel. Their job is to take orders for the service of wine and alcoholic beverages and serve them during the meal. Hence they should be knowledgeable about wines that accompany a particular dish and the manner in which they should be served.



Figure 2.1 Service of wine

The following points are the attributes of sommelier

Knowledgeable

As an educator and sales person, the sommelier must have an extensive knowledge of wine

Communication

At the heart of the establishment's operation he or she needs to be able to communicate with the staff, management, suppliers and the clientele. The sommelier needs to be quick to react to customer's complaints and unusual service situations

Pleasant

He or she should be pleasant and able to share his or her knowledge with the staff and guests in a confident and professional manner

Sales oriented

He or she must be able to recommend wines to patrons and improve profits in order to meet financial targets

2.8 Do's and Dont's of waiter

Dos of the waiter

- 1. Greet the guest with warm and pleasant manner
- 2. Guide them to their table
- 3. Be attentive and anticipate their requirements
- 4. Be within sight of the guest
- 5. Serve water first before the food order
- 6. Walk properly and hold proper posture

- 7. Handle service equipment carefully without making noise
- 8. Wash hands frequently especially after the use of toilet, smoking and sneezing
- 9. Converse with guest politely and confidently maintaining eye contact
- 10. Serve children first, followed by elderly ladies, then ladies, elderly man and then the host
- 11. Keep things ready for next course when guest are dinning
- 12. Serve hot food on hot plate, cold food on cold plate
- 13. Cold food is served before hot food
- 14. Help colleagues in their service when free
- 15. Be ready to offer any suggestion to the guest for food and drinks
- 16. Carry food plates or bowls on flat palm of the left hand
- 17. Do crumbing after main course
- 18. Make sure guest have not left behind anything

Don'ts of the waiter

- 1. Do not stare at the guest
- 2. Do not make them find their table on their own
- 3. Do not leave service area unnecessarily
- 4. Do not waste the time in the kitchen
- 5. Do not sneeze or cough in the service area
- 6. Do not run around
- 7. Do not touch any facial parts during service
- 8. Do not comb hair in the service area
- 9. Do not shout or talk loudly in the restaurant
- 10. Do not listen to guests conversation
- 11. Do not chew gum or tobacco
- 12. Do not eat or taste guest food in the guest presence
- 13. Do not argue with the guest or colleague
- 14. Do not lay hands on the guest food
- 15. Do not touch on top of the spoon, knife or fork

UNIT-III

Restaurant operations

CONTENT

- 3.1 Introduction of Restaurants Equipments, Types, standard sizes, care& maintenance of equipment
- 3.2 Still Room and Still Room Equipments
- 3.3 Mise-en-place and Mise-en-scene
- 3.4 Rules to be observed while laying a Table
- 3.5 Rules while waiting at the Table
- 3.6 Guest cycle for Food Service
- 3.7 Napkin Folding and Types of Folding with Pictures
- 3.8 Types of Styles of F&B service

3.8A Table service

- Silver service
- Russian service
- French service
- American service
- English service
- Gueridon service

3.8B Self service

- Carvery
- Buffet
- Counter service
- Free flow service
- Echelon

3.8C Single point service

- Take away
- Fast food outlets
- Vending
- Kiosk
- Food courts

3.8D Specialized service

- Room service
- Tray service
- Trolley service
- Home delivery
- Lounge
- Drive in

3.9 Side Station, items placed in & use

3.1 Introduction of Restaurants Equipments, Types, standard sizes, care& maintenance of equipment

Introduction of Restaurants Equipment

The operating equipments used in hotels / restaurants play an important role in attracting customers. The restaurant operating equipments include service equipments, furnitures, fixtures and linen all of which used for the standard and style of the restaurant. The atmosphere of a restaurant is largely affected by the kind of furniture used.

The following are the points to be considered while operating the equipments:

- Food and beverage service equipments needed for table setting such as glassware, chinaware and table ware
- Furnitures, fixtures and linen
- Safe handling of equipments.

Types of Equipments

A restaurant requires various types of items depending upon standards, quality and types of service. There are different basic requirements of equipments in the restaurant. They are under following such as:

- 1. Glassware
- 2. Chinaware
- 3. Tableware
 - a) Flatware
 - b) Cutlery
 - c) Hollowware
 - d) Silverware
- **4.** Special Equipment
- **5.** Furniture
- 6. Linen
- 7. Disposable

Glassware

Glassware refers to glass and drinkware items besides tableware, such as dishes, cutlery and flatware, used to set a table for eating a meal. Many standard patterns and sizes of glassware are available to serve each drink. Well-designed glassware combines elegance, strength and stability, and should be fine and smooth rimmed and of clear glass.



Figure 3.1 Types of Glassware

Types of glasses

Name of glass	size	Use of the glass
Highball Glass	8-10 oz	used for serve water spirits and mixers and
		also some cocktails like John Collins,
		Tom Collins, Mint Julep, Tequila Sunrise.
Collins or slim jim Glass	10-12 oz	It is used as an alternative to highball glass
		and also serve spirits, mixers and for
		soursother cocktails
Juice glass	6 oz	Used as a juice glass in banquet and repeat glass in bar
Pilsner Glass:	10-12 oz	This glass have different sizes used for bottle beer, draught beer and long cocktails
Pint glass	16 oz	It is a traditional beer glass Pint glass are considered good for serving stouts, porters and English ale beers.
Beer Glass or Beer mug:	10-12 oz	Traditional beer glass in different sizes for half and full measures of any beers and also beer based mixed drinks,
Beer Goblet	12 oz	It is used to serve beer in bar or pubs and famous cocktail Cuba Libra served in the glass
Brandy Balloon /Snifters	8-10 oz	Typically used for serving brandy and cognac
Old Fashioned Glass:	7 oz	This also known as whisky glass used for any spirits and mixers. Also used for cocktail drinks.
Martini/Cocktail Glass:	41/2 oz	Generally used for cocktails mainly dry, sweet martin and smaller mixers for Pink Lady and White Lady.
Margarita glass	5 oz	It is used to serve margarita cocktail.
Short glass	11/2 oz	It is used to serve tequila
Shouter glass	2 oz	It is used to serve tequila
Liqueur glass	2 oz	It is used to serve liqueurs
Cordial glass	3 oz	It is used to serve cordials or liqueurs
Red Wine Glasses:	8-9 oz	A red wine glass is used to serve red wine
		and can have particular styles of glasses like
		Bordeaux glass and Burgundy glass
White Wine Glass:	8-9 oz	It is used to serve white wine
Champagne Flutes:	6-8 oz	A flute glass is the preferred serving
CI.		Champagne and fruit beers
Champagne saucer		It is used to serve Champagne, mocktails and
Shamy Class	2 07	sparkling wine
Sherry Glass	3 oz	A sherry glass is generally used for serving
		aromatic wines such as sherry, port, aperitifs and liqueurs
Tulip Glass:	6-8 oz	It is used to serve wine and cognac brandy
Tump Oluss.	J-0 02	11 15 used to serve write and cognac brandy

PAPER II Food & Beverage Operations

Decanter		It is used to serve soda or cool drink with
		whisky or brandy
Irish coffee glass	6-8 oz	A uniquely shaped glass with a handle that is
		used to serve any hot beverage such as Irish
		coffee, Spanish coffee or cocoa.

Table 3.3 Glassware size and use

Chinaware

Most catering crockery used nowadays tends to be vitrified earthenware, which is very durable and haven been strengthened. Crockery is also usually given rolled edges to make it more chip resistant. Chinaware is made of silica, soda ash, and china clay, glazed to give a fine finish. Chinaware can be found in different colours and designs which are always coated with glaze. Chinaware is more resistant to heat than glassware.



Figure 3.2 crockery

Sizes

There is a wide range of items available and their exact sizes vary according to the manufacturer and the design produced. The sizes as follows:

Side plate	15cm (6 in) diameter
Sweet plate	18cm (7 in) diameter
Fish plate	20cm (8 in) diameter
Soup plate	20cm (8 in) diameter
Joint plate	25cm (10 in) diameter
Cereal/sweet plate	13cm (5 in) diameter
Breakfast cup and saucer	23-28 cl (8-10 oz)
Tea cup and saucer	18.93 cl (6 2/3 oz)
Coffee cup and saucer	9.47 cl (3 ½ oz)
Teapot	28.4 cl (½ oz)

Other items of crockery required include:

- Consommé cup and saucer
- Soup bowl/cup
- Platter (oval plate)
- Salad crescent
- Egg cup
- Butter dish
- Teapot
- Hot water jug
- Coffee pot
- Milk jug
- Cream jug
- Hot milk jug
- Sugar basin
- Salt and pepper pots

Tableware

Tableware includes the dishes, glassware, cutlery, and flatware eating utensils (knives, forks, and spoons) used to set a table for eating a meal. The nature, variety, and number of objects varieties from culture to culture, and may vary from meal to meal as well. Tableware may be categorized as follows:

Flatware

Flatware denotes all forms of spoon and fork. Flatware, especially that used by most people when they eat informally, is usually made of stainless steel. The most common utensils are ice scoops, tongs, ladles, stirrers, and spatulas. The utensils your servers need will depend on your operation. In any operation, the utensils must be in good shape, clean, and sanitized. A list of commonly used flatware as follows.

Flatware	Uses
Dinner fork	Used for main entrees and other foods eaten from a dinner plate. Can also be used as a general utility fork.
Salad fork	For salads, appetizers, some desserts, or fruits.
Fish fork	Used for fish and sometimes seafood dishes.
Cocktail fork	Used for seafood and other cocktails.
Lobster fork	For lobster when served in the shell.
Dessert fork	For pies, cakes, pastries, and other solid desserts.

PAPER II Food & Beverage Operations	PAPER II
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Oyster fork	For eating clams, oysters, and other bivalves.
Fondue fork	A long fork used to pick up bread cubes and dip them into a cheese fondue; a shorter fork holds meat in hot oil for a meat fondue.
Teaspoon	Used for eating vegetables, fruit sauces, puddings, fruits, etc., and other foods that are difficult to eat with a fork.
Tablespoon	Larger than a teaspoon, used for soups or cereals.
Soup spoon	Used mainly for soups.
Coffee spoon	For beverages, some cocktails, and ice cream.
Espresso spoon	For liquids served in a demitasse cup. Sundae or For ice cream sundaes, ice sodas, tall iced beverages, iced tea spoon or similar beverages served in deep glassware.
Sauce spoon	A wide, shallow spoon used for sauces and lifting foods out of casseroles.
Snail tongs	For holding snails in the shell so the snail fork can extract them.
Lobster tongs	Used for holding lobsters in the shell.
Pastry tongs	For picking up and serving pastries. Cake or pie server For serving cakes, pies, pastries, tortes, and similar desserts.

Table 3.3 Flatware name and use

Cutlery: Cutlery refers to knives and other cutting instruments. Cutlery's are as follows butter knife, dinner knife, steak knife, joint knife, fish knife, dessert knife and cheese knife.



Figure 3.3 Cutlery

Hollowware

Hollowware refers to table service items such as sugar bowls, creamers, coffee pots, teapots, soup tureens, hot food covers, water pitchers, platters, butter plates and other containers such as serving bowls, pots, kettles, ice jugs, and water. These containers are either made from glass or metals such as copper, brass, or stainless steel.



Figure 3.4 Hollowware

Silverware

The objects in silverware are made of Electro Plated Nickel Silver (EPNS). These are made from an alloy of brass, zinc, stainless steel or nickel with silver plating of 10 to 15 microns. Silverware includes spoons, forks, knives, hollowware, drinkware, tongs, ice bucket, and a salver.



Figure 3.5 Silverware

Furniture

Furniture must be chosen according to the needs of the establishment dining area like shape, size, material, colour, textures, and designs. The common items of furniture found in food service are tables, chairs, sideboard, and trolley.

Tables and Chairs

Normally three types of tables are used; they are round, rectangular and square. The height of the table irrespective of the shape should be 75cm from the floor level. The diameter of a round table to seat four people should be approximately 92 cm. The size of a square table to seat two people should 76 cm square and 92 cm square to seat four people. The size of rectangular table to seat four people should be 137 cm x 76 cm. Table tops come in a variety of materials such as wood, metal, stone, tile, and glass.

Shape of the table	Size in inches	Covers
Square	30	2
Square	36	4
Rectangle	30 x 48	4
Rectangle	30 x 72	6
Round	36 diameter	4
Round	48 diameter	5
Round	60 diameter	8

Table 3.3 shape and size of the tables



Figure 3.6 Tables

Chairs

Chairs are available in various shapes, colours and sizes to suit all occasions. Because of the wide ranges of style, chairs come in varied height and width. The dimension of chairs should be relative to table dimensions. The average height of the chair should be 92 cm. The seat should be 46 cm from the floor and 23 cm from the top of the table.



Figure 3.7 chairs

Side station / Dummy waiter

The side station is also called the dummy waiter or service console. This is a very important piece of furniture in a restaurant. It is used by the service staff for keeping all the service equipment at one place. The side station should be kept clean and presentable as it can be seen by the guests.

The style and design of the side board varies from establishment to establishment. It depends upon:

- The style of service and menu offered.
- The number of waiters working from one sideboard
- The number of tables to be served from one sideboard
- The amount of equipment it is expected to hold.



Figure 3.8 Sideboard

TROLLEYS

The various trolleys used in the food and beverage service outlets are:

1) Gueridon or Flambe Trolley

A gueridon or flambe trolley is a small mobile trolley that can be placed alongside the guest's table. It consists of one or two burners, a gas cylinder and a work and storage space for plates and cooking equipment. Using this trolley, the food is flambed at the guest's table. Only skilled and well trained waiters are allowed to handle this service.





2) Room Service Trolley

This trolley is known for its versatility. It is used for the service to guests in their rooms. The waiter sets up the meal and covers on the trolley and wheels it into the guest's room. This trolley may also be used as a dining table in the privacy of the guest's room.

3) Dessert Trolley

This trolley serves as a visual aid to selling desserts. Guests are more likely to order a dessert if they can see what is available, particularly if it is well presented. Some dessert trolleys are refrigerated. Gateaux, pastries, jellies, tarts, pies, flans and soufflés can be served from a dessert trolley.





4) Hors d'oeuvre Trolley

A hors d'oeuvre is the first course of a menu usually consisting of a selection of small items of egg, fish, meat, fruit and vegetables in pungent dressings. This hors d'oeuvre trolley is used to carry variety of appetizers. This trolley is probably the least popular in India, as a majority of guests are not too keen on hors d'oeuvre as a starter.

Figure 3.12

5) Mini Bar Trolley

It is used for serving the alcoholic beverages in the guest's table or room. This trolley is seldom used in America.



Figure 3.13

LINEN

There are many qualities of linen in present day use, from the finest Irish linen and cotton to synthetic materials such as nylon and viscose. The type of linen used will depend on the class of establishment, type of clientele and cost involved, and the style of menu and service to be offered. The main types of linen are as follows

Tablecloths

Table linens made from cotton or linen are not only more absorbent but also last longer. Egyptian cotton and Irish linen are considered the finest materials for table linens because of their long, durable fibers. White is the most popular color for table linens because it's considered formal.



Figure 3.14 Table cloth

Table cloths should be large enough to cover the top as well as a portion of the legs of a table without interfering with the guest's comfort while he is seated at the table. The size of the tablecloth varies according to the size of the table it is required to cover.

137 cm x 137 cm (54 in x 54 in) to fit a table 76 cm (2 ft 6 in) square

137 cm x 137 cm (54 in x 54 in) to fit around table 1 m (3 ft) in diameter

183 cm x 183 cm (72 in x 72 in) to fit a table 1 m (3 ft) square

183 cm x 244 cm (72 in x 96 in) to fit rectangular shaped tables

183 cm x 137 cm (72 in x 54 in) to fit rectangular shaped tables

Slip cloths

These are designed to be laid over the tablecloth to protect it from spillage and give it a longer life to table cloth.

1 m x 1 m (3 ft x 3 ft) used to cover a slightly soiled tablecloth.



Son Chief

Figure 3.15slip cloth

Napkins (serviettes)

A napkin or serviette is a rectangle cloth or paper used at the table for wiping the mouth while eating. It is usually small and folded. Conventionally, the napkin is folded and placed to the left of the place setting, outside the outermost fork. In an ambitious restaurant setting, it may be folded into elaborate shapes and displayed on the empty plate. Alternatively, paper napkins may be contained with a napkin holder.

Cocktail napkin- 9"*9", Breakfast napkin- 18"*18", and Lunch napkin- 21"*21"

46–50 cm (18–20 in) square if linen

36–42 cm (14–17 in) square if paper



Figure 3.16 Napkin

Buffet cloths

2 m x 4 m (6 ft x 12 ft) – this is the minimum size; longer cloths will be used for longer tables



Figure 3.17Buffet cloths

Buffet Frills cloth

Frills can be found in various colors and are usually used to skirt the buffet table with the help of pins. It can also be used for a guest table in banquet halls/ functions. 10m x 1m.



Figure 3.18 Frills cloth

Waiter's cloths or service cloths

A service cloth is a very important part of service equipment as well as being part of the food server's uniform. Servers use these as protection against heat and to help to keep uniforms clean. It must be kept clean and ironed at all times and only used as a service cloth for certain activities such as:

- Carrying hot plates
- Final polishing of plates
- Wiping small spills
- Brushing crumbs onto a service plate
- Wiping the undersides of the plates before placing plates on the table.



Figure 3.19 waiter's cloth

Tea and glass cloths

These are used for drying items after washing; tea cloths should be used for crockery and glass cloths for glassware. The best are made of linen or cotton and are lint free.

3.2 Still Room and Still Room Equipment

Still room or pantry:

This is a service area whose main function is to provide items of food and beverages required for the service of meal and not catered for by other major department in a hotel such as the kitchen, larder and bakery. Depending on its size and the duties to be performed the staffing will be made normally the still room is looked after the still room supervisor. He/she is responsible for staffing, ordering of supplies and effective control of these items when issued to various departments. Following are some of the items dispensed from still room

- All beverages such as coffee, tea, chocolate, Horlicks, assorted fruit juices/fresh and canned
- Milk and cream
- Sugar
- Jam, honey etc.
- Butter
- Sliced, white and malt breads and rolls
- Pastries, sandwiches, and boiled eggs



Figure 3.20Stillroom or Pantry

Stillroom or pantry Equipment

- > Refrigerator
- ➤ Coffee machine
- > Tea dispenser
- Salamander
- > Bread slicing machine
- ➤ Hot cupboards
- > Storage cupboards
- > Bread slicer machine
- > Double gas ring
- > Coffee grinding machine
- ➤ Large double sink and draining boards
- ➤ Worktop and cutting board.
- > Storage space for small equipment such as crockery, glassware and cutlery and tableware.
- > Storage cupboard for all dry goods held in stock and for paper items like doilies and napkins.
- ➤ Coffee grinding machine to ensure the correct grind of coffee for the brewing method.
- > Ice maker.

3.3 Mise-en-place and Mise-en-scene

Mise-en-place

The pre-work that takes place both in the restaurant and guest areas before service begins is often called mise-en-place, which means in French, "put into place." Another commonly used term is side work. It means getting everything ready for serving guests, but it also means keeping things in good order as one works.

Most importantly, good mise-en-place makes for satisfied guests. It is the activity of putting things in place to make the subsequent F&B Services smooth. The serving staff carries out the following duties:

- 1. Removing all soiled linen and replacing them with the fresh ones.
- 2. Ensuring that the side board is well-equipped.
- 3. Replenishing condiment containers, shakers, and water jugs.
- 4. Polishing cutlery and glassware.
- 5. Replacing pale flowers with the fresh ones.

Mise-en-scene

It is the activity of preparing the environment in the F&B Services establishment so that the guests and the service staff find it hygienic and pleasant.

To prepare the environment, the staff carries out the following activities:

- 1. Opening all windows and doors before working hours to let fresh air and sunlight enter the venue.
- 2. Ensuring menu cards and promotional material are presentable.
- 3. Removing the furniture that needs servicing and handing it over to the maintenance department or any outsourced agency.
- 4. Vacuuming carpets if any.
- 5. Switching on all lamps to check the fused ones.

3.4 Rules to be observed while laying a Table

- **A.** When laying the table cloth the table should not be wobbling means shaking
- **B.** The table cloth is to be spread, should be first covered with a base cloth, for the following reasons:
- **C.** To protect the diner's wrists and elbows from the tables sharp edges.
- **D.** To keep the tablecloth firmly in place.
- **E.** To protect the surface of the table
- **F.** To absorb moisture in case liquid spills on the table.
- **G.** Based on the size of the table, appropriate linen should be used. The central fold of the tablecloth should be in the middle of the table and all the four edges should just brush the seats of the chairs.
- **H.** If a bud vase is used as a central decorative piece, it should not be very large or tall as that obstructs the view of guests sitting opposite each other.
- **I.** Each cover should be well-balanced. A cover is the space required on a table for laying cutlery, crockery, glassware and linen for one person of a meal.
- **J.** The required cutlery, crockery and glassware should be placed on the table.
- **K.** Cutlery should always be laid from the inside to the outside of the cover, since the order of sequence to be used from outside to inside.
- L. The place of cutlery, crockery, glassware on the table to set the cover is as follows
- **M.** Knives and soup spoons should be placed on the right-hand side of a cover.
- **N.** Forks should be placed on the left-hand side.
- **O.** Dessert spoons and forks should be placed on top of the cover.
- **P.** The side knife should be placed on a quarter plate and kept on the left side of the cover.

- **Q.** Water tumbler should be kept to the right of the cover, at the tip of the large knife.
- **R.** The cutting edge of all knives should face to the left.
- **S.** All cutlery and crockery should be placed about an inch from the edge of the table so that they are not accidentally tipped over.
- **T.** Napkins should be placed in the center of the cover, in between the cutlery.
- **U.** Cruet sets, a butter dish, an ashtray, meal accompaniments and a bud vase should be placed in between the covers at the center of the table.
- V. Crockery and cutlery should be spotlessly clean and the glassware well-polished.
- W. Chipped or cracked equipment should not be used.

3.5 Rules while waiting at the Table

The following are the rules to be observed by the service staff while waiting at the table:

- 1. Wish the guest at the time of presence and never ignore them.
- 2. Pull out the chair, especially for women and aged guests .Offer high chair to childrens.
- 3. Serve water as soon as the guests are seated and present the menu card to all the guests.
- 4. Do not fill the glass till the brim
- 5. Be alert all the time when the guest requirement.
- 6. Do not lean or rest the hand on the table infront of the guest
- 7. Remove the extra cover from the table before service.
- 8. When the plates are placed waiter states form right-hand side move clockwise and left hand side anticlockwise which make waiter walk forward
- 9. Carry the salver with left hand and serve with the right hand at the table.
- 10. Do not cross the guest while placing cutlery, crockery, glassware while service.
- 11. If the guest is busy with something say excuse me sir/madam while serving.
- 12. While serving the dish announce the name of the dish being served.
- 13. Wait for everyone to finish eating before clearing.
- 14. Do the following tasks from the right hand side of the guest
- Presenting the menu
- Taking the order
- Serving water and other beverages
- Placing the plates
- Clearance the soiled plates and glassware
- 15. Do the following tasks from the right hand side of the guest
- Service of bread on to the side plate
- Placing the bread basket and butter dish
- Food is served from bowl on to the plate
- Clearance side plate and side knife
- 16. Make sure the water is replenished regularly and remains full throughout the meal.
- 17. Remove the cutlery and crockery after finishing the course
- 18. Do not clear the water glasses till the guest leaves the restaurant

- 19. Do not wait at the table for tips
- 20. While leaving the guest, help the guest by pulling out the chair and say politely "Thanks for visiting us" Sir/Madam I am sure you had a good meal experience. Hope to see you soon, Sir/Madam

3.6 Guest cycle for Food Service

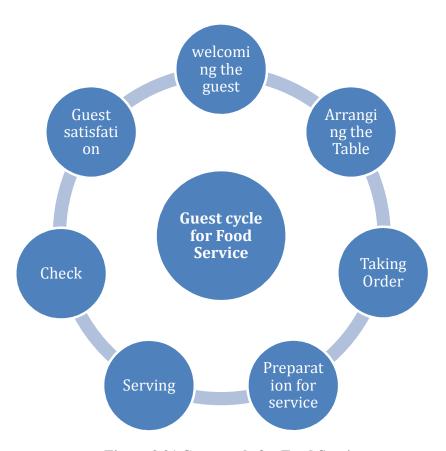


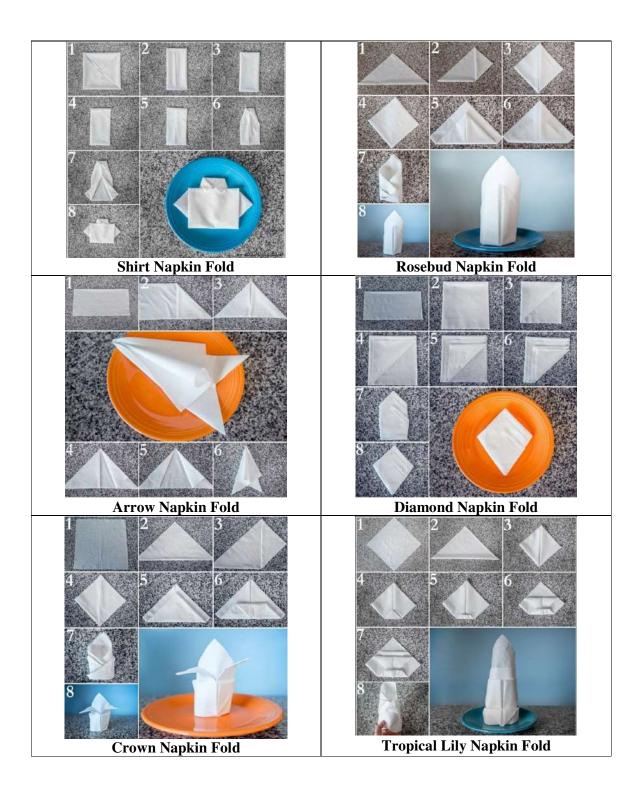
Figure 3.21 Guest cycle for Food Service

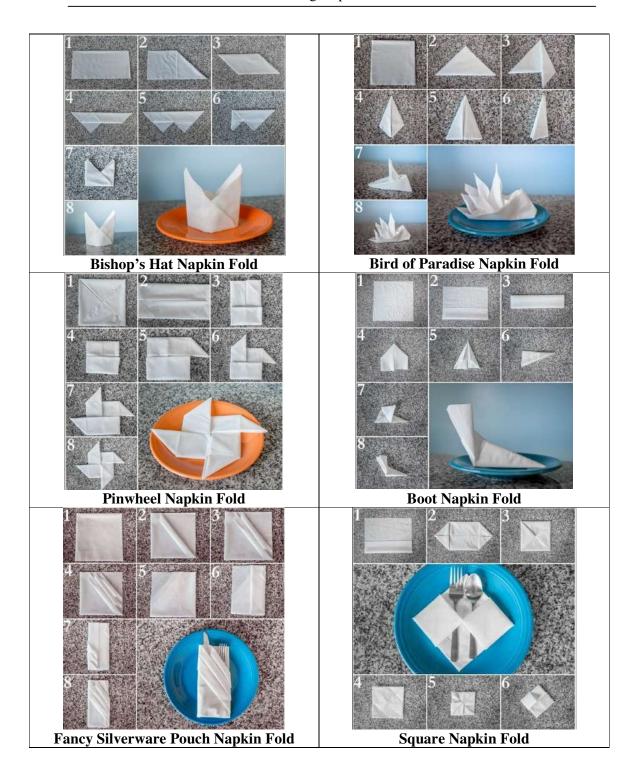
3.7 Napkin Folding and Types of Folding with Pictures

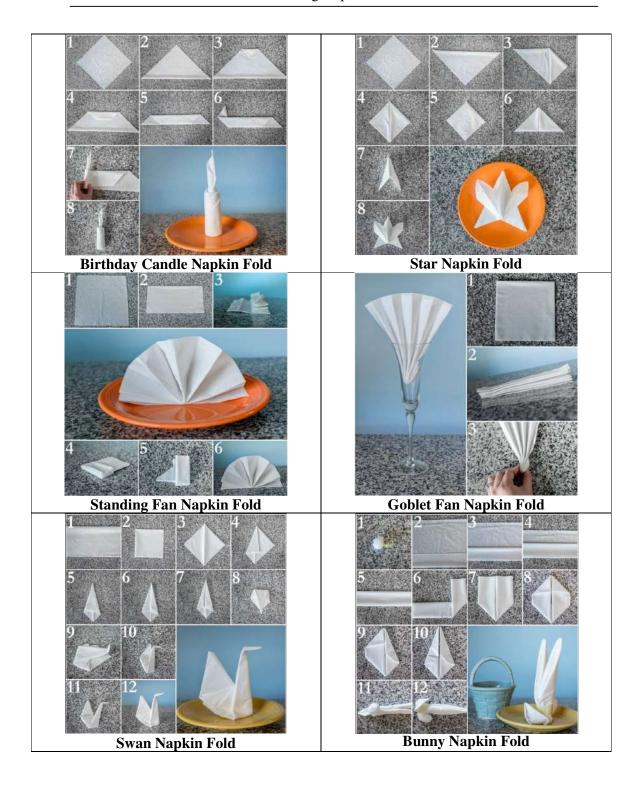
Today, there are large varieties of napkins available in different colors and materials. Paper napkins are used majorly for informal dining whereas for formal dining, linen napkins are preferred.

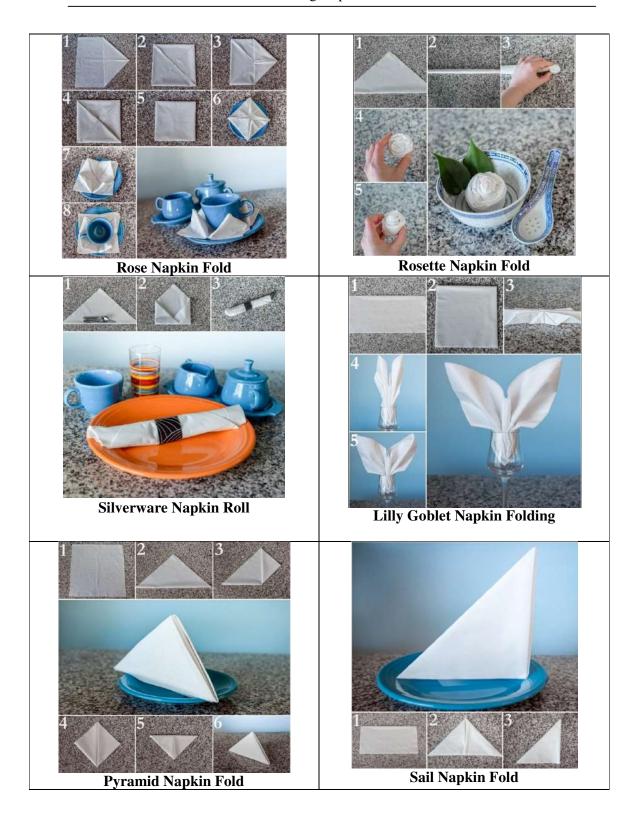
Napkin can be folded in a number of attractive ways. They can be shaped as a flower, a character, or some object. A well-folded and well-placed napkin on the plate grabs the attention of the guests.

Types of Folding with Pictures









3.8 Types of Styles of F&B service

There are a number of service styles to be followed when it comes to how food and beverage should be served to the customers. Serving food and beverages to guests formally can be

served in different ways; this is known as service styles. Service style is the way food is presented to guests and also type of service offered to guests. Service styles are classified as four types of service methods:

- 1. Table Service
- 2. Self-service
- 3. Single point service
- **4.** Specialized or in situ service

3.8A Table service

In this type of service, the guests enter the dining area and take seats. The waiter offers them water and menu card. The guests then place their order to the waiter. Then the service is done using a laid cover on the table. The following are types of table service.

Silver service

In this service, the food is presented on silver platters and casseroles. The table is set for hors d'oeuvres, soup, main courses and sweet dish in sterling silverware. The food is portioned into silver platters at the kitchen itself. Plates are placed before the guest. The waiter then picks the platter from the hot plate and presents the dish to the host for approval. He serves each guest using a service spoon and fork. All food is presented in silver dishes with elaborate dressing.



Figure 3.22 Silver Service

Russian service

It is identical to the Cart French service. The food is portioned and carved by the waiter at the gueridon trolley in the restaurant in full view of the guests. Display presentation is a major part of this service. The principle involved is to have whole joints, poultry, game and fish elaborately dressed and garnished, presented to guests and carved and portioned by the waiter serves it from the left side.



Figure 3.23 Russian service

French service

It is very personalized and private service. The food is taken in platters and casseroles and kept on the table of guests near their plates. The guests then help themselves. It is expensive and elaborate service commonly used in fine dining restaurants. This service has two types

Cart French Service

The food is prepared and assembled at tableside. The guests select food from the cart while sitting at their tables and are later served from the right. It is offered for small groups of VIPs.



Figure 3.24 Cart French Service

Banquet French Service

The food is prepared in the kitchenin dishes and salvers. The servers serve food on each individual's plate from guest's left side. For replenishment, the servers keep the food platters in front of the guests.





Figure 3.25 Banquet French Service

American service

The American service is a pre-plated service, which means that the food is placed into the guest's plate in the kitchen itself and brought to the serve guest. The accompaniments served with the food, the color, and the presentation is determined in the kitchen. This service is commonly used in a coffee shop where service is required to be fast.



Figure 3.26 American service

English service or Family service

This service often referred to as "Host Service" because the host plays an active role in the service. Food is brought on platters by the waiter and is shown to the host for approval. The waiter then places the platters on the tables. The host either portions the food onto the guest plates directly or portions the food and allows the waiter to serve. This is a common family service in specialty restaurants where customers spend more time.



Figure 3.27 English service

Gueridon service

This is a service where a dish comes partially prepared from the kitchen to be completed in the restaurant by the waiter or, when a complete meal is cooked at the tableside in the restaurant. The cooking is done on a gueridon trolley; this partial cooking is done beside the guest table for achieving a particular appearance and aroma of food, and for exhibiting showmanship. It also offers a complete view of cooking food.



Figure 3.28 Gueridon service

3.8B Self service

The main form of self-service is found in food courts and cafeterias. In this form of service customers collect a tray from the beginning of the service counter, move along the counter to select their meal, pay and then collect the required cutlery for their meal, together with any ancillary items. Some 'call order' means cooked to order food production may be included in food courts and cafeterias.

Carvery

Carvery service can offer customers good value for money - particularly if there is no restriction on portion size. They give customers the opportunity to choose their favourite

types of Toast meat, while enjoying seeing the joints being carved. In restaurants where carvery service is offered, the first course and sweets are usually brought to the customers at their table by the serving staff. For example pork, beef, 1amb and turkey accompanied by gravy and the appropriate sauces like app1e, horseradish, mint, cranberry, etc.



Figure 3.29 Carvery

Buffet

A buffet service, where food is displayed on table to serve guests. The guest takes his/her plate from a stock at the end of each table or requests the waiter behind the buffet table to serve guests. For sit-down buffet service, tables are laid with crockery and cutlery as in a restaurant. The guest may serve himself at the buffet table and return to eat at the guest table laid out. The waiter may serve a few courses like the appetizer and soup at the table.



Figure 3.30 Buffet

Counter service/ Cafeteria Service

This service is also called as Cafeteria Service. This service exists in industrial canteens, hostels, and cafeterias. The menu and the space is limited; the cutlery is handed over to the guests. The tables are not covered. Sometimes high chairs are provided to eat food at narrow tables. It is a quick service.



Figure 3.31 Counter service

Free flow service

It is usual single line counter system with individual, free standing service units. The service units are generally allocated to food group like cold dishes, salads, warm dishes, desserts and drinks. Diners can move freely between the units and combine meal components from the selection according to taste before going to the cash desk to pay. This kind of service used in catering services, particularly in industrial and institutional catering.



Figure 3.32Free flow service

Echelon

Series of service counters at angles to the customer flow within a free-flow area, thus saving space and time. Each of these service counters may offer a different main course dish and other service points offer hot and cold sweets, beverages, sandwiches, pastries, confectionery

items and miscellaneous foods. The advantage of this system is those selecting a full meal do not hold up customers who require just a sandwich and a hot drink.



Figure 3.33 Echelon

3.8C Single point service

In this category, the guest orders, pays for his order and gets served all at a single point. There may be may not be any dining area or seats. The different types are

Take away

The customer orders and is served from a single point at a counter, hatch or snackstand; the customer consumes off the premises although some takeaway establishmentsprovide dining areas. This category includes drive-in where the customer drives their vehicle past the order, payment and collection points.



Figure 3.34 Take away

Fast food outlets

Commercially available which provide ready-to-eat meals such as hamburgers, hot dogs, pizza, fried chicken, or French fries with a high fat content, little fiber, and minimal quantities of vitamins or calcium. The food is served less than two minutes.



Figure 3.35 Fast food outlets

Vending

The customer can get food or beverage service by means of automatic machines. The vending machines are installed in industrial canteens, shopping malls, theaters, and airports.



Figure 3.36 Vending

Kiosk

The customer enters the choice and amount of money physically and the machine dispenses what customer demanded accurately.



Figure 3.37 Kiosk

Food courts

Group of independent, self-contained counters where customers may order and eat, or takeaway, or buy from a number of counters and eat in a separate dining area.



Figure 3.38 Food courts

3.8D Specialized service

In this category the guest is served at the place, which is not meant or designated for food & beverage service for example guest rooms or any special area. The following are the different methods of special service.

Room service

The serving of food and beverage in guest rooms of hotels it is called as room service. Small orders are served in trays. Major meals are taken to the room on trolleys. The guest places his order with the room service order taker.



Figure 3.39 Room service

Tray service

This method of service of whole or part of meal served on tray to customer in situ, foe example hospitals, aircraft, and railway catering.



Figure 3.40 Tray service

Trolley service

This method of service of food and beverages served on trolley away from dining areas, for example for office workers, in aircraft and on trains.



Figure 3.41 Trolley service

Home delivery

This specialized service was introduced in the 20^{th} century. Food delivered to customer's home or place of work, for example Pizza home delivery or Meal on wheels etc.



Figure 3.42Home delivery

Lounge service

This service is usually provided to the VIP and VVIP guests in the hotel. The service of different variety of food and beverages served in lounge area of a hotel or independent place.





Figure 3.43 Lounge service

Drive in

Drive-in or Drive-through is a type of service provided by restaurants that allows customers to serve food and beverages without leaving their cars. This method of service of food and beverages served at the time of travelling. The service would be self service provided in Drive-in restaurants.



Figure 3.44 Drive in

3.9 Side Station, items placed in & use

The side station is also called the dummy waiter or service console or work station or service station. This is a very important piece of furniture in a restaurant. It is used by the service staff for keeping all the service equipment for example condiments, water jug or bottles, cutlery, food platters, and linens.. It is also used as a landing table for the dishes picked up from the kitchen enroute to the table and the dirty dishes from the guest's table to the wash-up area. The side station should be kept clean and presentable as it can be seen by the guests. To prepare the side boards, the serving staff must place —

- The replenished containers of water, butter, and condiments.
- The dinner plates, side plates, glasses, mugs, and fingerbowls in the lower shelves.
- The linen, napkins, and dolly papers neatly and stalked.
- The cutlery in the appropriate sections separately according to the type.
- The condiments containers and shakers, water jug, butter dish, toothpick holders, straw holders, on the upper shelf or board.



Figure 3.45Side Station

The following service equipment can be stored in a side station.

Salvers Creamers Coffee pots **Teapots** Bread baskets Bud vases Wine cradle Candle holders Toothpick stand Straw stand Sugar bowl; and tongs Soup ladles Bottle and wine openers Butter dishes Cigar cutters Pot holders Drip bowls Wine chiller and stand Finger bowls

Ice buckets and tongs Cruet sets

Use of sideboard or Dummy Waiter

The sideboard is usually used for stored F&B service equipments while running the restaurant. The following are the use of sideboard in f&b department.

Sideboard is used to store backup equipments for service

It is used to store fresh linen like table cloths, napkins and slip cloths.

It is used to store appropriate sections separately according to the type of equipment.

UNIT-IV

MEALS AND MENU PLANNING

CONTENT

- 4.1 Origin of menu and functions of menu
- 4.2 Objectives of menu
- 4.3 Types of menu
- 4.4 Courses of French classical menu
- 4.5 Types of meal
 - 4.5A Breakfast
 - 4.5B Brunch
 - 4.5C Lunch
 - 4.5D High tea
 - 4.5E Dinner
 - 4.5F Supper

4.6 cover definition

4.7 set ups of cover for breakfast, lunch, and dinner

4.1 Origin of menu and functions of menu

It is believed that the term 'menu' was first used in 1541, when Duke Henry of Burnswick was seen referring to a sheet of paper during a feast. In French menu means 'in minute detail' and in English, it is also termed as 'bill of fare'. During olden times 'bill of fare' of ceremonial meals were displayed on the walls to know the kitchen staff to follow the order in which the meal had to be served. At the begin of nineteenth century when the Parisian restaurant "Palais Royale" provided customers with small, handy reproduction of menu displayed on the door. Mid-nineteenth century saw the placement of menus at the end of the table from where the guests could choose the menu item to order. However, as time changes,

modern menus came into being. Menu is the statement of food and beverage items available or provided by food establishments primarily based on consumer demand and designed to achieve organizational objectives. The menu is designed carefully according to type of customers and type of meal.

The main advantage of a well-planned menu is that it leads to consumer satisfaction. It also helps to motivate the employees for a responsible and successful service. The menu is a link between the guest and the establishment; hence it should be carefully planned by the establishment's professionals, namely the executive chef, the food and beverage manager and the food and beverage controller.

Definition

Menu is defined as "a menu is a list of dishes that are available for sale in a food service outlet or that can be served at a meal".

Functions of menu

Communication Device

The menu communicates the guest's need for information about what food is available, how it is cooked and presented, and at what price. It also informs weather the dishes are spicy or non-spicy, vegetarian or non-vegetarian, waiting time and so on.

Order

It presents the dishes in a logical order, usually listing the menu items under course headings, thereby making comprehension of the menu easy.

Choice

Menu determines the freedom of choice that a guest may have his own choice of dishes to order.

Image Builder

Menu helps present the overall image and style of the restaurant. The quality of the card, font style, design, colour, varieties of dishes on offer, and so on speaks the image of the restaurant.

Sale Tool

The menu is primary tool of sales. It is a means of promoting sales by appropriately describing the dishes which appeal to the guest. In fast food outlets and casual dining restaurants the menu presented attractively in bright colours on display boards or cards with pictures that motivate people to buy.

4.2 Objectives of menu planning

- 1. To explain the importance of a menu
- 2. To explain the basic rules of menu planning
- 3. To identify factors to be considered when planning a menu
- 4. To identify constraints in menu planning
- 5. To plan and write a menu

4.3 Types of menu

In a restaurant, there are two different types of menus which are differentiated by the manner in which they are served and priced. A menu may be a la carte or table d'hôte.

A La Carte Menu

Traditionally, the original menu that offered consumers choices were prepared on a small chalkboard, a la carte in French; so foods chosen from a bill of fare are described as à la carte. An "A La Carte Menu", is a multiple choice menu, with each dish priced separately. If a guest wishes to place an order, an a la carte menu is offered; from which one can choose the items he/she wants to eat.

The type of menu defined by the following points:

- 1. It gives a full list of all the dishes that may be prepared by the establishment.
- **2.** Each dish is portioned and priced separately.
- **3.** A certain waiting time has to be allowed for preparation of dishes.
- 4. Some dishes are cooked to order.

Table D'hôte

Table d'hôte is a French word which means "host's table". It is used to indicate a fixed menu where multi-course meals with limited choices are charged at a fixed price. Such a menu may also be called prix fixe "fixed price". It usually includes three or five courses meal available at a fixed price.

It is also referred to as a fixed menu. Because the menu is set, the cutlery on the table may also already be set for all of the courses, with the first course cutlery on the outside, working in towards the plate as the courses progress.

The definition of Table d' hote menu is covered by following points:

- 1. The menu has fixed number of course
- 2. There is a limited choice within each course
- **3.** The selling price of the menu is fixed
- **4.** The dishes provided would all be ready at a set time

Other type of menu:

Other than the above mentioned basic menu, the following menus are also seen in some food service outlets.

Plate du jour

It means specialty of the day. Chefs make a few special dishes which are normally the main course; however, other courses, such as fish, sweet, and so on, may also be included depending on the geographical location of the restaurant. These special dishes can be introduced for every meal, every day, or every week according to catering policy of the restaurant. Pricing of these dishes is higher than prices quoted for other dishes of the same category in an a la carte menu.

Carte du jour

In English, it means the card of the day. It refers to all menus of the day, combining a la carte, table d' hote, and plat du jour menus.

Cyclic Menu

It is a series of table d' hote menus for a set period of time, say for four weeks, which are repeated for particular period, say for six months. After six months, a new set of menu will be prepared. The length of the cycle depends on season of year, availability of ingredients, and catering policy of the establishment

4.4 Courses of French classical menu

The classical French menu contains seventeen and thirteen courses. All continental dishes are grouped into 17 categories according to the main ingredients used in preparation, method of cooking, taste and texture. Today, a menu of this size is hardly ever offered. But even today's shorter menus follow the structure of the classical French menus as far as succession of courses is concerned. They always start with something light to stimulate the appetite, build up to the main course, and then become lighter toward the end of the meal. The seventeen and thirteencourses of the Classic Menu for French Cuisine are given below:

SEVENTEEN COURSE FRENCH CLASSICAL MENU

S.No	Courses	English Equivalent
1.	Horsd'oeuvre	Appetizer
2.	Potage	Soup
3.	Oeufs	Egg
4.	Farineaux	Pasta
5.	Poisson	Fish
6.	Entrée	First meat dish/main course
7.	Relevé	Joints/ Main meat dish
8.	Sorbet	Flavoured ice water

PAPER II	Food & Beverage Operations
IAILKII	1 000 & Develage Operations

9.	Roti	Roast
10.	Le'gumes	Vegetables
11.	Salade	Salad
12. 1	Buffet froid	Cold buffet
13.	Entremets	Sweet
14.	Fromage	Cheese
15.	Savoureux	Savoury
16.	Dessert	Fruits and nuts
17.	Boissons	Beverage

Tab no 6 FRENCH CLASSICAL MENU

Hors d'oeuvres

Traditionally this course consisted of a variety of compound salads but now includes such items as pâtés, mousses, fruit, charcuterie and smoked fish.

Soups (potages)

Includes all soups, both hot and cold.

Oeufs (Egg dishes)

There are a great number of egg dishes beyond the usual omelettes, but these have not retained their popularity on modern menus.

Farineux (Pasta and rice)

Includes all pasta and rice dishes. May be referred to as farinaceous dishes.

Poisson (Fish):

This course consists of fish dishes, both hot and cold. Fish dishes such as smoked salmon or seafood cocktails are mainly considered to be hors d'oeuvres dishes and therefore would be served earlier in a meal.

Entrée

Entrées are generally small, well garnished dishes which come from the kitchen ready for service. They are usually accompanied by a rich sauce or gravy. Potatoes and vegetables are not usually served with this course if it is to be followed by a main course. If this is the main meat course then it is usual for potatoes and vegetables to also be offered.

Examples: tournedos, noisettes, sweetbreads, garnished cutlets or filled vol-au-vent cases.

Sorbet

Traditionally sorbets (sometimes now called granites) were served to give a pause within a meal, allowing the palate to be refreshed. They are lightly frozen water ices, often based on unsweetened fruit juice, and may be served with a spirit, liqueur or even Champagne poured over. Russian cigarettes also used to be offered at this stage of a meal.

Relevé

This refers to the main roasts or other larger joints of meat which would be served together with potatoes and vegetables.

Roast (rôti)

This term traditionally refers to roasted game or poultry dishes.

Légumes (Vegetables)

Apart from vegetables served with the Relevé or Roast courses, certain vegetables (e.g. asparagus and artichokes) may be served as a separate course, although these types of dishes are now more commonly served as starters.

Salade (Salad)

Often refers to a small plate of salad that is taken after a main course (or courses) and is quite often simply a green salad and dressing.

Buffet froid (Cold buffet)

This course includes a variety of cold meats and fish, cheese and egg items together with a range of salads and dressings.

Fromage (Cheese)

Includes a range of cheeses and various accompaniments, including biscuits (water, Ryvita, digestive, cream crackers), breads, celery, grapes, apples and chutneys. This course can also refer to cheese-based dishes such as soufflés.

Entremets (Sweets)

Refers to both hot and cold puddings.

Savoureux (Savoury)

Sometimes simple savouries, such as Welsh rarebit or other items on toast, or in pastry, or savoury soufflés, may be served at this stage.

Dessert (Fruit)

Fresh fruit, nuts and sometimes candied fruits.

Boissons (Beverages)

Traditionally this referred to coffee but nowadays includes a much wider range of beverages, including tea, coffee as well as other beverages such as tisanes, milk drinks (hot or cold) and proprietary drinks such as Bovril, Horlicks or Ovaltine. These are commonly available throughout the day, with a choice of milks, creams and sugars.

Starters

- 1. Hors-d oeuvre (Appetizer)
- 2. Potage (Soup)
- 3. Oeuf (Egg)
- 4. Farineaux (Pasta or Rice)

Main Course:

- 5. Poisson (Fish)
- 6. Entrée (Entree)

Rest Between course

7. Sorbet (Sorbet)

Main Course:

- 8. Releve (Joints)
- 9. Roti (Roast)
- 10. Legumes (Vegetables)
- 11. Salades (Salad)
- 12. Buffet Froid (Cold Buffet)

Afters:

- 13. Entremets (Sweets)
- 14. Savoureux (Savoury)
- 15. Fromage (Cheese)
- 16. Dessert (Cut Fruits & Nuts)
- 17. Boissons (Beverage Hot / Cold)

The order of category of Indian dishes in a la carte menu

The following are the categorization and their order normally found in Indian a la carte menu:

- 1) Starters
- 2) Soups
- 3) Indian breads
- 4) Kebabs and tikkas
- 5) Gravies and masalas
- **6)** Dry
- 7) Biryani, pulao, and rice
- **8**) Dal
- 9) Raita and other accompaniments
- 10) Sweets
- 11) Beverages

Most restaurants offer kebabs, tikkas, samosas, vada, and so on, as starters and these dishes are quite heavy. Guests may not feel like having soup after these starters.

The ideal order of serving Indian dishes is recommended below:

- 1. Starter
- 2. Soups
- 3. Main course
 - Dry preparations, such as tikka, kebabs, keema balls, and so on.
 - Indian breads
 - Gravy preparations
 - Rice preparations
- 4. Sweets
- **5.** Beverages

4.5 Types of meal

The following are the types of meals. They are:

- 1. Breakfast
- 2. Brunch
- 3. Lunch
- 4. High tea
- 5. Dinner
- 6. Supper

Breakfast

Breakfast is the first meal of the day, typically eaten in the morning. The word derives from the idea of breaking the involuntary fast due to sleep. Breakfast is considered by many food experts to be a most important meal of the day. Traditionally, breakfast is a large cooked meal eaten before work and designed to carry people through a large part of the day.

The breakfast has been an ongoing trend in the Western world, since at least the early 20th century. An ideal time for breakfast is 8:00 am to 10:00 am. However for early birds and flight catchers it may be from 4:00 am onwards.

4.5A TYPES OF BREAKFAST

The following are some of the basic types of breakfast:

- ➤ Continental breakfast
- > English breakfast
- > American breakfast
- Indian breakfast

Continental Breakfast

Continental breakfast is an institutional meal plan based on lighter Mediterranean breakfast traditions. It is a light meal meant to satisfy breakfaster until lunch. A typical Continental breakfast consists of the following:

- Choice of Juice: Mango juice, pineapple juice, tomato juice, orange
- juice or grapefruit juice
- **choice of Bread**: Toast (white bread / brown bread), rolls, croissant,
- brioche, muffins, doughnuts, Danish pastry
- **Butter and Preserves:** Butter, jam, jelly, marmalade, honey, maple syrup.
- **Beverage:** Hot beverages such as tea or coffee.

English breakfast or Full Breakfast

An English breakfast is an elaborate breakfast quite substantial in size and variety. The traditional English breakfast comprises of ten courses.

- Choice of Juice: Chilled fruit juices Pineapple, Orange, Apple,
- Grapefruit, Tomato

- **Stewed Fruits:** Apples, Prunes, Figs, Pears etc. are cut intosmall pieces and cooked in sugar syrupflavoured with clove and cinnamon. It is servedin a cocktail cup with a quarter plate asunderliner and the cutlery provided is ateaspoon
- Cereals: Oatmeal (meal), cornflakes, wheat flakes, ricecrispies, porridge are served
 with cold or hotmilk in a soup bowl with a quarter plate asunderliner and a dessert
 spoon is provided ascutlery.
- Fish: Herring, Haddock, Kedgres, Sardines are served.
- Eggs: Boiled, Fried, Poached, Scrambled, Plain or SavouryOmelette.
- Meats: Fried or Grilled bacon, sausages, ham, salami, kidney or liver.
- **Choice of bread:** Toast white or brown or rolls like croissant,muffins, brioche, doughnuts, Danish pastry.
- **Butter and Preserves:** Butter, jam, jelly, marmalade, honey, maplesyrup.
- Fruits: Fresh fruits like melon, papaya, mango, orange, grapefruit, pears.
- **Beverages:** Tea, coffee or hot beverages like Bournvita, Horlicks, Ovaltine, and Cocoa.

American Breakfast

Traditional breakfasts in the United States and Canada derive from the full English breakfast and feature predominantly sweet or mild-flavored foods, mostly hot. Restaurants that serve breakfast typically base their menus around egg dishes and meats such as sausage and bacon. Pancakes and waffles are also popular. An assemblage commonly known as a country breakfastin restaurants consists of eggs or omelette, sausage or bacon, hash browns, gravy, coffee, biscuits or toast with jam or jelly, and fruit juice.

The American breakfast comprises of the following courses:

- Choice of Juice: Mango, Pineapple, Orange, Grapefruit, Tomato
- **Cereals:** Oatmeal (meal), cornflakes, wheat flakes, ricecrispies, porridge are served with cold or hotmilk.
- **Eggs:** Boiled, Fried, Poached, Scrambled, Omelette, served with bacon, ham or sausages.
- Choice of Breads: Toast white or brown, rolls, brioche croissant, and Danish pastries.
- **Butter and Preserves:** Butter, jam, jelly, marmalade, honey, maplesyrup.
- Beverages: Tea, coffee or hot beverages like Bournvita, Milo, Horlicks, Ovaltine

Indian Breakfast

An Indian breakfast varies from region to region and is mostly vegetarian. The usual North Indian breakfast consists of stuffed paratha breads or unstuffed parathas with fresh butter, cooked spicy vegetables especially aloo sabzi. In East India (Orissa, Bengal) the most popular breakfast are Idly, BhelPuri and Upma. These are served with Ghuguni (Peas curry) or potato curry and also sweets like Rasogula, chenapoda etc. In South India, the most popular breakfast is an assortment with several possible main dishes, such as idli, vada, dosa and chapati. These are most often served with hot sambar and one or two kinds of chutney items in Tamil Nadu.

Indian specialty breakfast items: Idli, vada, dosa and chapati served with sambar and chutney,BhelPuri and Upma, Pongal, Poha, or Shira (similar to Kesaribath)Stuffed paratha breads or unstuffed parathas with cooked spicy vegetables especially aloo curry.

• **Beverages** Tea, coffee or hot beverages like Bournvita, boost, Horlicks for children

4.5B Brunch

Essence of brunch is easy to biggest, light, semisolid food but in substantial quantity and a soup-like starter, alternately a dessert may be incorporate in the end. However, heavy main course with accompaniments garnishes are replaced by light snacks. Often avoidable are breakfast cereals, jams and jellies. Waffles and pancakes are often incorporated in the meal. It is taken between 10.00 a.m. between 12 noon.

4.5C Lunch

Lunch is a meal served at midday between 12.00 noon and 03.00 p.m. traditionally lunch is lighter than dinner because a heavy lunch would make a person lazy and inactive. Usually during lunch a maximum of four course are served which would include a starter, soup, main course and a dessert. However hotels, in order to boost their sales always serve a large number of course in the buffet for guests

4.5D High tea

A regular lunch is difficult in parties and groups. An elaborate snacks display with plenty of sweets like cookies, tea fancies, pastries. This is not a meal but a party suggestion to avoid regular service of lunch. The time between 3.00 p.m and 5.00 p.m is good time for high tea.

4.5E Dinner

Dinner is served after 07.00 p.m to 10.00 p.m. dinner is heavy and elaborate and is served in a slow manner for the guest. Hotels have candle light dinner with music, a la carte menu where the guest can have his own choice of food. Dinner is the main meal of the day if breakfast is the most important of the day.

4.5F Supper

Supper can be divided into two-those who miss their dinner or those who taken early dinner. Supper is nothing but dinner for those who miss their dinner, but a light soft meal before bedtime for those who had early dinner.

4.6 COVER

It is the space required on the table for laying cutlery, crockery and glassware for one person the beginning of meal. Normally each cover requires 24x18 and 27x18 space for banquet

covers. Two covers should be exactly opposite to each other-namely the large knife should be in line with the large forks of the opposite cover. Only necessary cutlery for the meal should be placed. The order of laying the cutlery should be for outside of the sequence in which they are to be used.

Definition

Cover is defined as "A cover denotes all the necessary cutlery, flatware, crockery, glassware and linen necessary to lay a certain type of table setting for a specific meal". Or "In other words how many guests a restaurant or dining room will seat, or how many guests will be attending a certain cocktail party, we refer to the total number of guests concerned as also called as covers"

4.7 setup of a cover for breakfast, lunch, and dinner

Breakfast cover layouts

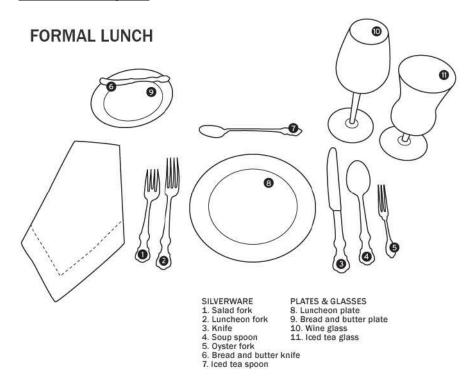


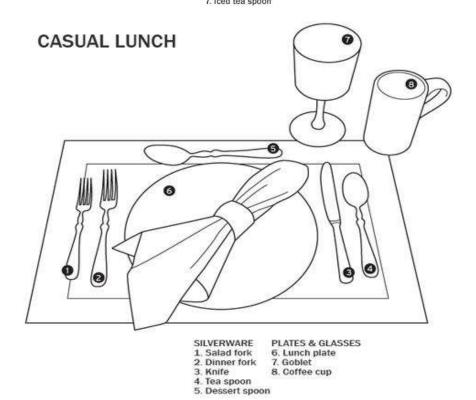






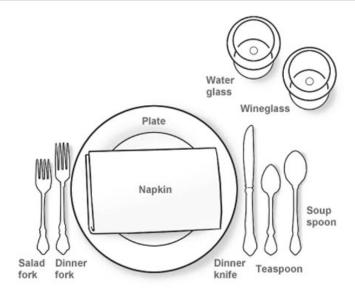
Lunch cover layouts



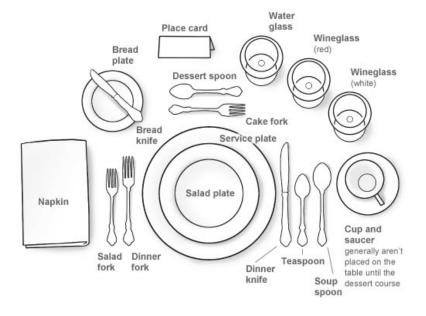


Dinner cover layouts

INFORMAL PLACE SETTING



FORMAL PLACE SETTING



UNIT-V

BEVERAGE

Content

- 5.1 Introduction of beverage
- 5.2 Definition
- 5.3 Introduction of non-alcoholic beverage
- 5.3A Classification of non-alcoholic beverage
- 5.3B Tea: origin, manufacturing, types and brands
- 5.3C Coffee: origin, manufacturing, types and brands
- 5.3D Aerated and non-aerated beverage

5.1 Introduction of beverage

A beverage is a liquid formulation specifically prepared for human consumption. The word "Beverage" has been derived from the Latin word "bever" meaning rest from work. After work, one tends to feel thirsty due to fluid loss through perspiration and one is inclined to drink water or other potable beverages to compensate fluid loss. Most of the beverages supply energy in the form of sugar or alcohol. They also provide other nutrients like mineral salts and vitamins. For example, milk gives calcium and citrus fruits give vitamin C.

5.2 Definition

Beverages refer to all kind of potable drinks which have thirst-quenching, refreshing, stimulating and nourishing qualities.

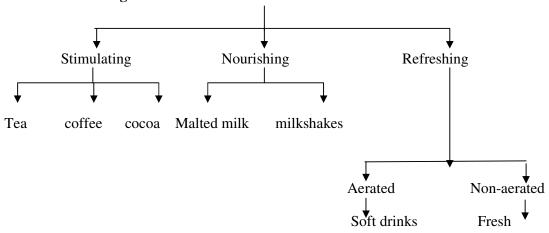
5.3 Non-alcoholic Beverage

A non-alcoholic beverage is a beverage that contains no alcohol it is free from alcohol or that have less than 0.5% alcohol by volume. Such drinks are generally drunk for refreshment, or to quench people's thirst. Non-alcoholic beverages can be mainly classified as hot and cold beverages it is further divided into three they are

- Stimulating
- Nourishing
- Refreshing

5.3A Classification of Non-alcoholic Beverage

Non-alcoholic Beverage



juices

Fig 3 Classification chart of Non-alcoholic Beverage

Stimulating

A stimulating beverage is a drink which it aids muscle relaxation and stimulate the central nervous system of the body. It is termed as a healthy beverage containing only half of caffeine of coffee

Ex: Tea, Coffee and Cocoa

Nourishing

A nourishing beverage is a drink owning its nourishing properties to the high percent of nutrients such as proteins, vitamins, and minerals. They are popular the world over as an energizers for all ages specially the ages infant and the adults.

Ex: Malted milk (Boost, Viva, Bournvita and Horlick), lassi and milkshakes

Refreshing

A beverage which refreshes the body by virtual of its natural or artificial nutrients values and produces a quick and readymade energy sources is called as refreshing beverage. These are divided into two types they are

- a) Aerated
- b) Non aerated

Ex: Aerated (fizz drinks, tonic water) and Non-aerated (juices, squashes, syrups

5.3B Tea

Introduction

The most popular non-alcoholic beverage, tea is a stimulating and refreshing drink it aids in muscle relaxation & stimulates nervous system. All tea comes from the "Camellia sinensis", an evergreen shrub that may grow up to 60 feet in the wild. When cultivated for harvest, the tea bushes are kept to a height of about three feet. It is hard to believe that only one tea plant is used to create all of the world's different types of tea, but it's true. All tea comes from the same plant, Camellia sinensis, which has multiple varieties and numerous sub-varieties. There are over 3000 varieties of tea each with their own specific characteristics. Tea leaves have a characteristic oval shape and serrated edge. Younger the leaves better the quality of the tea. The kind of tea obtained is determined by the manufacturing process and treatment.

The popular producing countries are India, Ceylon, China and Japan. Chinese tea contains less tannin than the other varieties. Tea is mostly named after the region in which they are cultivated.

Example: Assam tea is named after the Assam region in India, and Keemun is named after the Keemun region of China.

Origin of Tea

According to history the tea is accidentally discovered in 5000 yrs. ago. It was used as a medicine. It is believed that tea was first discovers by Emperor Shennong of chain about 2737 BC. The custom of drinking tea spread to japan around 600 AD. By middle of 16th century, it was being sold in English coffee house. It became as popular and as national drink of England. The East Indian Company introduced it into India around the 17th century and tea became popular in India too. Today, India is the largest producer of tea in the world followed by china and Sri Lanka. Today, India is the largest tea consuming country in the world.

Manufacturing process of tea

The different varieties of the tea bush have developed based on varying factors like climate, soil, altitude, and geographical location. The following is the processed to make different types of tea, which are Black, Green, yellow, Oolong, and White.

Plucking:

Tea is harvested after each flush - the sprouting of the top two leaves and bud. Tea pickers' pluck 'two leaf and a bud.' The top two leaves and bud are hand plucked and then processed into different types of tea.

Withering:

The leaves are spread on a perforated rack under the sun till their moisture content reaches 50%

Crushing:

Leaves are rolled to tear the leaves slightly. The leaves break downs and tannins are released. The leaves turn black at this stage because of oxidation due to contact with air. This is known as fermentation.

Drying:

Mechanical dryers are used or natural drying is also used for particular type of teas.

Sorting:

Sorting is done by different grades like Broken, fanning and dust

Types of Tea

Black Tea

The leaves are withered, then rolled till they become soft and massy. This is done to break up the fiber and cells of the leaf to liberate the constituents so that their extraction is easy. The leaves are then fermented. During the process of fermentation some of the acid in the leaves oxidizes and is converted into less soluble forms while more essential oils develop.

After fermentation is complete, the leaves are fired in a drying machine. Some of the popular black teas include English Breakfast, and Darjeeling.

Fresh tea leaves ----- sorting and cleaning ----- withering ----- cutting/rolling ---- fermentation -----drying

Green Tea

Green tea skips the oxidizing step. It is simply withered and then dried. It has a more delicate taste and is pale green/golden in color. The chief difference between black tea and green tea is the former is fermented while the latter is not.

Since the purpose of fermentation is to make tannin less soluble, an infusion of green tea has more tannin in it, astringent and slightly bitter to taste.

Fresh tea leaves ------ sorting and cleaning ----- steaming/pan frying------ drying, rolling and shaping

White tea

White tea is the least processed. A very rare tea from China, White tea is not oxidized or rolled, but simply withered and dried by steaming. The best tea generally produces a pale-coloured infusion and the depth of colour is not necessarily a 'sign of strength.'

Freshly infused tea is harmless to normal digestion; continued infusion extracts the tannin, a bitter substance which is harmful.

Fresh tea leaves ----- sorting and cleaning ----- withering ----- drying

Yellow tea

It is similar to green tea. The only differences being the leaves are allowed to gain yellow colour naturally by exposing to air.

Fresh tea leaves ----- sorting and cleaning ----- withering ----- steaming----- moist heating ----- rolling ----- drying

Oolong tea

Oolong tea is popular in China; it is withered, partially oxidized, and dried. Oolong is a cross between black and green tea in color and taste.

Fresh tea leaves ----- sorting and cleaning ----- withering ----- bruising leaf edges short fermentation ----- pan frying ----- drying

Tisanses tea

These are herbal teas or fruit flavoured tea mainly consumed for medical purpose tisanses does not contain caffeine. These consumed without milk.

Ex: Fruits, Tulasi, mint, pepper mint and other herbs.

Other teas

Assam (India): Robust, full bodied, used in blends, malty (with milk)

Ceylon (Sri Lanka): Crisp, light to medium body, sweet (with or without milk)

Darjeeling, first flush (India): Sweet Muscat, crisp (with or without milk)

Jasmine tea (India): Green or white tea dried with jasmine. (Taken without milk)

Dian hong (Yunnan, China): Rich, spicy, smooth (without milk)

Lapsangsouchong: Smoky, full bodied (with or without milk)

Sikkim (North of Darjeeling): Fruity, sweet (without milk)

Brand names of Tea

- Brooke Bond Red Label
- ➤ Lipton Yellow Label
- Brooke Bond Taj Mahal
- > Rani Assam Tea
- > Twinings Darjeeling
- > Twinings Lapsangsouchong
- > Twinings Ceylon Breakfast
- > Tata Tea Gold

3.5C Coffee

Origin of coffee

Coffee berries, which contain the coffee bean, are produced by several species of small evergreen bush of the genus Coffee. The two most commonly grown species are Coffee canephor (also known as CoffeeRobusta) and Coffee Arabica. These are cultivated in India, Latin America, Southeast Asia, and Africa. Once ripe, coffee berries are picked, processed to remove the mesocarp, and dried. The seeds are then roasted, undergoing several physical and chemical changes. They are roasted to various degrees, depending on the desired flavor. They are then ground and brewed to produce liquid coffee which is also known as coffee decoction.

Coffee is always brewed by the user immediately before drinking. In most areas, coffee may be purchased unprocessed, or already roasted, or already roasted and ground. Coffee is often vacuum packed to prevent oxidation and lengthen its shelf life.

Characteristics of coffee

- Good flavour
- Good aroma
- Good colour with milk or cream
- Good body

Faults of coffee

During the preparation of coffee, it may results in difference in taste

- Bitter coffee
- Weak coffee
- Flat coffee

Types of coffee

Instant Coffee

A thick coffee decoction is prepared first and then it is either spray dried to a fine powder or freeze dried to granules. When added to hot water it dissolves completely leaving no residue.

Sauce pan coffee

This method can be adopted for the preparation of small and large quantity of coffee. A measure quantity of coarsely ground coffee is placed in a saucepan or jug, and freshly boiled water is poured over it and covered with a lid. It allowed to infuse for few minutes and then strained. It is served with hot or cold milk. Sugar is offered separately.

Cona coffee or vacuum infusion

This coffee is made with two bowls container, one set over the other and a filter piece made of metal or plastic and a tube connecting two bowls. The bowls are made of either glass or metal. The upper bowl usually made of glass.

Filter coffee

This is the traditional method of making coffee in south India especially in Tamil Nadu. Several types of filters are available. Stainless steel or brass filters are the best, but the latter should be properly tinned, or else the coffee will be spoilt. Glass or china containers are good but are fragile. Copper should not be used because of possible copper poisoning.

La cafetiere method or plunger method

This method is simple and is the most suitable for making coffee in a small quantity. Add the coffee grind with fresh water in the plunger container. It is stirred and covered with the lid allowed to infuse. The infusion time takes 3-5 minutes depends on temperature. It served with milk or without milk

Percolator coffee

Place the ground coffee powder in the center section of a clean warm percolator on a fine strainer fitted inside and resting on a paper filter if a pinch off salt is mixed with the coffee. Pour fresh boiling water slowly through the top section. The water passes through the coffee, is strained and collects in the bottom section of the apparatus.

Espresso or Café Espresso

An espresso machine is used to make this type of coffee. Hot steam passed through very fine ground coffee and it allowed to infuse under pressure. If the coffee is served black it is called espresso. It is served in a small cup. Espresso is a concentrated coffee beverage brewed by forcing very hot, under high pressure.

Other variations of coffee

Cappuccino: coffee served with milk or cream

Long black: coffee served without milk in large cup

Café au lait: coffee served with milk

Doppio: Double shot of espresso

Americano: Equal quantities of espresso and hot water

Café noir: coffee served without milk

Vienna coffee: topped with thickened cream

Liqueur coffee: coffee served with spirit or liqueur. Irish coffee is one example.

Decaffeinated coffee: coffee without the stimulant 'caffeine'. Hag and sanka are popular brands of decaffeinated coffee

Turkish coffee: It is heavily laced with cardamom and is quite thick inconsistency. It is a traditional after meal drink in many Arab countries.

Coffee Brands

- Superior (Northwest Dark Roast)
- Starbucks (Breakfast Blend)
- Nescafé (Gold)
- Tata (Coorg)
- LavAzza (Espresso)
- Bru (Instan

5.3D Aerated and Non-Aerated Beverage

Aerated

The beverages which contain co2 are called as aerated beverage. The charging with carbonic gas imparts the pleasant effervescent characteristic of these beverages. This process yields the "fizz" to carbonated water and sparkling mineral water.

Example: soda water, dry ginger, fizzy lemonade, ginger beer, Coca-Cola, Fanta, Sprite, Pepsi, tonic water and others.

Non-Aerated

These beverages are not contain co2 are called as non-aerated beverage, but are refreshing due to strong natural flavor present in them. Some of the examples are fresh juices, Natural mineral water, syrups, and squashes

Juices

Juices are obtained from fresh or processed fruits. Processed juices are marketed in bottles or cans. Fresh juices are made from seasonal fruits in a juicer. Canned or bottled juices are stored in the bottle chillers. They are available through the year.

Ex: orange, grape, pineapple, cranberry, pomegranate and tomato juice.

Natural mineral water

Natural mineral water are obtained from ground water through a spring, well, or a borehole. Mineral water may be still, naturally sparking, or carbonated during bottling. Natural mineral water contains minerals that are proven to be good for health.

Ex: Himalaya, mountain valley, Perrier, Evian, Buxton, and abbey well.

Syrups

Syrups are fruits flavored concentrated sweet liquid. They are used in the preparation of cocktails, milkshakes, and mocktails. They can be mixed with soda water and served.

Ex: Grenadine, Gomme, Framboise, citron, and Orgeat.

Squashes

Squashes are concentrated pulp of fruits. These are diluted with the addition of chilled water or soft drinks.

Ex: orange squash, pineapple squash, lemon squash, strawberry squash, and mango squash.

UNIT-VI

SIMPLE CONTROL SYSTEM

CONTENT

6.1 Introduction of Control System

- 6.1A Necessary control system in a restaurant
- 6.1B Functions/objectives of control system
- 6.1C Salient features of control system

6.2 Method of order taking

- 6.2A Duplicate and Triplicate
- 6.2B Format of KOT and BOT
- 6.2C service with order
- 6.2D pre order

6.3 F&B control method

- 6.3A Billing method, sale summary sheet
- 6.3B Operational and Statistics
- 6.3C Modes of payment

6.4 Cash handling equipment

6.5 Record keeping

6.1 Introduction of Control System

Food and beverage revenue control is a very important aspect of hotel operation. If a strong control system does not exist in an establishment, then the budgeting, planning and

operational function will bear no fruit. A control system covering the sale of all food and beverage in a catering establishment is essential to achieve maximum returns. The type of control system used varies from one operation to another. In a large establishment a control and accounts departments would be in overall charge of the efficient running and working of the control system used. In a smaller establishment this may be taken over by an assistant manager, who would personally carryout the daily and weekly checks that were necessary.

6.1A Necessary control system in a restaurant

The following are the necessary areas, which the control system will cover:

- 1. To streamline all aspects and functions of food and beverage service operations
- **2.** To provide the management with information for costing purpose, so as to help the management to do budgeting for the forthcoming years.
- **3.** The system shows a breakdown of sales and income so that adjustments, correction and improvement may be made.
- **4.** To minimum theft, pilferage and incidents which would ultimately hamper the smooth functioning and growth of the organization.

6.1B Functions/objectives of control system

A control system is required to:

- 1) Evaluate performance
- 2) Measure productivity
- 3) Greater control on all levels of staff and work procedures.
- 4) A control system essentially monitors areas where selling takes place.
- 5) There must be efficient control of all items issued from the various departments
- **6**) The system should reduce to a minimum of pilfering and wastage.
- 7) Management should be provided with any information they required for costing purposes, so that they may estimate accurately for the coming financial period.
- 8) The cashier should be able to make out the customer's bill correctly so that the customer is neither overcharged nor undercharged.
- 9) The system should show a breakdown of sales and income received in order that adjustments and improvements may be made.

6.1C Salient features of control system

There are several key features that a food and beverage control systemshould consider when it is operating. The points as follows

- Market analysis
- Nutrition aspects
- Recipe management
- Stock control and purchasing
- Reporting

6.2 Method of order taking

Essentially there are four methods of taking food and beverage orders from customers. All order taking methods are based upon these four basic concepts. Even the most sophisticated electronic system is also based upon either the triplicate or duplicate method. Customers can also hand write orders as in some bars or use electronic systems such as iPads. There are also systems where the menu is projected onto tabletops enabling the seated customers to select their order from these interactive displays. The order is then communicated by hand or electronically to visual display units or printout terminals in the food production or beverage provision areas.

6.2A Duplicate and Triplicate

Duplicate checking method:

It consists of two copies. The 1st copy has 4-5 perforated slip and may have a column to indicate the cost. As and when each course is required that particular slip is given at the hot plate and the food is picked up. Every slip has a waiter number, table number, serial number and date. When the food is ready the aboyer keeps the particular slip along with the food to avoid the confusion. When guest request the bill the waiter/cashier sums up all the rates on the 2nd copy and presents the same to him as the bill.

Triplicate checking method:

KOT or BOT's having three copies are used for this purpose. After taking the order in the KOT, the first copy goes to the kitchen or the dispense bar, the second copy goes to the cahier and the third copy remains with the waiter for reference and cross checking of order.

The waiter gives the first copy to the kitchen or bar on the basis of which the order is prepared. Once the waiter picks up the order the KOT copy goes inside the control box. In case of bar they are stacked carefully and handed to the F&B controls departments at the closing time.

The second copy is given by the waiter to the cashier on the basis of which he prepares the bill of the check which has 02 copies. The first copy goes to the guest and second copy comes back to the cashier. The cashier attaches the second copy of KOT to the 2nd copy of the bill and gives it along with sales summary to the F&B controls. The third copy remains with the waiter for reference and checking up of order.

6.2B KOT and BOT and Format of KOT and BOT

Introduction

A variety of control system is used in the hotel industry. One such important system is the K.O.T (Kitchen order token or ticket) B.O.T (Beverage order token or ticket). When an order is taken it is recorded in triplicate on a K.O.T. The first copy goes to the kitchen against which the chef prepares the dishes to order. The second copy goes to the cashier to make the

-		
PAPER II	Food & Beverage Operations	

bill. The third copy is the waiter's copy, against which the food or beverage to be served to the guests is picked up. This procedure is followed in all outlets to exercise proper control over all food and beverage operations.

There different types of K.O.T available are:

- 1. Manual K.O.T/B.O.T
- 2. Computerized K.O.T/B.O.T

Manual K.O.T

A manual K.O.T is prepared by the food and beverage staff (waiter or steward) in triplicate. This is prepared in a handwritten format in triplicate. This serves as a reference point to the service staff.

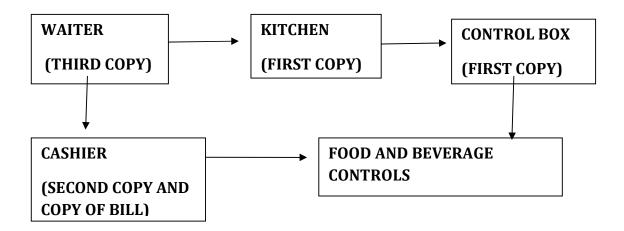
Format of K.O.T/B.O.T

Name of the company		KOT/BOT Serial no:	
XYZ			
Date:		Table no:	No of pax:
Section/	station:	Room no:	Time:
S.No	Name of the dish		Quantity
1.	XXXXXXXXX		XXX
2.	xxxxxxxxxxx		XXX
Waiter n	name:		Signature

Computerized K.O.T/ B.O.T:

A computerized K.O.T is an electronic terminal, which connects the kitchen and controls with the service outlets. The order is typed into the terminal present in the service outlet and the copy for the kitchen is automatically printed in the printer present in the kitchen and a copy is also automatically sent to the controls. This system is used in present days hotels, which helps in improving speed and efficient of the operation.

Flow chart of K.O.T/B.O.T



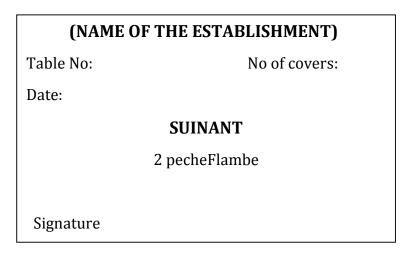
Special checks

In certain instances, when the triplicate checking system is in operation, it may be necessary to write out special checks, as described below.

To follow (Suivant):

If it is necessary to write more than one K.O.T for a meal, we use this

Ex: when we to raise a separate K.O.T for dessert for the same table, once the main course is been served, at the top we write Suivant which means the following check of the previous one.



Supplement:

When an extra portion of food is required because sufficient has not been sent from the kitchen, a special check must be written out headed supplement. This means to supplement

PAPER II

Food & Beverage Operations

what has already been previously sent. It should be signed by the headwaiter and normally it is not charged.

(NAME OF THE ESTABLISHMENT)

Table No: No of covers:

Date:

SUPPLEMENT

2 petit Pois (N/C)

Signature

Retour/En place:

When a wrong dish has been ordered and has to be sent back to the kitchen and replaced, a special K.O.T must be made saying that

Retour or return - The name of dish going back to the kitchen

En place or in its place - The name of the dish to be served

(NAME OF THE ESTABLISHMENT)

Table No: No of covers:

Date:

RETOUR

1p poulet roti Rs 180.00

EN PLACE

1p poussin roti Rs 150.00

Signature

Accident:

Sometimes a waiter by accident may drop a dish. Then to replace the same dish a separate K.O.T called Accident, must be raised indicating the dish name and the number of portions required. This has to be signed by the headwaiter and is not charged.

(NAME OF THE ESTABLISHMENT)

Table No: No of covers:

Date:

ACCIDENT

2 petit Pois (N/C)

Signature

6.2C pre order

Food and beverage service staff should be on duty with sufficient time before the service is due to commence to work. This is called as per order service.

- 1. Check the sideboards/workstations have all the equipment are ready for service
- 2. Check that tables are correctly setup for the service
- **3.** Check the menu and have a full understanding of the dishes, methods of cooking, garnishes, the correct covers, accompaniments and mode of service
- **4.** Ascertain the allocation of stations and other duties.
- **5.** The head waiter or supervisor to check that all staff are groomed well and take briefing about food service.

6.2D Service with order

In the example for the order of service given below, customers are having a starter, main course and sweet, to be accompanied by apéritifs (pre-meal drink, e.g. a gin and tonic), wine with the meal and liqueurs.

Greet customers and check to see if they have a reservation.

Assist with customers' coats as required.

Offer an apéritif in the lounge or reception area, or if preferred to have one at their table.

If they are to have the apéritif at their table lead the customers to their table.

Assist customers with their seats and place their napkin over their lap

The order for any apéritifs is taken and the order is then served.

Present open menus to each customer, host last. Bread is offered, butter and alternatives are placed on the table and any chilled water ordered is poured.

If required explain the menu items and take the food order, usually from the host but each guest may be asked separately. Confirm all the items ordered together with degrees of cooking and sauces ordered.

Immediately after the food order has been taken check with the host to see if wine is required to accompany the meal. Adjust the glassware for the wine to be served.

Adjust the cover for the first course. In more casual establishments the covers are laid for the first and main course at the beginning of the meal.

The wine ordered will be presented to the host to confirm that the correct bottle of wine is about to be opened.

The wine or other beverages are always served before the food. Offer the host (or whoever ordered the wine) to taste the wine to assess the quality of the contents and that the serving temperature is correct. The person tasting the wine always has their glass topped up last.

Serve the plated first course(s) now, cold before hot, and the accompaniments are then offered. Once all plates are on the table, explanations of the dishes are given to the customers.

The server will now check the table to ensure everything is satisfactory and the customers have all they require.

Wine and water glasses will be topped up as necessary. Remove used or empty glasses.

When all the customers have finished their first courses, clear the first course plates using the correct stacking techniques and remove any accompaniments

If necessary the covers should be laid or adjusted for the main course.

If a different wine is to be served with the main course, the correct glasses should be placed on the table and the wine then served before the food in the same way as the previous wine.

If a bottle of the same wine is to be served then this is normally offered with a clean glass for tasting the new wine.

The plated main course(s) are served from the right-hand side of the customer, cold before hot, and accompaniments offered. When all plates are on the table, explain the dishes to the customers.

6.3 F&B control method

The main control methods in use in foodservice establishments are:

- a) Billing methods
- **b)** Sales summary sheets
- c) Operational statistics
- **d)** Mode of payment

6.3A Billing method, sale summary sheet

BILLING METHOD

The seven basic methods of billing are important in control system. The systems that are used to support the various order taking and billing methods are explained below.

Manual systems:

Manual system is using hand-written duplicate or triplicate checks for ordering from kitchen and bar and for informing the cashier. Often used with a cash till or cash register. This system is found in many high class restaurants and in popular catering.

Pre-checking system:

Pre-checking system orders are entered directly onto a keyboard that then prints each order check with a duplicate and retains a record of alltransactions. The keyboard may be pre-set or pre-priced. This system may be found in many full-service restaurants and in popular catering.

Electronic cash registers:

It allows for a wider range of functions including sales analysis. ECRs may be installed as standalone or linked systems. These systems are found in store restaurants, cafeterias and bars.

Point-of-sale control systems:

They have separate keyboard terminals in the various service areas, which are linked to remote printers or visual display units (VDUs) in the kitchen, bar, etc. The terminals can be fixed or set in docking stations for hand-held use. In hotels, this equipment may also be linked to the hotel accounting systems. This system is also found in many modern restaurants.

Computerized systems:

Systems enable a number of serving terminals, intelligent tills and remote printers to be controlled by a master unit compatible with standard computer hardware. Depending on software, the functions may also include a variety of performance measures such as planning and costing, sales analysis, gross profit reporting, stock control, reordering and forecasting, VAT returns, payroll, staff scheduling and account information. These systems are often found in hotels, fast food and chain restaurants.

Satellite stations:

Satellite stations remote terminals linked by telephone to a central processor to enable sales performance to be analysed (usually overnight) and reported back. These systems are found in fast food and chain restaurant operations.

SALES SUMMARY SHEETS

Sales summary sheets are also known as restaurant analysis sheets, bill summaries or records of restaurant sales. They provide for:

- a) The reconciliation of items with different gross profits
- b) Sales mix information
- c) Records of popular/unpopular items
- d) Records for stock control.

There are many different formats for sales summaries, which are often electronically produced. Depending on the needs of the establishment, the information often includes:

- Date
- Address of food and beverage outlet (if more than one exists)
- Period of service
- Bill numbers
- Table numbers
- Number of covers per table
- Bill totals
- Analysis of sales, e.g. food, beverages, or more detailed, such as menu and wine and drink list items
- Various performance measures
- Cashier's name.

				RE	STAURANT	SALES SUI	MMARY SHE	ET				
					ABO	RESTAUTE	RANT					
DATE					CASHIER					SC ROLL NO		
SHIFT&TIME									VOUCHER Nos01-10			
MEAL	90	40	60	60	40	40	50 8	× 50		300		
S. NO.	VOUCHE	KOT Nos	STEWARD'	AMOUNT	SALES	LUXURY	DISCOUNT	SERVICE CHARGE	AMOUNT		REMARKS	
3.110.	R NO.	KO1 1403	S NAME	AMOUNT	TAX	TAX	DISCOUNT		CASH	CREDIT		
								, and the second				
	8	2	9) V	2: 2	2) Z	8						
	2	4	SC	.c	50 50	18 26						
	2	2		× .	60 60	8						
CASH RECEIVED							SIGNATURE OF CASHIER					
NO. OF CASH VOUCHERS							SIGNATURE OF FRONT OFFICE CASHIER					
NO. OF C	REDIT CAR	VOUCHE	RS									

Figure 6.3 sales summary sheet

6.3B Operational Statistics

There are various statistics that the food and beverage management uses for better productivity and better management which increases the profits more and get best results.

Generally senior managers are more business oriented and implement various operational statistics according to the present trends. Some of the statistics are

- 1) Food and beverage branding
- 2) Market Planning
- **3)** Competitive analysis
- 4) Outlet design planning
- 5) Quality of food and beverage operation
- **6)** Food and beverage control operation

6.3C Modes of payment

There are various ways of making payment for goods or services received. The main methods of payment are described below.

Cash

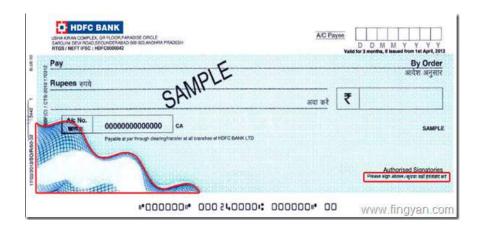
The amount of cash received by the operator should always be checked in front of the customer and when change is given it should be counted back to the customer. Any notes received by the operator should be checked to ensure they are not forgeries. An itemised and receipted bill should always accompany the change.



cheque

The acceptance of cheques is now mostly restricted to the payment of invoices. For payments in food and beverage operations, the acceptance of a cheque is dependent on the policy of the establishment and is most often limited to known regular customers. If cheques are being accepted then the operator receiving the cheque should make sure:

- 1. It is dated correctly
- 2. It is made payable to the correct firm or company
- 3. The correct amount is filled in
- 4. It is signed by the person indicated on the cheque.



Cards

When the operator receives the receipt of a card should check that it is still valid by looking at the dates on the card. There are now two systems for accepting payments with these types of cards: signature verified and chip and PIN. The following are the different cards received for payment.

Credit cards

Credit card allows customers to spend up to a pre-determined limit. The customer receives a statement of payments at the end of each month, which he can then pay off in full or in part. Interest is charged on any remaining balance.

Debit cards:

Debit card used in a similar way to a credit card but the amount due is immediately deducted from the customer's bank account. Examples include the Switch and Connect cards.

Charge cards:

Charge card work in a similar way to credit cards but the customer is invoiced once a month. The account must then be paid up in full. Examples include the American Express and Diners Club cards.



Traveller's cheques

These may be issued by either a travel agent or bank in the traveller's own country. The travellers' cheque must be signed once when issued and again when used to pay for something or when exchanging for cash. The rate of exchange will be that at the time of the transaction.

When a payment is made by travellers' cheque the customer must:

- Date the cheque or cheques required
- Make them payable to the establishment concerned
- Sign the cheque or cheques for a second time in the appropriate place.



Vouchers and tokens

Vouchers, such as Luncheon Vouchers, may be offered in exchange for food in those establishments that accept them. The vouchers have an expiry date. Should food be purchased above the value of the voucher, the difference must be paid in cash.



6.4 Cash handling equipment

The cash handling is major task in the restaurant. Every cash that received from the guest should be checked and stored carefully. The basic cash handling equipments are as follows. They are

POS Machine

Today, many restaurants use Point-of-Sale (POS) equipment, a computer-based technology to take orders, record them, accept payments, print their receipts and store the cash. Restaurant servers, bartenders, and cashiers can use POS systems.



Cash counting machine

It is used to count the cash quickly and accurate count.



Note scanner

It is used to identify the fake notes or cash received form the guest.



Card sipping machine

The payments are received either through cash or card. It is used to make card transaction with the guest. It is an intermediator machine between the bankers to receive the cash.



Locker

Locker is usually maintained to store the huge amount cash in the outlet. The money is stored still the cash is handover to the finance department at night auditing.



Envelop covers

The envelop cover is use to deliver the total cash sales to handover to finance department. The cash is keep into envelop to know the cashier from which department sales cash is received.



6.5 Record keeping

It is very important to keep accurate and appropriate records in every food and beverage department. It is also helpful to identify the mistakes and inventions of new trends in the departments. The following are the record keeping in food and beverage outlets.

Stock control sheet

Items:		Maxisium level:					
Description:		Mininunm level:					
Location:		Re-order level:					
Date	Movement	In	Out	Balance			

Invoice

Your Company Name Your Company Slogan Street Address City, ST ZIP Code Phone [number] Fax [number] Bill To: Name Company Name Street Address City, ST ZIP Code Phone

DESCRIPTION	AMOUNT
TOTAL	\$

Make all checks payable to Your Company Name

If you have any questions concerning this invoice, Contact Name, Phone Number, E-mail

THANK YOU FOR YOUR BUSINESS!

Staff duty routes

Staff Dut	v Rota							For	the Week of.		
	,							Depar	tment Name:		
Monday	9:00:00 A.M.	10:00:00 A.M.1	1:00:00 A.M.	12:00:00 P.M.	1:00:00 P.M.	2:00:00 P.M.	3:00:00 P.M.	4:00:00 P.M.	5:00:00 P.M.	Sicks	TOTAL
KellyF	manager	manager	manager	таладег	manager	manager	manager	manager	manager		9
Tom Y		cashler	cashler	coshier	cashler						4
James S		front desk	front desk	front desi:	front desk	hont desk	front desk	front desk.			F0
Jon M		front desk	front desk	front dest	front dest	hont desk	front desk	front desk			7
Sean P										Sick	0
Teresa A						cashier	oushier	cashler	cashler		4
Tuesday	9:00:00 A.M.	10:00:00 A.M.1	1:00:00 A.M.	12:00:00 P.M.	1:00:00 P.M.	2:00:00 P.M.	3:00:00 P.M.	4:00:00 P.M.	5:00:00 P.M.	Sick?	TOTAL
KellyF	monager	manager	monager	manager	manager	manager	manager	manager	manager		9
Tom Y		cashior	cathier	coshier	cashier						4
James S		front desk	front desk	front desi:	front desk	bont desk	front desk	front desk			7
Jon M		front desk	front desk:	front desc	front desk	tront desc	front desk	front desk			7
Sean P										Stok	0
Teresa A						costier	cashier	cashler	costler		4
Wednesday	9:00:00 A.M.	10:00:00 A.M.	M.A 00:00:1	12:00:00 P.M.	1:00:00 P.M.	2:00:00 P.M.	3:00:00 P.M.	4:00:00 P.M.	5:00:00 P.M.	Sicke	TOTAL
KellyF	monager	manager	monager	manager	monager	manager	manager	manager	manager		9
Tom Y		cashler	agshler	cashler	cashler.						4
James S		front desk	front desk	front desic	front desk	front desk	front desk	front desk			7
Jon M		front desk	front desk	front desc	front desk	front desk	front desk	front desk			7
Sean P										Sick	0
Tereso A						cather	cashier	cashier	cather		4

Food and drinks order



Restaurant booking



Details of accidents





HOTEL OPERATIONS

Paper - III ACCOMMADATION OPERATIONS - I

INDEX

Unit - 1	Introduction to Hospitality Industry	209
Unit - 2	Room Division	223
Unit - 3	Front Office Operations	249
Unit - 4	Reservations	257
Unit - 5	House Keeping	268
Unit - 6	Lobby and Bell Desk	280
Unit - 7	Computerization of Hotels	288



Introduction to Hospitality Industry

Structure

- 1.0 Introduction
- 1.1 Evolution and Growth of Hospitality Industry
- 1.2 Classification of Hotels
- 1.3 Types of Hotels
- 1.4 Types of Rooms

Learning Objectives

After studying this unit, the student will be able

- To know who were the pioneers in the development of Hotel industry.
- To understand the various types of Hotels and their 85854 classification.
- To understand star categorization of hotels in India and abroad.
- To understand various types of rooms in a hotel.

Introduction

<u>Definition of Hotel:</u> "Hotel" or "Inn" is defined by British law as a "place where a bonafide traveler can receive food and shelter provided he is in a position to pay for it and is in a fit condition to be received." Hence, a Hotel must provide food (and beverage) and lodging to travelers on payment and

has, in turn, the right to refuse if the traveler is drunk, disorderly, unkempt, or is not in a position to pay for the services.

Hotel industry is one of the oldest industries. This is an industry that creates maximum job opportunities world wide. Though hotels are common throughout the world they differ in size, operations and customs. Hotels are further segmented based on their specialty and the type of people they serve. As Hotel industry has passed through decades it acquired new dimension and changed in over all operations and facilities and services changed as per the taste and requirement of the people. Thus emerged various hotel chains which specialize in their service and facility offered.

Types of Hotels and Types of Rooms.

Unit Preview

The Unit gives an introduction to the Hospitality industry and explains on the growth and Evolution of the hotel industry in the Indian and international context. The need to classify hotels and how and why are hotels classified is discussed, further different types of hotels and rooms are listed out.

1.1 Evolution and Growth of Hospitality Industry

<u>Definition of Hospitality:</u> Hospitality is treating people like you would want to be treated when you are travelling. In other words, it means making a tourist feel totally welcome not only as your guest, but also as the guest of the complete family of the Hotel. Hospitality is genuine smiling face.

Man is a social animal and he always lived in groups since very old days. But as time passed people spread over to different countries and continents in search of livelihood. People also travelled for the purpose of trade and commerce. This made people to travel and the means of transport available in those days was animals like horse, bullock carts, camels or people just walked. As there were neither well laid roads nor facilities available people had to travel through rough routes passing mountains, forest, water bodies etc. As it used to take days and nights to reach particular destination travelers rested for the night and continued their journey in the day. These travelers rested under huge trees and tied their animals to the tree. But neither the traveler nor the animals were safe as they were open to the attack of wild animals and also rain and storm. As the travelers traveled they passed through several villages.

The thought came to the mind of these travelers, if they could get shelter for themselves and secure their animals for the night. They requested the villagers to provide the facility to rest for the night and few villagers extended the facility of providing shelter in exchange for some goods or product. This practice continued for some time and the traveler requested for food and beverages, it was served by the host family who provided the facility. Later on the travelers demanded entertainment, the host family cooked food and served it and their servants provided entertainment. All these facilities were provided as per the needs and demands of the travelers and they paid for it in terms of goods. Thus what started as night shelter further provided food and beverage, comfort and further entertainment to the travelers. Thus emerged the **inns** which provided the basic facilities of food and accommodation.

(a) International perspective Inns continued for several hundreds of years, the industrial revolution gave new dimension to the inns. It was the Europeans who took the lead in developing the Hotel industry, and then it was the French who contributed in a major for the expansion of hotels. It was the city hotel in New York built in the year 1794 that formed the landmark for hotel industry. This was the first hotel which was built solely for business purpose. Later on major Hotels and chains of Hotels like Bristol, Waldrof Astoria,

Cesar Ritz, Claridges, Maple, Statler, Hilton, Hyatt, Holiday inn, Ramada Radisson, Marriot, Novotel etc, grew up.

(b) Growth of Hotel industry in India In India, since most of the travel was by walk or use of animals, there were facilities like Choultry, Panchayat, Sarai's, Dharamshalas, and also shelter was provided in religious places like temples and mosques. It was mandatory for the authorities to provide food and shelter for the way side traveler. The Mughal kings built musafir Khanas and ashurkhanas.

It was in the year 1840 Pallenje Pestonjee opened the first Hotel in Bombay, Later on Auckland Hotel was started in Calcutta. In the year 1903 Tata built the Taj Mahal Hotel which was the first hotel of international standards in India. It was during this period that India Tourism and development corporation (ITDC) set up Ashok group of hotels. Later on **Group of Hotels in India.**

- (a) Oberoi started East Indian hotels ltd in Calcutta in the year 1946
- (b) Hotel Ambassador was opened in New Delhi in the year 1946
- (c) In the year 1961 Clark's group of hotels was set up.
- (d) Welcom group opened Chola Sheraton in the year 1975 Then followed Ritz, Sinclairs, ITC, Leela group, Apeejay group, Jp Hotels

1.2 Classification of Hotels

Hotels have been Classified based on Various Criteria

They are Size, Star System, Ownership, and Other categories.

- **1.2.1 Based on Size:** Based on size hotels have been classified into
 - (i) Small Hotel: A hotel having up to 25 rooms. Ex: small lodges.
 - (ii) Average Hotels: A hotel having room count ranging from 26-100. Ex: 2star and 3 star hotels.
 - (iii) **Above Average Hotels :** Hotels having 101- 300 rooms. Ex : 4 star and 5 star hotels.
 - (iv) Large Hotels: Hotels with more than 300 rooms. Ex: 5 star deluxe and Luxury hotels.

1.2.2 Star Categorization

Depending on the facilities, services and the luxury offered hotels have been categorized into different stars or grades.

(i) India: In India there is a committee called as HRACC – Hotels and restaurants approval and classification committee, this committee comprises of expertise from the Hotel industry, Ministry of tourism govt of India, Authorities of Hotel management colleges. It is this committee that approves and awards the category to Hotels. Existing or newly built hotels have to apply to the ministry of tourism government of India for star classification in a prescribed format available on the website of ministry of tourism. The applying hotel has to fill in the existing facilities of the hotel and submit it. The committee inspects the property and on the satisfactory repot of the committee members the hotel is awarded star category. A certificate is issued stating what category the hotel/resort/ restaurant falls into and the hotel has to preserve it securely. This categorization is given for a period of 2-3 yrs, later the hotel has to apply for re affiliation and renew the status.

The star categories awarded to the hotel and the facilities they must offer are listed under (i) **2 Star**: Comfortable rooms, attached bath, food service optional.

Ex : Asrani international, Taj Tristar, Anmol continental, Inner circle

(ii) 3 Star:

Comfortable rooms with attached bath, centralized air conditioning, food and beverage service, coffee shop Ex: Aditya park, Katriya De royal, comfort inn wood bridge.



Fig. 1.1 Hotel Comfort inn wood bridge (3 Star) Hyderabad

(iii) 4 Star: Good rooms with above facilities, swimming pool, specialty restaurant, trained and qualified staff. Ex: Green park, Raddison.



Fig. 1.2 Hotel Best Western – 4 star Hotel, Hyderabad

(iv) 5 Star: all the above facilities, more than 300 rooms travel desk, concierge, pastry shop, gift shop. Ex: Novotel, Westin, Ista.

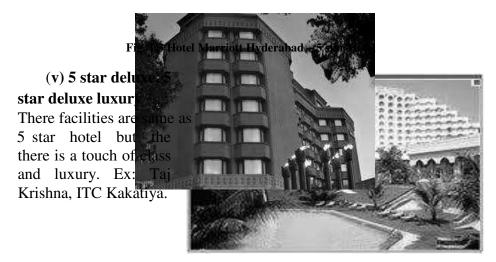


Fig. 1.4 Hotel Taj Krishna – 5 Star Deluxe Luxury Hotel

1.2.3 Basis of Ownership

Independent Hotels, Franchise, Affiliation and Chain of Hotels.

1. Independent hotels:

These hotels are on ownership basis and do not have any affiliation or contract through any other property. And also they do not have any tie up with any other with regards to policy, procedures and financial obligations. The advantage in this type of hotel is that they need to maintain a particular image and they are not bound to maintain any set targets, but can independently adopt quickly to the changing trends. They are usually autonomous.

2. Franchise:

The word franchise means that one company ties up with another company, laking help of the other company to run a business. It is a method of distribution where by one property that has developed a particular pattern for doing business gives the benefit to other properties.

3. Affiliation

Some of the hotel chains which have been in the business for a very long period develop expertise and these chain of hotels offer to manage independent hotels. As independent hotels lack technology, trained managers, professional skills and technology they seek the

help of established hotel chains in managing their hotels, In order to avail this facility independent hotels have to affiliate themselves with the management company. The managing company will depute the managers , technology and marketing skills thus increase revenue and profit percentage for such hotels. Examples of hotel management companies are : Marriott, Hyatt, Ambassador, Taj group, Le Meredian, etc.

4. Chain of Hotels

There are many single owned hotels, yet more and more hotels and motels are now getting affiliated to each other. This gives them the advantage of a large central organization providing reservation system, management aids, financial strength, expertise, man power specialities, merchandises and promotional help.

1.2.4 Other Categories:

1) Based on target market or Clientele:

Based on the clientele targeted by the hotel they have been classified into

- (i) Group Hotels: These are the hotels that cater to the groups. At least 15 people traveling together is considered as a group. The groups have the advantage of getting discounted rates for the rooms. Ex: Hotels located in the tourist places.
- (ii) Family Hotel: These are the type of hotels that provide family accommodation. The hotels have cottages which will have living room, bed room, and a kitchen attached. A family can comfortably stay and cook food to their own taste. Ex: Resorts.
- (iii) Business Hotel: These are the type of hotels that cater to the business clientele. Business men generally require the latest facilities such as business centre, internet, fax, gym, coffee shop, 24hrs room service, concierge service, etc.
- (iv) Corporate Hotels: These are the hotels that specially target the corporate clients. Corporate companies will enter into a contract with the hotels, where in the companies give regular volume business and the hotels extend special discounted rate. Corporate accounts are settled once in a fortnight.

Levels of Service

Based on level of service provided hotels are classified as

- (i) Full service Hotel: These are the hotels that provide all the facilities and services that are required by the guest such as Restaurants, room service, meeting spaces, business centre health club, bell staff etc. Ex: Marriott, westin, Hilton, Hyatt.
- (ii) Limited Service: These are hotels that offer comfortable accommodation and pleasant atmosphere, but food and beverage facilities and meeting space may be absent.
- (iii) Mid Market: Here the level of service is a combination of both the limited and full service hotel. As the classifications vary from one country to another as a full service brand hotel in a place may be a limited service in another place.

2) Location:

Location is also considered like downtown hotels, suburban hotels, airport hotels for classification of hotels.

3) Length of Stay:

In some cases hotels are also classified on the basis of length of stay of the guest in the hotel. This is also called on the basis of stopover of the guest in the hotel. Some hotels accommodate guests for a short period of time only.

1.3 TYPES OF HOTELS

<u>Downtown/City/Business Class Hotel:</u> It is located in the city within a short distance of the business centre, shopping areas, theatres, public buildings etc. Rates in these hotels are normally high due to their locational advantage and also due to the fact that the rate of return on investment (ROI) computed on these capital intensive hotels is substantially high. Normally business clientele prefer such hotels.

<u>Suburban Hotel:</u> Located in the suburbs, it has the advantage of quieter surroundings. Rates quoted are moderate to low. Such hotels are ideal for budget travelers and also organizations who find the quiet setting ideal for conferences, seminars, educational programmes etc.

Resort Hotel: This type of hotel is located in the hills or at beaches. It is mainly patronized by vacationers. Basic facilities are provided and the rates offered are often on American Plan, i.e. room plus all meals included.

<u>Airport/Transist Hotel:</u> As the name suggest, these hotels are situated at the airport and are ideal for transit passengers who have only a few hours in the city making it impossible for them to stay in a downtown hotel. Rates are on European plan, i.e., charges for room only.

<u>Motel:</u> This term is derived from the phrase, "motor hotels", which are located principally on highways. They provide modest board and lodging to highway travels. The length of stay is usually overnight, thus rates quoted are on European plan, i.e., room only.

<u>Inns:</u> They are smaller in size with modest board and lodging facilities. They maybe located anywhere within or outside the city. They are the forerunners of the modern motel.

Residential Hotels : Residential hotels are also called as apartment hotels or apartment house. Room in a residential hotel are sold on a monthly or yearly basis. Rooms may be furnished or unfurnished, single or en suite.

Retirement Hotels: Hotels of this category are not popular these days. Such hotels cater to the needs of retired persons. They take care of their meals and lodging. They also offer some mild recreational activities to the senior citizens.

Floating Hotels: This type of hotels are located on the surface of water such as sea, lake etc. Such hotels provide exclusive and exotic atmosphere.

International Hotels: These hotels are situated in metropolitan cities and provide modern western style luxury to their guests. They can also be called as full service hotels.

Budget Hotels: Hotel accommodation may provide bedroom and bathroom facilities or include a large living area and a kitchenette. The latter is applicable to tourist area where longer staying guests require self catering provisions and also for families relocated or temporary employees in that area etc.

Casino Hotels: The focus in this type of hotels is on gambling and provision of casino. Casino hotels are not seen in India but are very popular in America, particularly in Las Vegas – Nevada.

Bed and Breakfast Inns: Also called as B & B Inns. These are lodging establishments that provide room with breakfast ranging from continutal to a full breakfast. Usually they are converted residences or country estates. Main meals are not served.

Boutique Hotels: A new concept in India. They are different from the hotels in that each room has a distinct personality. It is a small but very expensive hotel. Professional but at the same time very personal and intimate services by staff are prominent feature to give guest a richer experience; each restaurant of a boutique hotel has a different entertainment concept which include lighting that changes with the mood of the guest.

<u>Ecofriendly Hotel</u>: It is also called Greens Hotels, which is surrounded with green plants and trees. Ecofriendly contains no pollution.

1.4 TYPES OF ROOMS

One of the most important knowledge that a salesman should have is the "Product knowledge". Similarly it is very important that all those involved in selling/booking of rooms such as reservation section staff and front desk staff and also the marketing and sales division staff has full and comprehension knowledge of rooms which they are trying to sell and their availability and non-availability position. They should know what are the various types of rooms, their location and situation, and also the features of the rooms- can extra beds be provided in the rooms or not, facilities such as TV, mini bar, telephone, bedside light

etc. in the rooms. Also knowledge of the room rates and plans which the hotel is operating on is important Given below are some typical rooms that the hotels have:

- 1. **Single Room:** The term refers to a room with a standard single bed to provide sleeping accommodation to one person. The room furnishing the fixtures as well as amenities and facilities standards would depend upon the standard of the hotel. The size of a single bed is generally 6' x 3'.
- 2. **Double Room:** Double room term refers to a room which has a double bed is a large bed. The size of a double bed is generally 6' x 6'.
- 3. **Twin Bedded Room:** Twin bedded room is a room with two identical twin beds separated out by a small bed-side table. This room provides sleeping accommodation for two persons.
- 4. **Interconnected Rooms:** These are rooms which are connected to each other. They have a common wall and a door in the common wall to go from one room to another. They can be used for a family by opening the connecting door as well as can be given to two separate individual persons by closing the common door.
- 5. **Triple Room:** This room offers sleeping accommodation facilities to three persons and has either a double bed (or two twin beds) and an extra bed in it.
- 6. **Quad**: This room provides sleeping accommodation for 4 persons and accordingly has four beds.
- 7. **Double-double**: This type of room has two double beds, in it and provides sleeping comforts for four persons, such as a family of husband, wife and two children. Also called a family or twin double room.
- 8. **Suite:** The term suite refers to a set of two rooms out of which one is a bed room and the other is a sitting room or living room. For going from one room to another the use of corridor is not required.

Suite is a costly room of the hotel. There are various types of suites such as:

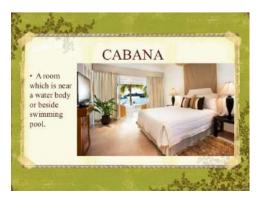
- 10. **Duplex Room:** This type of suite has two rooms on two successive floors and is connected to each other with a common staircase. Generally the sitting room or living room is situated on a lower floor while the bedroom is on the next floor.
- 11. **Penthouse Suite:** Very luxurious suite of the hotel, and is situated on the terrace of the building.
- 12. **Studio Rooms:** These are rooms which are called multi-utility rooms also. They have utility furniture such as sofa-cum-bed, sofa convertible-bed, Murphy bed, closet bed or roll-away beds. The furniture is such which is used for sitting purposes during the daytime and for sleeping during the night time.
- 13. **Cabana Rooms:** This type of rooms are situated near the swimming pool of the hotel and are normally used by people who love water games and are fond of swimming.
- 14. **Lanai Rooms:** This term is generally used by hotels which are situated on the hill stations for those rooms which have a view of waterfall or some waterbody or a garden from the balcony of the room.
- 15. **Parlor:** A living or sitting room not used as a bedroom. Also called Salon in some parts of Europe.
- 16. **Hospitality:** A room used for entertaining (cocktail party etc.) Can also be called function-room. This room is not used for sleeping purpose.
- 17. **Hollywood Living Room:** A room with two single beds joined together and with a common head board.















Others: In the America and Canada the classification for hotels is given by American Automobile Association (AAA). Where AAA stands for highest category and A modest hotel.

Summary

Hotel Industry is one of the oldest industries in the world. Though early hotels date back to 16th century, it was in the 17th century that the industry made massive progess. It was the "City Hotel" built on broadway newyork in the year 1791 that was built for the purpose of hotel business and it stood as a landmark in the history of hotels.

In this unit, the evolution of hotel industry is described in the indian as well as world scenario. Further to that classification of hotels is explained, the need, importance and who classifies hotels is discussed.

Short Answer Type Questions

- 1. Define the term INN.
- 2. Define the term Hospitality.
- 3. Define the term Hotel.
- 4. What is resort Hotel?
- 5. Mention any two names of Hotel.
- 6. Classify hotels based on target market.
- 7. How are hotels classified based on size.
- 8. Write short notes on HRACC
- 9. What is AAA classification, discuss.

Long Answer Type Questions

- 1. Write a note on the evolution of Hospitality industry.
- 2. Mention the history of growth of hotel industry in India with examples
- 3. What is Management company, explain the management affiliation of hotels.
- 4. Explain the procedure to obtain star classification of hotels.
- 5. What are the types of the Rooms in a hotel?
- 6. Mention the types of Hotels.
- 7. Write about levels of services.

On Job Training / Project Work

- Visit 5 hotels and observe the facilities and services offered, thus understand the star categories of hotels.
- Collect pictures of famous hoteliers, stick them and write the names of the hotels belonging to that chain of hotels, below that.

unit 2

Rooms Division

Structure

- 2.0 Introduction & Rooms Division
- 2.1 Front Office & House Keeping Definition
- 2.2 Organisational chart of an all service hotel.
- 2.3 Types of Departments.
- 2.4 Layout of front office department & Organisational chart
- 2.5 Layout of Housekeeping department & Organisational chart
- 2.6 Attributes & Qualities of HK & F.O Department.
- 2.7 H.K. Co-ordinates with other departments.
- 2.8 Front Office Co-ordinates with other departments.

Learning Objectives

After reading this unit, the students will be able to

- Understand the organization structure of the rooms division department in a hotel.
- Hierarchy of front office and house keeping department.
- Layout of House Keeping & Front Office Department.
- Job description of front office and house keeping department.
- Inter departmental coordination between front office and other departments.

Unit Preview

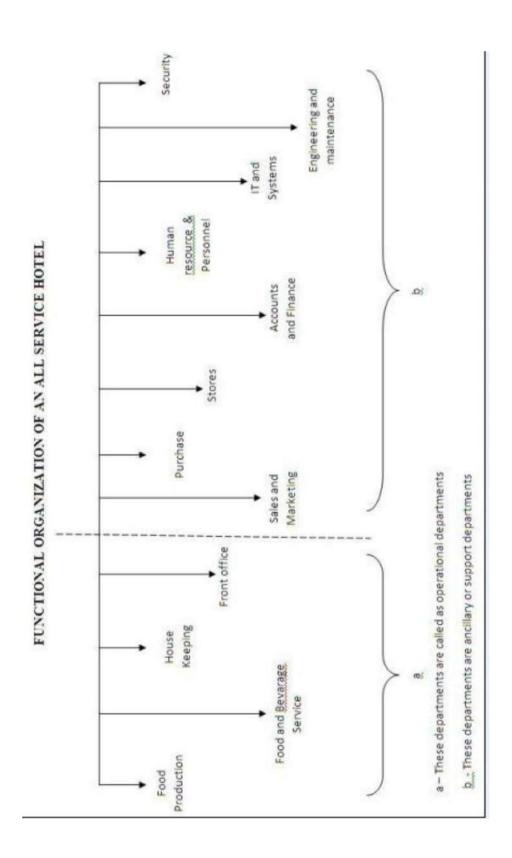
In this unit, an introduction is given to the rooms division department, it's importance and it's contribution to the hotel in terms of operations is highlighted. Hierarchy of housekeeping and front office is discussed. Attributes of the staff in rooms division is mentioned. Job description of the staff in front office and housekeeping is listed. And also co-ordinates with House Keeping & Front Office Departments.

2.0 Rooms Division

Rooms division is a department which takes into purview all the activities relating to rooms. As room is the prime product of the hotel and this generates maximum revenue to the hotel, lot of importance is given in the functioning and delivering the best in terms of room product. Hence Front office and Housekeeping both the departments come under the umbrella of rooms division. All the activities right from cleaning the rooms, assuring that they are ready to be offered to the guest, checking in the guest, rooming the guest and post departure procedures are the prime responsibilities of rooms division. It requires a great amount of coordination and cooperation among housekeeping – front office and also various other departments for successful functioning of the hotel.

2.1 Functional Organization of an All Service Hotel

Organizing: It is the process of structuring human and physical resources in order to accomplish organizational objectives, involves dividing tasks Into jobs, specifying the appropriate department for each job, determining the optimum number of jobs in each department, and delegating authority within and among departments. One of the most critical challenges facing lodging managers today is the development of a responsive organizational structure that is committed to quality.



2.3 TYPES OF DEPARTMENT

FRONT OFFICE: The Front Office in a hotel is the department responsible for the sale of hotel rooms through systematic methods of reservation, followed by registration and assigning rooms to customers.

HOUSE KEEPING: The Housekeeping Department in a hotel is responsible for the cleanliness, maintenance and aesthetic upkeep of the hotel. The role of housekeeping is to keep a clean, comfortable and safe house.

FOOD PRODUCTION: It is a department which is responsible for the preparation of dishes (or) Items. The incharge of food production is executive chef.

FOOD AND BEVERAGE SERVICE: It is a department which is responsible for sale of food and beverage the incharge of food service is F & B Manager. And also it is one of the Revenge Generating Department.

PERSONNEL/HUMAN RESOURCES: Personnel Department for the recruitment of staff, salary administration, indiscipline, grievance procedures, identity cards for staff, induction, locker facilities, transfers, promotions and exit formalities.

PURCHASE: The purchase department procures out-of-stock items for All departments such as guest supplies kept in rooms, stationery, linen of various types, detergents etc. in the hotel.

ENGINEERING/MAINTENANCE: One of the most important functions is the maintenance aspect of the hotel for the purpose of keeping furniture, fixtures and facilities in working order, contemporary and safe for guests. The maintenance orders could cover a number of duties such as fused bulbs, broken furniture, plumbing not functioning in guest rooms or public bathrooms, air-conditioning not working, broken fixtures etc.

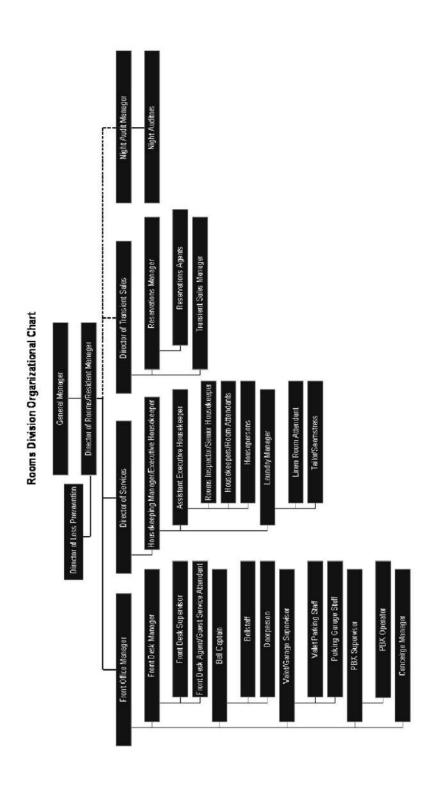
SECURITY: The guest room is the most private place and a hotel goes to great lengths to ensure guest privacy and security. However, a guest can take advantage of this privacy by gambling, smuggling etc.

STORES: Larger hotels have a store that stocks linen and supplies independently.

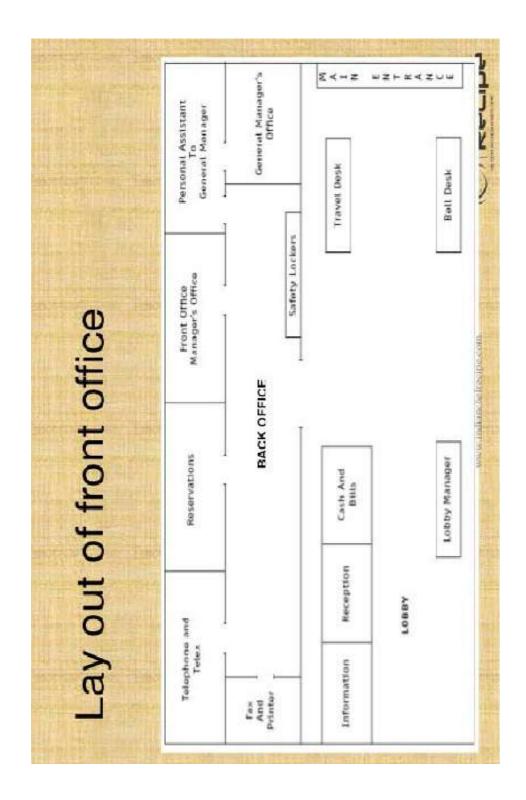
ACCOUNTS: Receives the payment for guest stay in the hotel bills of food & beverage sale in the hotel.

SALES & MARKETING: Is a department creates the ground work to get customers to want to select for their stay and converts that decision into a sale by actually booking a room and staying in it.

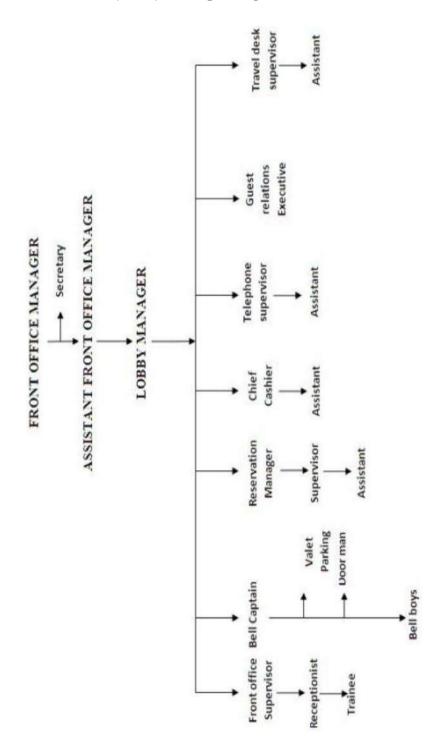
ROOMS DIVISION ORGANISATIONAL CHART



2.4. LAYOUT OF FRONT OFFICE DEPARTMENT



2.4.1 ORGANISATION CHART OF FRONT OFFICE DEPARTMENT IN LARGE HOTEL



2.4.2 JOB DESCRIPTION OF FRONT OFFICE DEPARTMENT

Front Office Manager

To recommend and meet budgets and goals by leading a front office team that ensures quality service standards with personalized guest attention.

Duties & Responsibilities

- 1. Recommend and monitor a front office budget and plan for the year.
- 2. Lead, train and motivate a Front Office team.
- 3. Conduct daily department meetings to ensure two-way communication, training and policy information.
- 4. Check the arrivals of the day and inform VIP arrivals to management.
- 5. Meet and greet guests and develop guest database to ensure continued patronage.
- 6. Monitor the reservation system.

Front Office Supervisor

Organise and supervise a shift with a view to providing fast and efficient front desk service.

Duties & Responsibilities

- 1) Ensure that all staff report on time in proper uniform and well groomed as per hotel standards.
- 2) Take over from the previous shift and check the log book for follow-up actions.
- 3) Assign duties ensuring equal distribution of work-load during a shift.
- 4) Check arrivals and departures and tally the room position.
- 5) Check guest mail and packages and arrange their distribution. Keep those handy for new arrivals.

Front Office Assistant

Reserve, register and assign rooms to guests and be a continuous source of information during their stay in the hotel.

Duties & Responsibilities

- 1) Attend briefings prior to the shift opening and take over from previous shift. Attend to log book for any special instructions.
- 2) Check the arrivals for the day and room status including departures for the day.
- 3) Check the expected VIPs for the day and issue VIP amenities vouchers for fruits, flowers, beverages, etc. as per policy.
- 4) Handle Group/Crew registration as per laid down procedures.
- 5) Register and room all arrivals during the shift.
- 6) Open guest folios immediately of new arrivals and send to front office cashier.
- 7) Give departure rooms to housekeeping without delays.

Reservationist:

To receive room reservations requests and record them accurately for further reference, as per the procedures laid down by management.

Duties & Responsibilities

- 1) Handle courteously and promptly all reservation requests from various media and sources as per standard procedures.
- 2) Update the reservation register to obtain and maintain a current room inventory position.
- 3) Carry out amendments and cancellations of reservations accurately.
- 4) UP sell rooms to generate revenue.
- 5) Maintain guest history sheets

Front Office Cashier

The post guest charges into guest folios accurately and promptly from various revenue outlets; settle guests accounts, either by cash or credit, upon their departure, disburse cash as per rules; and maintain safety boxes.

Duties & Responsibilities

- 1) Check the cash bank at the beginning of every shift and requisition petty cash from General Cashier if necessary.
- Open guest folios accurately for new arrivals and post charges as soon as they arrive.
- 3) Disburse petty cash and authorized paid outs.
- 4) Cash foreign currency as per central bank regulations and prepare the necessary documentation.
- 5) Settle guest bills ensuring that accurate cash is received or credit formalities are cleared as and wherever applicable.
- 6) Coordinate closely with the night auditor for the day's audit.

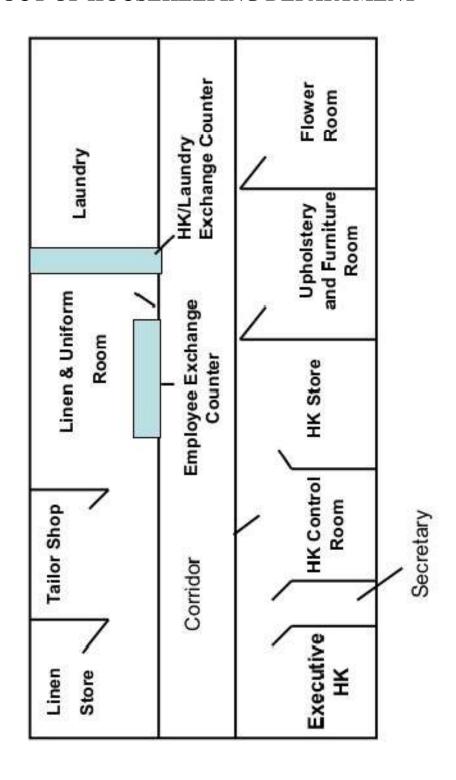
Night Auditor

Audit daily income from hotel operations and prepare reports for review and decision – making.

Duties & Responsibilities

- 1) Tally all sales summaries of revenue outlets with bills.
- 2) Verify and validate front office cashiers vouchers and forms.
- 3) Verify front office cashiers report.
- 4) Audit the night receptionist's room report.

2.5. LAYOUT OF HOUSEKEEPING DEPARTMENT



LAYOUT OF HOUSE KEEPING DEPARTMENT

There is not ideal or universal model for the layout for a Housekeeping Department. The layout differs from hotel to hotel and is dependent upon its size and physical space limitation. However, if the housekeeper is involved in the facility planning stage, she must be told the number of function rooms and the volume of business anticipated so as to estimate the amount of linen required as also the types of table clothes to cater to a variety of tables. She must also determine whether the management intends to contract out horticulture, tailoring, maintenance, upholstery, etc. to include or preclude space for such activities. It is important to estimate carefully the traffic flows and size of equipment.

Housekeepers Office

This is the main administration centre for the department. It must be an independent cabin to provide the Housekeeper with silence to plan out her work. It will also provide her the privacy to counsel her staff or hold departmental meetings.

Desk Control Room

This is the main communication centre of housekeeping. It is from here that all information is sent out and received concerning the department. It is the nerve centre for co-ordination with the front office, banquets etc. The Desk Control Room is the point where all staff report for duty and check out at the duty end. It would normally adjoin the Housekeeper's Office.

Linen Room

This is the room where current linen is stores for issue and receipt. It should have adequate shelves, easily accessible, to stack all linen. The linen room should have a counter across which the exchange of linen takes place.

Linen Uniform Store

This room stores the stocks of new linen cloth materials for uniforms, etc. The stock maintained should be enough to replenish the whole hotel once over.

Tailors Room

This room is kept for house tailors who attend to the stitching and mending work of linen and uniforms. If the house policy is to contract out all tailoring and mending work the tailors room could be avoided.

Lost and Found Section

This should be a small space away from the thoroughfare, secure, cool and dry with a cupboard to store all guest articles that are lost and may be claimed later.

Flower Room

This should be an air-conditioned room to keep fresh flowers for such flower arrangements as the hotel may require. The room should have work tables, a sink and water supply.

Floor Pantries

Each guest floor must have a floor pantry to keep a supply of linen, guest supplies sand cleaning supplies for the floor.

Heavy Equipment Stores

This will be a room to store bulky items such as vaccum cleaners, shampoo machines, ladders for chandelier or window cleaning.

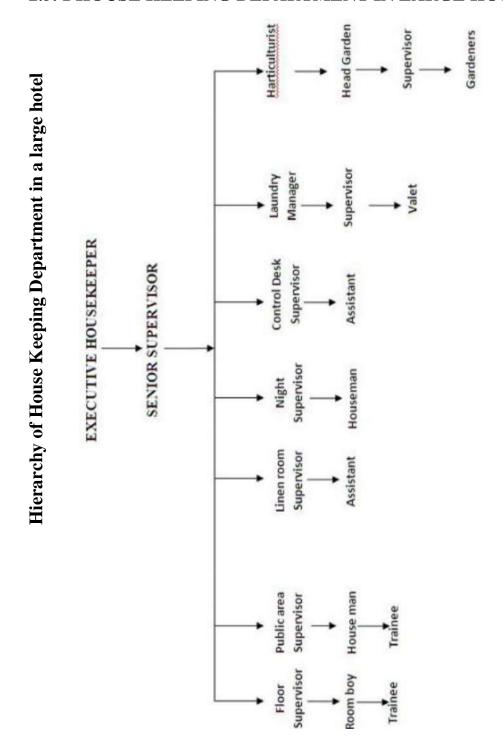
Green House

As horticulture comes under housekeeping normally, a green house to foster specialized plants is necessary in the garden areas. The green house should have wooden racks to store ports, etc.

Horticulture Equipment Store

There are a number of garden equipments such as lawn movers, spades, rakes, pots, etc. that are essential to gardening operations.

2.5. 1 HOUSE KEEPING DEPARTMENT IN LARGE HOTEL



2.5.2 Job Description

Definition: It is a written description of what exactly has to be performed in a particular job position. It gives the parameters within which a job has to be performed. It mentions

- i. The reporting relations,
- ii. The area of work,
- iii. Number of hours of work
- iv. Authority and responsibility
- v. Job to be performed.

Job Description of Housekeeping Staff



Fig. 2.1 House Keeping Staff

(a) Job Descripton of Executive House Keeper

- Supervise and be responsible for cleanliness, order and appearance of the hotel
- Recruit, train and recommend hiring of staff.
- Prepare reports as required
- Attend all department head meetings
- Prepare sop and see that all the staff follow them
- Personally inspect the rooms, floors, public areas and guide on standards of cleaning

- Work closely with General amanager for day to day requirements in House keeping
- Develop and maintain the procedure for lost and found items strictly
- Prepare the annual housekeeping budget.
- Plan supervise and control horticulture requirements.
- Identify reliable suppliers housekeeping material and recommend them to the purchase department.

(b) Public Area Sup

- Inspect staff turnout
- Brief the housemen and allot them their area of duty.
- Train new recruits on te job
- Check all the public areas against area checklist and see that they are up to standards.
- Maintain a schedule for renovating public area after the permission of the executive H/K.
- Prepare schedule for the chandleir cleaning crew.
- Account for furniture movements if any.
- Supervise the cleaning of lobby, lockers, employee rest rooms, staff offices etc.



Fig. 2.2 Public area cleaning in a hotel

(c) Floor Supervisor

- Inspect staff turn out and assign them the duties
- Check for the grooming of the housemen under him/her

- Inspect each room cleaned by the room attendants and mark the check list
- Check par stock of linnen, guest room supplies, amenities
- Train housemen and room boys in the routine work.
- Check all the safety systems on the floors.
- Submit performance appraisal of the room boys periodically.
- Liase with security with the security aspects on guest floors.
- Check for the proper functioning of all the cleaning equipments on the guest floors.
- Call the room service to clear the food trays.
- Record lost and found items as per the procedures
- Undertake staff scheduling.



Fig. 2.4 Floors and room cleaning kit

(d) Linnen Room Supervisor

- Schedule the linnen room/uniform room staff.
- Coordinate with the laundry to ensure timely supply of fresh linnen and uniforms.
- Devise an effective control system to issue clean linen and uniforms.
- Conduct periodic inventory of linen and uniforms.
- Assign daily work to tailors.
- Check periodically the condition of uniform and hotel linen.

- Ensure that all linen uniform needing stitching, mending is done before it goes to the laundry.
- Maintain all relevant records regarding stock and issue of linen and uniforms.
- Train the staff to perform their duties effectively and efficient manner.



Fig. 2.5 Linen room in a hotel

(e) Night Supervisor

- Conduct briefing at the beginning of the shift and check for the proper grooming of the staff.
- Ensure safety and hygiene of the housekeeping staff at night.
- Inspect VIp rooms and ensure that the room attendant has followed the procedures set in case of VIP arrivals at night.
- Liase with the security for security matters on the floor.
- Prepare housekeepers report for the Front office.
- Man the housekeeping control and coordinate all the cleaning activities on the floors and the public areas.
- Record all lost and found items and follow the procedure.
- Check the log book and follow up on any special instructions left by the evening shift.
- Maintain discipline and conduct performance appraisal of the personnel under his control.

(f) Room Attendant

- Attend daily briefing at the beginning of a shift.
- Stock the maids cart with the linenand supplies to service the alloted rooms.
- Note the room no alloted for VIp and take special care to make the room.
- Clean guest bedrooms as per the hotels standards and replinish supplies as per the check list.
- Clean guest bathroomsas per hotel standards and replinish the supplies.



Fig. 2.6 Room attendant on the job

- Count and hand over soiled linen to the floor supervisor.
- Check physically room occupancy and prepare floor supervisors occupancy report.
- Count and hand over soiled linen to the floor supervisor.
- Check all the maintenance requirements in the room and notify the control desk for further action.
- Turn down beds in the evening service.
- Dispose garbage in prescribed areas.
- Return floor key to the supervisor upon completion of the shift.
- Maintain polite and dignified attitude towards the guest.

(g) Houseman

- Attend daily briefings at the beginning of the shift.
- Assist in stocking the maids cart with linen and supplies to service the allot rooms.
- Assist the floor supervisor in the guest room in any difficult task such as window pane cleaning, carpet hovering, shifting of furniture etc.
- Collect fresh linen from the linen room in exchange for soiled one's.
- Handover lost and found articles to the floor supervisor.
- Vaccum floor corridors, foyers, stairwells and landings.
- When required do the phsical checking for room occupancy
- Report all the maintenance requirements in the corridor and notify the control desk and follow up for the same.
- Clean the swimming pool deck areas.
- Beat the carpets and replace them.
- Check for any safety systems on the floor and report defects if any.



Fig. 2.7 Houseman at work in the hotel

(h) Head Gardener

- Conduct morning briefing and instruct the gardeners on the day's activities.
- Plan the trimming of the plants and lawn.
- Ensure the optimum watering of the indoor and outdoor plants.
- Apply manure to the plants as and when required.



2.6 Qualities and attributes required for Front office staff

Fig. 2.8 Well groomed Front office staff

- **Grroming:** As Front office staff are the first point of contact of the guest with the hotel, a well grookmed and good looking staff creates a good impression on the mind of the guest.
- Good physique and personality: The staff should have good height and built and should be well behaved.
- **Communication skills**: The staff should have good communication skills, and preferably knowledgeable of local language and one foreign language.
- Ability to handle mental pressure: As the work involves handling guest queries and complaints, ability to solve the complaints instantly is a quality required.
- **People's person**: Staff working in Front office should be ready to offer service and help to the guest in need, hence always a people oriented person.
- **Reference point:** As front office is a reference point for all the guests coming to the hotel, they should be knowledgeable and have updated knowledge on the facilities and services.
- **Salesperson :** As front office has m aximum opportunity to interact with the guest, they can sell the products to the guest with their inter personal skills.
- **Ready Smile :** The staff should have a smiling face, so as to create good impression on the guest

- **Social Nature :** Front office staff should have social nature, so that they can move friendly with the guest and hence serve them efficiently.
- **Physically fit :** Should be physically fit so as to perform long hours of duty.

2.6.1 Attributes of Housekeeping Staff



Fig. 2.9 Housekeeping Staff in a Hotel

- **Grooming:** As the floor supervisor and the room boys come in contact with the guest they are required to be well groomed and well behaved.
- **Personal hygiene**: It is the room boys who service the guest room, cleaning the room and making the bed, hence guests expect the staff to be clean- take bath every day, well manicured nails, no bad odor from the mouth, well trimmed hair.
- **Honesty**: As housekeeping staff have access to the guest rooms, guest belongings sometimes invaluable are found lying in the room, its the quality of discipline and integrity that prevents them from the temptation to steal guest belongings. Tact and diplomacy: Often guests request for services that are much beyond the management policy and also sometimes room attendants are Confronted with embracing situations, , in all these cases it is tact that diffuses the situations.
- Eye for detail: It is a special quality of the housekeeping staff, which helps them to reach the minutes areas of cleaning, thus giving a perfectly clean and hygiene hotel.
- **Physical fitness:** Most of the housekeeping job is manual and require the staff to be on their feet continuously throught the shift, hence staff should be physically fit to carry on the activities effectively

2.7 Housekeeping Coordinate with Other Departments

The first section of the chapter deals with functional organization of an all service hotel - various deport merits in a hotel are listed .Functional organization of rooms division department is shown.



FRONT OFFICE

Co-ordination with the front office is one of the critical features of housekeeping operations. As soon as there are guest departures the front office rings the Housekeeping Desk and reports the room numbers of rooms vacated so that Housekeeping can take them over to clean and prepare for sale. Once a room is clean, the Housekeeping floor supervisor rings the front office directly or through the Housekeeping desk and hands over the room to front office for sale. Rooms received by Housekeeping for cleaning are called "departure room" while cleaned rooms handed to the Front Office for sale are called "clear rooms".

FOOD & BEVARAGE: The restaurants and banquets constantly require clean table clothes, napkins etc. Their staff, as well as those in the kitchen, require clean uniforms – the former because they are in guest contact and the latter due to strict standards of hygiene required in kitchens by most governments.

PERSONNEL/HUMAN RESOURCES: Personnel Department for the recruitment of housekeeping staff, salary administration, indiscipline, grievance procedures, identity cards for staff, induction, locker facilities, transfers, promotions and exit formalities.

PURCHASE: The purchase department procures out-of-stock items for housekeeping department such as guest supplies kept in rooms, stationery, linen of various types, detergents etc. in the hotel.

ENGINEERING/MAINTENANCE: One of the most important functions of housekeeping is the maintenance aspect of the hotel for the purpose of keeping furniture, fixtures and facilities in working order, contemporary and safe for guests. The maintenance orders could cover a number of duties such as fused bulbs, broken furniture, plumbing not functioning in guest rooms or public bathrooms, air-conditioning not working, broken fixtures etc.

SECURITY: The guest room is the most private place and a hotel goes to great lengths to ensure guest privacy and security. However, a guest can take advantage of this privacy by gambling, smuggling etc.

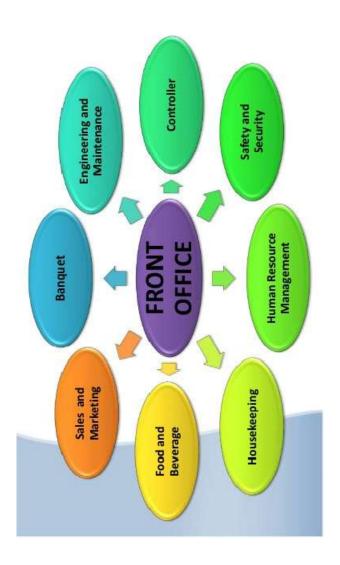
STORES: Larger hotels have a housekeeping store that stocks housekeeping linen and supplies independently. The stores would ensure the availability of day-to-day requirements of Housekeeping.

LAUNDRY:

This is a department that can either enhance or mar the quality.

- a) To wash and dry-clean linen and staff uniforms to a very high standard of cleanliness.
- b) To supply clean uniforms and linen to Housekeeping on time. Housekeeping has to ensure that clean linen is issued to guest rooms, restaurants, health clubs, etc.

2.8 FRONT OFFICE COORDINATE WITH OTHER DEPARTMENTS



HOUSEKEEPING

Co-ordination with the front office is one of the critical features of housekeeping operations. As soon as there are guest departures the front office rings the Housekeeping Desk and reports the room numbers of rooms vacated so that Housekeeping can take them over to clean and prepare for sale. Once a room is clean, the Housekeeping floor supervisor rings the front office directly or through the Housekeeping desk and hands over the room to front office for sale. Rooms received by Housekeeping for cleaning are called "departure room" while cleaned rooms handed to the Front Office for sale are called "clear rooms".

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SECURITY: The guest room is the most private place and a hotel goes to great lengths to ensure guest privacy and security. However, a guest can take advantage of this privacy by gambling, smuggling etc.

STORES: The store are responsible for supplies of relevant forms, format and stationery.

LAUNDRY:

This is a department that can either enhance or mar the quality.

- To wash and dry-clean linen, guest and staff uniforms to a very high standard of cleanliness.
- b) To supply clean uniforms and linen to Housekeeping on time and issue uniforms to front office departments.
- c) Posting of guest bills in time.

ACCOUNTS: The front office cashier receives payments for a guest's stay in hotel. This is the point where all the charge vouchers (bills) generated by the guest are received, to be included in the overall bill. Close liaison between the lobby staff and cashier is imperative. The Bell Captain must inform the cashier about the intended check out of a guest so that the guest's bills are updated and kept ready for presentation. Also, the cashier is informed of a new arrival by the reception by opening and forwarding a new folio in the guest's name giving room number and time of check in, with defined billing instructions which the cashier places in the bill tray against the appropriate room.

SALES & MARKETING: Is a department creates the ground work to get customers to want to select for their stay and converts that decision into a sale by actually booking a room and staying in it.

BANQUET: Function prospectus is send to reception to intimate the guests regarding functions.

Summary

The first section of the chapter deals with functional organization of an all service hotel - various deport merits in a hotel are listed .Functional organization of rooms division department is shown.

This section evaluates and differentiates between various star category hotels. The organization chart of front office and house keeping department is discussed.

The third section gives a detail of job description of all the staff of house keeping department.

Short Answer Type Questions

- 1. Define the term Housekeeping.
- 2. Define the term front office.
- 3. Define the term Job description.
- 4. What is meant by rooms division?
- 5. Write any four attributes of Housekeeping staff.
- 6. Mention any four qualities of front office staff.
- 7. Who is room attendant?
- 8. What is linen Room?

Long Answer Type Questions

- 1. Draw the diagram of functional chart of a full service hotel.
- 2. Draw the diagram of Front office department in a large Hotel.
- 3. Write the job description of (a) Executive Housekeeper
 - (b) Floor supervisor.
- 4. Draw the layout of housekeeping department in hotel.
- 5. Write the job description of a) front office manager

- b) Receptionist
- 6. List the types of departments in a hotel.
- 7. Write the organizational chart of housekeeping department and explain about it.

On Job Training / Project Work

- •Visit one hotel in each category of 3 star, 4 star and 5 star hotel, observe the departments of housekeeping and front office, draw the hierarchy of staff there.
- •Speak to hotel employees working in housekeeping and front office department and record the nature of duties performed by them.

UNIT 3

Front Office Operations

Structure

- 3.0 Introduction
- 3.1 Front office operations, Guest Cycle
- 3.2 Formats and Equipment used in front office,
- 3.3 Categorization of Guest
- 3.4 Basis of Charging room tariff
- 3.5 Different types of Tariff
- 3.6 Food plans
- 3.7 Basis of Pricing room

Learning Objectives

After reading this unit, student will understand

- Various stages of guest cycle in a Hotel.
- Various categories of guests.
- Different types of Tariff and discounted rates.
- Various food plans offered in a Hotel.

4.0 Introduction

Front Office is a department of the hotel, which is called as the face of the a hotel. It is the first and last point of contact of the guest with the hotel. Hence Front office takes care of the guest right from the time of check in, stay in the room and check out. For the same reason Front office is called as nerve centre of the Hotel.

Unit Preview

This unit gives a brief process of guest cycle in the Hotel. Different types of guests as classified by Hotels are discussed. Types of Tariff charged to the guest and discounts offered are mentioned.

3.1 Front Office Operations

Guest cycle : Guest cycle consists of all the phases through which the guest passes from the time he enters the hotel to the time he checks out. The various stages of guest cycle are:



Fig. 4.1 Guest Cycle

A- Pre-arrival activities

· Under this stage, the reservation department is equipped with a software package, which is interfaced and connected with one or more central reservation office(s). Moreover, the reservation department can automatically generate letters of confirmation, produce requests for guest deposits and handle preregistration activities for all types of guests and generate daily expected arrival lists, occupancy and revenue forecast lists...

B- Arrival activities

At this stage, various reservation records can be transferred to front office department. Moreover, hotels might be equipped with an on-line credit authorization terminals for timely Credit Card Approval, self check-in / check-out terminals. Lastly, all guest charges and payments are saved in electronic guest folios.

As far as walk-ins are concerned, all registration activities should be initiated from the very beginning.

C- Occupancy activities

Under this very stage, guest purchases at different revenue outlets are electronically transferred and posted to appropriate guest accounts. Moreover, the front office department can run and process continuous trial balances and, therefore, eliminate the tedious work for the Night Auditor.

D- Departure activities

At this very stage, cashiers can automatically produce bills to be sent to various guests with direct billing privileges and create electronic guest history records.

E- Post Check Out

After departure hotel always have a contact with the guest of visit once again.

3.2 Formats used in Front Office

- **1. Reservation Form**: This is a form used to take down the details of the guest when he makes a reservation request.
- **2. Registration Form**: This is a form used for registering the guest during check in.
- **3. C form**: This is a form in which details of a foreign guest are filled at the time of check in. Passport and visa details are entered in ti.
- **4. Room Change Slip**: This slip is filled up to record the details when a guest room is changed from one room to another.
- **5. VIP Amenities Voucher**: This is a voucher used to communicate to house keeping and food and beverage service department for the placement of special amenities in the room meant to be alloted for VIP guest.

- **6. Paid out Voucher:** This voucher is filled up when the hotel pays any amount on behalf of the guest, later on the amount is added to the main bill of the guest.
- **7. Guest History card :** A card which is maintained for regular and VIP guests and the personal details such as his liking and disliking, birthdays, marriage anniversary etc. are recorded in this card. Any complaints suggestions and number of visits are also recorded in it.

3.2.1 Equipments used in Front office

There are various equipments used in hotels, they are

- **1. Room rack :** This is a rack where the guest folio is stored according to the room number.
- **2. Mail, message, and key racks:** It consists of spaces similar to pigeon holes with room number written on it, guest room keys, mails and messages are stored in it.
- **3. Reservation racks :** After receiving guest reservation the details of the reservation are recorded and placed in the reservation rack according to room numbers.
- **4. Information racks :** Any information waiting for the guest is placed in this rack.
- **5. Folio trays or folio buckets :** It is a tray in which guest folios(pre registration cards) are placed before the guest checks in
- **6.** Account posting machine: This machine is used to post charges to the individual rooms respectively.
- **7. Voucher racks:** This rack stores any vouchers that are signed by the guest. The charges are posted and vouchers retained if guest asks to produce them.
- **8.** Cash registers: This is a register in which the cash transactions at the cash counter are recorded.
- **9. Telephone equipment:** The EAPBX(Electronic Automatic private branch exchange) helps in receiving and connecting several calls at one time.

3.3 Caterogization of Guest

- **i. FIT Free independent traveler :** It is a kind of guest who makes his booking directly, these guests makes their travel plan, stay, food and other activities by their own. Hence they are travel independently as opposed to group travel.
- **ii. Groups :** Atleast 15 people travelling together is termed as a group in hotel industry. Groups occupy many rooms hence they are extended discounted rates by the hotel.
- **iii.** Crew: These are crew members that may be representing an Airline. The Airlines have a contract with the hotel and the crews check in every day. The rooms are sold on special rate and allowances fixed.
- **iv. Tariff:** It is the technical term used to indicate the amount charged towards the room rent.

3.4 Basis of Charging Room Tariff

Competition, Customer's Profile, Standards of services, Price Cuts for special business, Locality, The surroundings, cost of land and building architecture, constructions, Various amenities, Room location, Publicity,

- (i) Check in check out basis: Here hotels consider 12.00 noon as the reference for guest check in and check out. What ever the time the guest checks in he has to check out at 12.00 noon for 1 days tariff. Ex: if a guest checks in at 7.00 am on 10 march, he has to check out at 12.00 noon on 10 march. If the guest continues to stay after 12.00 noon he is liable to pay for 2 days tariff.
- (ii) **24hrs basis**: In this method irrespective of the time the guest checks in he can stay for 24hrs for 1 days tariff. Ex: If the guest checks in at 7.00 am on 10th March, he can check out at 7.00 am on 11th March for 1 days tariff.
- (iii) Day rate: Here rooms are let only on day basis and the guest does not stay for the night. Hence guest can stay between 6.00 am and 6.00 pm. Day rates are generally published on the tariff card. Ex: Airport hotels offer this service.
- **(iv) Hourly basis :** Here the guest is charged based on hourly basis, hence based on the number of hours the guest stays he is charged. Ex capsule hotels and airport hotels offer this kind of service.

- (v) Package Rate: A rate quoted when there are events in the city and includes the price of access to the events.
- (vi) Basis of meal plants: Hotels also charge room rates on the basis of meals provided or not provided along with room to the guest.

3.5 Different Types of Tariff

- **i. Rack rate :** This is published tariff and is printed on the tariff card. This rate is normally offered to any guest coming to the hotel.
- **ii. Discounted rates :** Based on the customer's profile special discounted rates are offered. They are
- (a) Group rate: Special discounted rates are offered to groups occupying more rooms.
- **(b) Government rate :** A special discounted rate is offered to the government officials.
- (c) Hospitality membership: There are various hospitality organizations, members of these organizations get special discounts on room and food. Ex of organizations: FHRAI, SIHRA, IATA, TAAI, etc.
- (d) Airline Contract Rate: A special negotiated rate for airline crews.
- (e) Crib Rate: A cradle or basinet provided in a room for infants.
- **(f) Extra Bed:** A wheeled foldable bed that is added to a room on the guest's request.
- (g) CVGR: Company volume guarantee rate, In order to have long term business hotels will enter into agreement with corporate companies, these companies agree to give volume business and the hotels offer special rates.

3.6 Types of Food plans

A plan is a package proposal of room and meals. Hence rooms in a hotel are offered in different combination with meals. The different types of plans are

- (i) European Plan: In. plan tariff includes room tariff only.
- (ii) Continental Plan: Here the tariff includes room rent and a complimentary continental breakfast.
- (iii) American Plan: Tariff includes room rent, breakfast, lunch and dinner.
- (iv) Modified American Plan: Tariff includes room rent, breakfast and one major meal (Lunch or dinner)
- (v) **Bermuda Plan :** In this plan tariff includes room rent and brunch (Heavy breakfast), which is often a combination of breakfast and lunch.

3.7 Basis of Pricing A Room

(a) Rule of Thumb: This formulae is used to calculate room tariff. The technique followed is for every 1000 Rs. spent on the hotel 1 rupee will be the tariff. Hence if the hotel spents 1,00000 on building a room, then the tariff charge will be Rs. 100.

Summary

In this unit various stages in guest cycle in a hotel are discussed. The various equipment used in day to day operations of front office are listed and their uses are explained.

The second section deals with the ways and means of classifying guest based on their needs. The basis of fixing tariff is listed and discussed. The different types of tariffs existing in the market are listed. Food plans are a part of the package along with rooms that are offered. They vary and as per the suitability guests choose them.

Short Answer Type Question

- 1. Define Crew.
- 2. Define Tariff.
- 3. Write about the Rule of Thumb
- 4. Expand CVGR
- 5. What is CP and AP?
- 6. What is Rack Rate?

Long Answer Type Questions

- 1. What are the various stages of guest cycle in a hotel.
- 2. What is the basis of charging tariff, explain.
- 3. List the various types of tariff offered in a Hotel.
- 4. What are the different types of food plans offered in a Hotel?
- 5. What are the equipment used in front office?
- 6. What are the different formats used at front office?
- 7. Explain about the categorization of guest.

On Job Training / Project

- Visit a nearby 5 star hotels and observe the various equipments used in front office. Make a list of them.
- Visit one hotel in each category of 3 star, 4 star, and 5 star. Collect tariff cards, compare the tariff and give reason for the difference in tariff.

UNIT 4

Reservations

Structure

- 4.0 Introduction
- 4.1 Definition of Reservation Formats & Uses
- 4.2 Functions of Reservations
- 4.3 Telephone eqiquittes
 - Telephone equipment used
 - Standard Phrases
 - Handling calls for reservations
- 4.4 Handling reservation
- 4.5 Understanding CVGR and Credit lists.
- 4.6 Modes & sources of Reservations.
- 4.7 Conformation of Reservations
- 4.8 Cancellations / amendments of Reservations.
- 4.9 No Show Definition Procedure

Learning Objectives

After reading this unit, student will understand

- The need and importance of reservation.
- Different modes of reservation.
- Various sources from where the hotel receives reservation.
- Telephone eqiquittes
- Conformation of Reservations
- Cancellations / amendments of Reservations.
- No Show Procedure

4.0 Introduction

In olden days facilities used were in abundance and utility factor was less, but now a days any service or facility has to be reserved to ensure the availability, this is because of the growth in population and high demand. Hence Hotel products which are in high demand need to be reserved in order to avail them.

Unit Preview

This unit gives the meaning and need for reservation in Hotels. Various formats and procedures of reservation are discussed. The modes and sources of receiving reservation are listed.

4.1 Reservations

Definition of Reservations:

An activity of booking room in advance for a prospective guest on his request and mutual agreement whereby the hotel is bound to provide the guest accommodation on the schedule day of arrival of the guest and the guest is bound to take it.

(a) Importance of Reservations: The prime products of hotel are rooms and food. In these products rooms are in high demand, and hence are not available if directly taken a chance. By reserving a guest makes sure that a particular room is available when the guest reaches the hotel.

RESERVATION FORM

DATE	FLT. NO	TIME	ОВЕ		TIME	PHONE NO.	W.L.				ARRIVAL G.R. NO. (Optional)
NUMBER OF PERSONS	vala	av				PF	CONFIRMED	CHEQUE NO.			No. R. (J)
NAME	ADDRESS/COMPANY	TYPE OF ACCOMMODATION	BOOKED BY	ADDRESS	DATE OF BOOKING	LETTER/TEL/TELEX/NO.	PHONE PERSONAL	DEPOSIT RECD : CASH	SPL. REMARKS	BILLING INSTRUCTIONS	INITIAL (Reservation Assistant)

(b) Formats and Reports used at reservations

Forms

(i) **Reservation Form :** This is a form which is used to fill in the details when a guest is requesting a reservation.

Reports

- (i) Expected Arrivals Report: This is a report that consists of the names of all the guests that have made a reservation for that day, and hence expected to arrive.
- (ii) No Show Report: This is a report that consists of details of the guest who have reserved a room but failed to check in for the day.
- (iii) **Vouchers:** Letters sent by corporate companies guaranteeing a reservation and confirming the mode of settlement of the bills.

4.2 Functions of Reservation Section

The main function of the reservation section of the hotel is to help the hotel in generating revenue from future and prospective room The reservation sections' function is to receive the sales. reservation request from the prospective guest, check availability of room, to process the request and either to accept, wait list it or deny it, communicating it and then recording it i.e. maintaining of reservation correspondence, files, charts and racks and computer records. Now since reservation is an activity for future and future is not definite, there are chances that at times due to certain reasons (best known to the guest), he may cancel or change / amend his reservation plans. Hence two secondary functions also arise i.e., receiving the request made by prospective guest for cancellation and for amendments (of their original booking), processing them, communicating them and then recording them. One of the important functions of reservation department is to ensure 100% or near 100% occupancy for future. The reservation system followed by the hotel must be able to achieve this function.

4.3 Telephone Etiquettes

A telephone operator would have been trained when she qualified as a telephone operator to show etiquettes. These includes.

- 1. Addressing guests as 'Sir' or 'Ms.'.
- 2. Not listening into conversations.
- 3. Not interrupting conversations.
- 4. Inform a guest waiting for a connection the status of a call.

5. Calling back guests if it is promised to them.

4.3.1 Telephone equipment used

PBX - Private Branch Exchange PABX - Private Automatic Branch Exchange EPABX - Electronic Private Automatic Branch Exchange.

And also computer with headphones are used as equipment of front office

4.3.2 Standard Phrases

Whether it is making line connections or responding to guest queries, it is important to show courtesy at all times. Addressing the guest as Sir or Ms is basic courtesy. Some courtesy words that should be used in conversation are:

- "May I help you?"
- "Thank you"
- "Have a nice day"
- Wishing the time of the day. 'Good morning' is said between midnight and noon. The term 'Good afternoon' is used between noon and four p.m. The term 'Good evening' is used between four p.m. and midnight. The term 'Good night' must be used only when the guest is retiring to bed. The operator will otherwise use 'Good evening' or 'Good morning' on the either side of midnight.
- "One moment please"
- "The line is busy, would you like to hold the line or should I call you back?"
- Female guests will be addressed as 'Ms' unless it is known that the guest is Mrs. Male guests will always be addressed as 'Sir'.
- "Sorry for the inconvenience," is used when there are delays.

4.3.3 Handling calls for Reservations.

Answer the phone promptly and say:
 "Good morning, Front Office Reservation, may I help you?"
 Mean while keep a blank Reservation Form a pencil at hand to fill in the reservation request.

- As soon as the guest asks for rooms on certain dates look at the room status board which will indicate the status of rooms on those days under one of three categories – SOLD OUT, ON REQUEST, FREE SALE.
- If dates indicate SOLD OUT, politely inform the guest by saying:

"I am sorry, the dates requested are all sold out". If dates indicate ON REQUEST, politely inform the guest by saying "All bookings on the dates required by your are wait-listed. I shall take your reservation but would suggest that you check again closer to the date for a confirmation.

If dates indicate FREE SALE, say:

"We will be pleased to reserve a room for you.

May I have the following particulars?"

Then meticulously take down the following particulars on the reservation form:

- -- Name of the guest
- -- Type of room
- -- Number of persons
- -- Date of arrival
- -- Date of departure
- -- Who will pay the bill (billing instructions)
- -- Any special instructions
- -- Name of the person making the booking
- -- Telephone Number / Address of person
- -- Date and time of booking made
- It is important to ask the party to send a written confirmation of reservation request. Billing instructions specially are never accepted verbally. Sometimes, a doubtful party, may be asked to give a deposit in advance which may be a certain part of the room rent for the reservation period. This is completely legal. Thank the guest.
- Type out a Reservation Slip two copies. One goes to the reservation rack while the other is clipped with the reservation form and filed.

4.2 Handling Reservations on the phone

Always keep a pen and the reservation form handy and when a request for reservation is received follow the following procedure

If a reservation request is received via Telephone take the following details

1. Obtaining guest details

When creating a reservation, the more information obtained, the better it is for accuracy purposes (Ensure that the guest is always addressed by his name at all times.

- At first obtain the name, telephone number and the company name of the caller.
- Obtain the arrival and departure dates. Once obtained, check the room availability in the system.
- Obtain the room type requested from guest and check for detailed.
- Obtain guest name and company name. Inquire if the guest has been here before or if it is first time staying with the hotel
- Obtain the expected time of arrival of guest and preferably the flight time if applicable.
- Inquiry of the method of payment and try to guarantee the reservation if possible. For this, either a prepayment or the guest's credit card details are necessary.
- Confirm the total number of persons who would be occupying the room.
- Obtain guest's contact number just in case guest needs to be contacted.

Inquire if there are any requirements or if any other arrangements would be necessary.

2. Confirming the room rate

Several room rates might apply for the guest depending on the type of guest he is.

If guest is a returnee, search for his personal profile in the system.

If guest is a first timer and do not have a corporate rate with the hotel, then the rack rate or any promotional rate could be offered.

Always confirm the room rate with the guest upon confirming the reservation.

Use Phrases such as:

"Mr. Brown, your reservation for a deluxe room is confirmed for the 4th of December for three nights. Your room rate is confirmed at USD 200 Net per night. You will be arriving at 3.00pm with your wife and will require a king Size Bed. Would that be alright?"

4.5 Credit Policy of the Hotel

- (a) CVGR Stands for company volume guaranteed rate. This is a rate contract agreed upon between the hotel and a corporate company for long term volume business. The hotel benefits by getting regular business and the company gets huge discounted rate.
- (b) Credit Lists: The company is listed on the CGR are extended credit and they settle the hotel bills once every fort night or every month.

4.6 Modes of handling Reservations

Modes are the various ways in which reservations can be made at a hotel. They are

- (i) Telephone
- (ii) Internet
- (iii) Letters
- (iv) Fax
- (v) In person (FIT)

4.6.1 Sources of Reservations

These are the various channels through which a hotel gets reservations. They are

- (i) Travel Agents.
- (ii) Wholesale tour operators
- (iii) In person (FIT)
- (iv) Embassies
- (v) Government Offices
- (vi) Airlines
- (vii) Corporate Companies

4.7 Conformation of Reservations:

A confirmed reservation assures the guest a room at the time of his or her arrival. To make this possible the hotel requires some assurances against a no-show.

- 1. **Booking in Writing** is a good proof of sincere intent for a room booking. Today e-mail bookings are accepted and is quick responded to by instant room confirmations.
- 2. **Prepayment** in full is the best confirmation of intent. Some ask for payment for the first night stay to cover themselves against a 'no show' in a busy season.
- 3. *Credit Card* numbers are a popular method of confirming bookings. A hotel asks for the credit card number a the time of booking and will charge the card in case of a 'no show'.
- 4. *Advance Deposit* is another assurance for bookings usually used for longer stay or group bookings. The advance deposit covers at least one night's stay.

4.8 Cancellations and Amendments of Reservations.

There may be a situation when a guest may cancel his travel plans or ask for a revision of his booking instructions. Travel agents may cancel a hotel reservation without being bound to pay compensation to the hotel, provided they send the cancellation notice before 48 hours (two days). In the event of a notice being received within 48 hours, the hotel is entitled to claim compensation for the first night to offset the possibility of not selling the room.

- Take down the revision and cancellations on the Revision / Cancellation Form Revisions and cancellations may reflect for the following reasons:
- Cancellation of booking. In this case it is important to note the name of person, address and telephone of the caller.
- Change in the number type of rooms booked.
- Change in rate of the room because of the revision in the type of room.
- Change in arrival and departure dates.
- Change in the airline and/or flight number. This is specially important
 if hotel transport is required by the guest from the airport to hotel and
 otherwise.
- Additional remarks in terms of special instructions as arrangement of a wheelchair, crib in the room, babysitter services, etc.

4.9 Definition No-Show

A guest who has got priority of reservation but did not arrive into the hotel is called No-show.

Procedure of No-Show

The term 'No show' refers to those expected guests, who make booking in the hotel but due to reason best known to them or due to unforeseen situations/conditions do not arrive on scheduled date and time of the arrival and also do not cancel their reservation. They are also referred to as DNA (did not arrive). In case any advance money has been deposited by the guest, the same may be forfeited, and in case the reservation has been received through a travel agent or some other source, the same may be asked to pay the compensation amount for retaining the room for the guest. This amount is called 'retention charges'.

Summary

The chapter gives a brief description of the need and importance of reservations in a hotel. The various formats maintained at reservation are listed. The various modes and sources of reservation are also discussed.

In the second section a simulation exercise on how to receive reservation on the phone is discussed and also confirmation, cancellation & amendments of reservations are discussed.

Short Answer Type Questions

- 1. Define Reservation.
- 2. What is No show.
- 3. What is EPABX?
- 4. Mention any two standard phrases used in a hotel.
- 5. What are telephone etiquettes?
- 6. What is credit list?
- 7. What are vouchers?
- 8. What is Reservation form?

Long Answer Type Questions

- 1. How do you confirm a reservation?
- 2. What are the modes of reservation?
- 3. What are the sources of receiving reservations?
- 4. What are the formats maintained in reservation department?
- 5. Draw the format of reservation chart.
- 6. What are the functions of Reservations?
- 7. Write the methods of conforming of Reservations.
- 8. Explain about the credit policy of the hotel.
- 9. Describe the method of cancellations and amendments of reservations?

On Job Training / Project Work

Make prices planning and after preparation, call up few hotels, and try giving a reservation. Observe and record the details asked and the procedure followed.

UNIT 5

House Keeping

Structure

- 5.0 Introduction
- 5.1 Occupancy Report & Format
- 5.2 Discrepancy Report & Format
- 5.3 Cleaning Equipments and Uses
- 5.4 Classification of Equipment
- 5.5 Classification of Cleaning Agents
- 5.6 Guests Supplies placed in bedroom & bathroom
- 5.7 Bed Making
- 5.8 Various formats and registers used in housekeeping

Learning Objectives

After reading this chapter students will learn the following

- Occupancy & Discrepancy Report.
- Various cleaning equipments used in the Housekeeping department in a Hotel and their uses.
- Classification of equipments.
- Cleaning agents and how are they classified.

5.0 Introduction

Housekeeping is a department in the Hotel which takes care of cleanliness and esthetic upkeep of the hotel. It is a department that involves lot of manual work hence the staff number is also high in this department. Various specialized equipment help in making the cleaning process easy and efficient.

Unit Preview

The unit gives details of occupancy and discrepancy report, cleaning equipments used in the Housekeeping department in a hotel. Various cleaning agents used and their uses are discussed.

5.1 Occupancy Report / Room Report

The Room Report is prepared in triplicate by the Housekeeping Department, each shift as an independent check on occupancy. This report is prepared by the Floor Supervisor or a designated room attendant and is sent to the Housekeeping Desk who make a consolidated report of all floors or directly to the Front Office who tally the report with their room rack as a check on unauthorized occupancies or inadvertent mistakes in recording a room occupancy. In case of discrepancies the Front Office should make a physical check of the room to establish the correct occupancy status. Of the three copies, the original is sent to Front Office, the first copy to Accounts and this second copy is kept by Housekeeping as a record.

The Room Report is basically a list of room numbers against which the Housekeeping Supervisor indicates, by a prescribed code, the status of a particular room. The codes may vary from hotel to hotel but the basic information and intention is the same. Typical codes are:

CODE	STATUS
O	Occupied
V	Vacant
DND	"Do not Disturb" sign on
L	Lugguage in Room but Bed Unsed
UR	Under Repair
N	Occupied but no Luggage
SB	Scanty Baggage
OOO	Out of Order
DL	Double Lock
NC	Not Cleared Through Departure has taken place

01-02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 26 27 28 29 30 31 32 33 34 35 31 36 37 38 39 40 41 41 42 43 43 44 42 43 44 42 43 44 44 45 46 47 48 50	Code	No. of Guests	Room No.	Code	No. of Guests	Room No.
0—Occupied — Luggaga — Bad Harrad			28 29 30 31 32 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48			03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 22 23 24
O—Occupied L—Luggage Bed Unused V—Vacant N—Occupied No-Luggage R—Repairs	sed age	Bed Unus No-Lugga	upied	L—Luge N—Occ R—Rep	cupied cant	O—Occ V—Vac
DATI MONIH I HOUD IAM		A.M.	HOUR	1	AY MONTI	Ь

5.2 Discrepancy Report

A discrepancy report is prepared by the front desk on receiving the Room Report from the Housekeeping. The front office compares it with the Room Rack for reconciliation of room status. Discrepancies noticed between room rack and housekeeping room report are noted down on a separate report called the "discrepancy report" which is then handed over to a bell boy for physical check and reporting back of the room under discrepancy. After a physical check of the room the bell boy notes down the correct status which is accepted by the front office and room rack and reconciled accordingly.

DISCREPANCY REPORT

ROOM	PER ROOM ASSTT.	PER HOUSE KEEPER	INVESTIGATION REMARKS
			ASSTT. MANAGE

5.3 Cleaning Equipments and its Uses

Uses: To keep the hotel clean and hygienic, various equipments and supplies are used. No work can be done without proper equipment. It is important that the housekeeper makes a careful selection of equipment based on necessity and suitability for use in a hotel industry, appropriate design and required size, rugged construction and finish, ease and availability of maintenance, low initial and operating costs, on-the-job tested performance, safety.



Manual Equipments

There are mainly two types of cleaning equipments, They are

5.4 Classification of Equipments

5.4.1 Manual Cleaning Equipments

5.4.2 Mechanical Equipment

MANUAL EQUIPMENT:

(i) Brushes

The brushes are devices with bristles, wire or other filaments, used for cleaning. Brushes used for cleaning come in various sizes, such as very small brushes for cleaning a fine instrument, toothbrushes, the household version that usually comes with a dustpan, or the broomstick.

There are mainly three types of brushes: Hard brush, Soft brush, Scrubbing brush, WC Brush, Long Handle Sweeping Brush.

(ii) Mops

A mop is a tool generally used for cleaning floors, although when possible it is also used for cleaning other surfaces, for example tiled walls, to avoid unhygienic working conditions.

The following are the different types of mops:

- (a) **Dry mop, dust mop :** A dry mop or dust mop is designed to pick up dry, loose contamination like dust, earth and sand from the floor surface.
- **(b)** Wet mop, moist mop: A wet mop or moist mop is, in professional cleaning, used as a second step in the cleaning of a surface. The wet mop is swept over the surface to dissolve and absorb fat, mud and dried-in liquid contaminations. Bucket, Mug & trolley mop stick.
- (c) Yarn mop: In daily usage, a mop is usually equal to a yarn mop. The mop (eye) consists of thick strings of long yarn (about 25 cm) or, in newer models, soft strands of water absorbing fabric.
- (d) Hot mop: Wet mop is also called the hot mop, which works on a similar concept to a steam iron. After adding water, it is heated to make the water exude on top of a floor, which can then be cleaned without using a cleaning solvent.

(iii) Broom

A broom is a cleaning tool consisting of stiff fibres attached to, and roughly parallel to, a cylindrical handle, the broomstick. A smaller whisk broom or brush is sometimes called a duster. Soft Broom and Hard Broom, Dustbin, and Dustpan.

(iv) Squeezees

A squeegee is a cleaning tool with a flat, smooth and thick rubber blade, used to remove or control the flow of liquid on a flat surface. It is used for cleaning floors and small thin and flexible squeegee is used for cleaning windows.

5.4.2 Mechanical Cleaning Equipments

- (i) Vacuum Cleaners / Hoover
- (ii) Scrubbing
- (iii) Polishing Machines
- (iv) Hot Water Extraction machine
- (v) Carpet Shampoo Machine

Cleaning Equipments



5.5 Cleaning Agents and their uses: These are substances, usually in liquid form, that are used to remove dirt, including dusts, stains, bad smells and clutter in solid surfaces. Purposes of using cleaning agents include health, beauty, elimination of offensive odor, and to avoid the spreading of dirt and contaminants to oneself and others. Some cleaning agents can kill bacteria & other microbes and clean at the same time.

Cleanliness is a basic need that a hotel must fulfill and industrial cleaning agents are often the easiest, most efficient and economical option available.

5.5.1 Classification and Types of Cleaning Agents

Various types of cleaning agents are used for cleaning the guest rooms, bathroom, toilets and other public areas. Typical cleaning agents include aqueous and semi-aqueous cleaning agents, solvents, acids, alkalis and abrasives. The different types of cleaning agents used are discussed below:

- (i) Water: Water is a liquid cleaning agent and freely available cleaning agent. It is used starting after work on final rinsing or work in water hard water is present. To convert the hard water into soft water it is heated at 75° f so water is converted into soft water.
- (ii) Liquid Cleaning Agents: Liquid cleaning agents can be either diluted in a little water or used directly with a dry cloth.
 - Example: R1, R2, R3, R4, R5, R6 and R7 are taski cleaning agents. Harpic and Colin are also used for cleaning.
- (iii) **Solvents:** A solvent is a liquid that dissolves a solid or liquid solute, resulting in a solution.
- (iv) **Detergents and soaps**: These are used for cleaning because pure water can't remove oily, organic soiling. Soap cleans by acting as an emulsifier.
- (v) Abrasives: Abrasive cleaners generally use some kind of grit to boost their cleaning ability, along with detergents, acids, alkalis and other compounds.

Examples: Steel wool, sand paper, Nylon scourer and pumice powder.

Cleaning Agents:







5.6 Guest Supplies

The guest supplies in a hotel room is divided into bed room supplies and ball room supplies.

- (a) **Bed Room** Hangers, shoe shine, laundry bag, laundry Slip, DND tag, clean my room tag, business folder, business mankit, sewing kit, pen, pencil, scribbling pad, water glasses, ash tray and match box.
- (b) **Bathroom Supplies**: Bath towel, hand towel, face towel, bath mat, water tumbler, soap, moisturiser, face talc, kit, shampoo, bubble squeeze, shaving kit, disposable bag, bath robe, toilet role, face tissue box and tooth brush kit.

5.7 Bed Making

In a hotel room bed is the most important facility. The guest can tolerate deficiency in other facilities and services, but a badly maintained bed leaves a bed remark on the hotel. Hence the bed has to be perfectly made.

The following steps have to be followed for bed making.

- 1. On the mattress lay the mattress protector.
- 2. Lay the 1st bed sheet with right side up tuck it at the bottom.
- 3. Lay 2nd bed sheet with wrong side on the top.
- 4. Lay the blanket or quilt and pull it down by leaving 5 finger space at the top.
- 5. Lay the 3rd bed sheet and adjust it to the level of blanket. Tuck it at the bottom.
- 6. Fold the 2nd bed sheet over the blanket and give another fold. Tuck it beneath the bed. This is called bed fold.
- 7. At the bottom mitre the corners.
- 8. Tuck on all the sides of the bed.
- 9. Arrange the pillows with pillow covers.
- 10. Cover the bed with bed cover.

5.8 Formats / Registers used in House Keeping

5.8.1 Formats

The following formats are used in house keeping.

- (a) House Keeper report: This report is prepared by floor supervisor and gives the room status of all the rooms.
- **(b) Job Card**: When housekeeping receives any complaint from the guest job work is issued to the respective department by raising job card.
- **(c) Duty Roaster:** This gives the details of the various shifts on which the staff in housekeeping are deputed.
- (d) Room Checklist: It is maintained by room attendant for cleaning of rooms and placing of amenities in the rooms.

5.8.2 Registers

The following registers are used in house keeping.

- (a) Register for guest messages: The guest message register keeps all the special messages/requests of the guests. Messages could be requests for second service, additional blankets, fresh towels, cribs, maintenance requirements, and orthopedic matteresses.
- **(b) Baby-sitting Register:** The Housekeeping Department normally provides baby sitters to guests. Requests for such services are entered into this register and the appropriate action is taken.
- (c) Carpet Shampoo Register: The register has the schedule of carpet shampooing and the data to show whether the schedule is being followed or not.
- (d) Log Book: It is the single most important register as here instructions to staff of the next shift are written. This log book is referred to by the supervisors at the beginning of any shift for instructions by the previous shift.
- (e) Lost and found register: 'Lost and found' is a term used in hotel terms for those articles left by guests or misplaced by guests in a hotel. Such articles can range from jewellery, costly electronic goods, travel documents, to simple garments. The hotel is obliged to protect such items and return them to the guests.

Summary

The unit deals with basic forms of cleaning agents and equipments used in cleaning of hotels. The care and upkeep of the equipment are being discussed in detail. Major cleaning equipments like scissor mops, squeeze, vaccum cleaner - dry and wet are being discussed.

Short Answer Type Questions

- 1. List out atleast four manual equipments used in Housekeeping department in a hotel.
- 2. What are mops and brooms?
- 3. List out guest supplied placed in guest bed room.
- 4. Mention Guest Insatroom.
- 5. What is Discrepancy Report?
- 6. Write any two registers used in house keeping.
- 7. What is duty Roaster?

Long Answer Type Questions

- 1. What are the mechanical cleaning equipments used in housekeeping.
- 2. How are cleaning agents classified.
- 3. What is the procedure for bed making. Explain.?
- 4. Mention the various formats used in house keeping.
- 5. What is occupancy report? Explain with the format.
- 6. Classify the cleaning Equipments in detailed.
- 7. Write the supplies placed in bedroom and bathroom.



Lobby and Bell Desk

Structure

- 6.1 Introduction
- 6.2 Layout of Lobby
- 6.3 Organization of Bell Desk
- 6.4 Role of Bell Desk during check in & checkout of guest.
- 6.5 Paging

Learning Objectives

After studying this unit, the student will be able

- To know layout of lobby area
- To understand the organization structure of bell desk in a star hotel.
- To understand about the job at bell desk during checkin & checkout of the guest & Paging.

Introduction

A Lobby is an area which is located at entrance of the hotel. It is a meeting place common to all hotel guest. Front Office is located within the premises of the Lobby. And Bell Desk is part of front office department. The job performed at bell desk by bell captain and bell boys during check in and check out of guest.

UNIT PREVIEW

The unit gives about layout of lobby, bell desk staff this gives role of bell desk during check-in and check out guest.

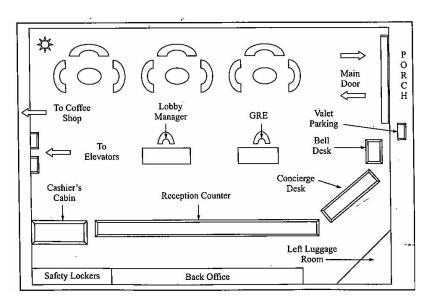
6.1 LOBBY

A lobby in a hotel is the immediate public area when the guest enters the portals of the hotel. It has seating arrangements and is a meeting place common to all hotel guests, whether residents or visitors. The lobby area is in direct proportion to the number of rooms. The larer the number of rooms, the larger is the lobby as it needs bigger space for guest congregation. The lobby assumes importance as it is the first and last area of contract for a guest of the hotel. The hotel spends considerable funds and efforts to make the lobby aesthetically attractive and rationally convenient.

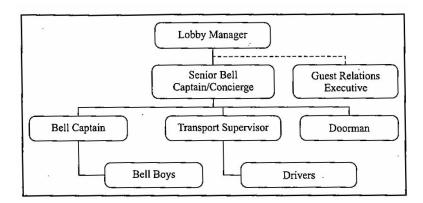
Essential Features of the Lobby

- The front office reception and cashier's cabin
- The Lobby Manager's desk
- The Guest Relations Executive's Desk
- Lobby lounge for drinks and snacks
- The Bell Desk
- The Conceirge Desk
- Easy access to the Coffee Shop or Dining Room
- Access to the shopping arcade
- Seating areas
- Access to the guest elevators

While several millions have been invested in producing unique lobbies, the basic features of a lobby have to be respected. A typical lobby layout.



Typical Lobby Layout



Organisation Chart of the Uniformed Services (6.2)

6.2 Lobby Manager

A Lobby Manager is a key functionary in the lobby. The lobby manager is a problem solver and holds the authority to make decisions regarding guest affairs. He/she must also be intimately knowledgeable with regard to operational procedures of all departments and be effective in dealing with guest problems.

Guest Relations Executive

The Guest Relations Executive provides value-added services to guests especially VIP service, escorting the guests to their rooms.

Senior Bell Captain

The Senior Bell Captain is a senior supervisor who covers the morning shift. His main role is to:

- 1. Set the work schedules for all the other shifts.
- 2. Supervise the morning shift as all arrivals and departures are related to the room day which is 12 noon.
- 3. Stand in for the lobby manager in his absence.
- 4. Control the left-luggage procedures.
- 5. Organise errands as required by guests and management.

Concierge

A new concept called the Concierge has in some cases replaced the Senior Bell Captain with certain additional responsibilities. And provides personalised services to the guest

Bell Captain

The Bell Captain is a supervisor of a shift. His main role is to:

- 1. Control the bell-boys in a shift.
- 2. Supervise the smooth movement of guest baggage in a shift.
- 3. Control the left-luggage procedure in a shift.
- 4. Allot errands to bell-boys.

Bell Boys

Bell Boys may also be called porters or bell hops. They carry guest baggage at the time of guest arrivals and departures and perform errands for them. They have to be well-groomed, physically sturdy, have a command of Basic English, be courteous and of course, be willing to help.

6.3 Guest Arrival Procedure

Step 1: When a guest arrives, the doorman buzzes the Bell Captain's desk for a Bell Boy.

Step 2: The Bell Captain will initiate the Arrival Errand Card below, by giving the bell boy (who is attending to the guest) an identity number.

- **Step 3:** The Bell Boy wishes the guest/s and unloads the baggage from the transport. He bring the baggage via the baggage entrance beside the main door. He places the baggage at the bell desk and awaits instructions from the receptionist to more the baggage to the guest room. Hotels may have tags to identify baggage.
- **Step 4:** The Bell Boy will inform the receptionist or Lobby Manager in case a guest has scanty baggage. Hotels have separate policy for guests with scanty baggage, which will be discussed later.
- **Step 5:** The receptionist will confirm to the bell boy that the guest has been registered into the hotel by signing the arrival errand card and gives the name and room number of the guest. The receptionist will also hand the allotted room key to the Bell Boy.
- **Step 6:** The Bell Boy will bring to the attention to the guest any predamage to the baggage to absolve the hotel responsibility for it.
- **Step 7:** Lead the guest to his/her room with the baggage. Some hotels will have separate baggage elevators in which case the guest is given the direction to the room and the Bell Boy follows in the baggage elevator.
- **Step 8:** The Bell Boy will open the door and let the guest enter the room first. He follows the places the baggage on the luggage rack provided in each room. He leaves the room key on the dresser or allotted place at the entrance in modern hotels.
- **Step 9:** The Bell Boy explains the following features in the room:
 - The console from where room lights are operated
 - Air-conditioning / heating thermostat and how to operate it
 - The television controls and how to operate it
 - Internal Locking system
 - Mini-bar operation
 - Telephone controls include messaging facility
 - Internet connection points
 - Display of fire-exit rules
- Safety locker (if provided in the room) and how to operate it
 - **Step 10:** Wish the guest a pleasant stay and leave. Though it is an international practice to give tips, Bell Boys should not solicit it.
 - **Step 11:** Return to the bell desk and complete the baggage information on the arrival card and surrender it to the bell captain.

Scanty Baggage Procedure

The term 'Scanty Baggage' refers to a guest with hand baggage or no baggage at all. Such guests pose a hazard as they can check-out of the hotel without paying their bill. There is no way of knowing whether a guest walking out with scanty baggage will return at all.

Guest Departure Procedure

- **Step 1:** A guest calls the bell desk about his intention to check-out. The Bell Captain asks the guest the number of baggage he/she has to send the right number of bell boys. The Bell Captain initiate the Departure Errand Card writing the date, time, guest name, room number and the number of the baggage. He allots a Bell Boy/s and writes his identity number on the card.
- **Step 2:** The Bell Captain deposits the Departure Errand Card with the Front Office Cashier who gets the cue that since a check-out is taking place he has to prepare the billing formalities.
- **Step 3:** The Bell Boy in the meantime proceeds to the guest room and knocks on the door announcing his name in. He may repeat the knock after 30 seconds if there is no response, announcing himself again.
- **Step 4:** Upon entering the room the Bell Boy wishes the guest the time of the day. He then proceeds to search the room and bathroom for guest belongings.
- **Step 5:** He looks around the room for any damage to hotel property or anything missing. If there is any default, he reports the same to the Lobby Manager or Bell Captain.
- **Step 6:** He takes custody of the room key and also takes the baggage out of the room.

- **Step 7:** He switches off the air-conditioning/heating and room lights and shuts and locks the door.
- **Step 8:** The Bell Boy then leads the guest to the elevator or informs him (the guest) to meet him in the lobby in case a baggage elevator has to be used.

Step 9: The Bell Boy places the baggage at the bell desk. He hands over the room key to the cashier and awaits confirmation from him/her that the billing formalities have been completed. In the meantime, he attaches the hotel baggage tags or any publicity stickers of the hotel onto the baggage.

Step 10: The cashier signs the Departure Errand Card and hands it to the Bell Boy as a cue to remove the guest baggage. The Bell Boy deposits the errand card with the Bell Captain and proceeds to remove the guest baggage using the baggage door to the front porch.

Step 11: He will proceed to load the baggage onto the transport. He wishes the guest a pleasant trip and returns to the bell desk for the next assignment.

6.4 PAGING:

Paging refers to a system of locating guests within the hotel precincts. The bell desk has a mini-board with bells on a long handle. The guest's name and / or room number is written on the board. When a guest has to be paged, the bell boy pages the guest by holding the board aloft around the lobby, coffee shop or swimming pool, ringing the bells to draw attention of all guests. The guest concerned indentifies himself. Paging is necessary when guests receive phone calls on the house phone, or need to be identified by a visitor, or the hotel requires passing on an urgent message. This task is coordinated by the concierge Sr. Bell Captain who has this service. Modern hotels have public address systems much like that at an airport. The paging can be done on the P.A. system. The guest may be asked to contact the concierge desk.

Summary

In this unit lobby layout is explained and location of the lobby areas, job of bell desk. And what exactly the performance of bell boys during check-in and checkout guest.

Short Answer Type Questions

- 1. Define the Term Lobby?
- 2. What is Bell Desk?
- 3. What is Reception Desk?

- 4. Mention the various areas in lobby.
- 5. Write the uses of lobby.
- 6. What is Paging?

Long Answer Type Questions

- 1. Draw the layout of lobby in a hotel
- 2. Describe the role of bell desk during check-in and check out of guest.
- 3. Write about the organization of bell desk in a hotel.
- 4. Explain the procedure of paging.

On Job Training / Project

- Training to be issued to students layout of lobby.
- Hands on knowledge of working on check-in and check out of the guest at bell desk.

unit 7

Computerization of Hotels

Structure

- 7.0 Introduction
- 7.1 What is a computer.
- 7.2 Role of Computers in Hotel
- 7.3 Names of computer softwares used in hotels
- 7.4 Advantages and Disadvantages of computers in hotels
- 7.5 Parts of Computer
- 7.6 Glossary Terms

Learning Objectives

After reading this chapter students will be able to understand

- Application of computers in hotels.
- Different softwares and their application in hotels.
- Advantages and disadvantages of computers in Hotels.
- Parts of Computer

Introduction

In the earlier days hotels used manual procedures which were tedious and time consuming. With the advent of computers work procedures have changed and become easy to operate. Computers help in storing data, documenting, calculations and retrieving data as and when required.

Unit Preview

The unit explains the importance of computers in Hotels, the different types of software used are listed. Advantages and disadvantages of computers are discussed.



Fig. 7.1 Computerization

7.1 WHAT IS A COMPUTER?

Computer is an electronic device (or) machine. It helps in storing data, documenting, calculations and retrieving data s and when required by providing software program.

7.2 Role of Computers in Hotels

Hotel industry felt the need of computerization way with an underlying idea of providing more personalized service to the guest. A computer will change the efficiency of a procedure but will not fundamentally affect its value to the guest. Rather, it would make it more reliable, economical the operator identifies the guest by name and his/her room number and their needs are attended to immediately. Information is dispatched more effectively, interdepartmental communication is quick and information can be transmitted from one terminal to another terminal. Also, the guest accounting is accurate. The guest does not have to wait for the bill to be produced. Last minute meal charges, mini bar charges or telephone call bills are updated immediately and have no late charges. At any given moment the status of room can be verified and a report can be prepared. The back office can be used for all the accounting, cash trail balance, payroll, stock control, etc. Another important function, forecasting, leading to better planning and accurate room availability for maximizing rooms sales can be done.

7.3 Names of the Computer software's used in Hotels

- (i) Fidelio
- (ii) Holidex
- (iii) Opera
- (iv) ITT
- (v) Hotel management system
- (vi) IDS
- vii) HIS Hotel Information System

7.4 Advantages of computers in hotels

A majority of hotels now use computers in the areas of reservations, registration, guest history, guest accounting audit, and back office accounting. Similarly, most restaurants are using computerized point-of-sale terminals and registers that control guest checks, kitchen orders, and guest payments. In addition, such a system stores a great amount of data.

Disadvantages of computers are: Though computer help in storing vast amount of data, there is a threat loosing data at the strike of a second in cases such as

- (i) Computer crash
- (ii)Fire
- (iii)Floods
- (iv) Earth quake etc.

As the hotel completely depends on the computer for day today operations and planning for the future. In case of data loss there is no hope left to recover.

7.5 Parts of Computer

Input Device – Key board & Mouse

Output Device – Monitor and Printer

CPU – Central Processing Unit – Memory Unit, ALU and Control unit.

Summary

This unit introduces students to the basics of computers and its applications in hotels. The various advantages and disadvantages are being discussed.

Short Answer Type Questions

- 1. What is a computer?
- 2. What are the parts of computer?
- 3. What is backup, mention its uses. ?

Long Answer Type Questions

- 1. Write about the role of computers in hotels
- 2. How does computer help in hotel operations, discuss.
- 3. Name atleast six softwares used in hotels.
- 4. What are the disadvantages of computers in Hotels.
- 5. What are the advantages of computers in Hotels.

On Job Training / Project

- Training to be issued to students in the computer lab.
- Hands on knowledge of working on hotel software to be imparted to the students.

7.6 GLOSSARY

A.H.M.A – American Hotel and Motel Association. It publishes a booklet called Red Book. Now AHMA is called AHLA (American, Hotels and Lodging Association)

A.M. – Antmeridian (before noon)

a'la carte – It is a type of menu which lists all the dishes available in the restaurant and each dish is priced individually.

Account – The way of first classifying and then summarizing of money transactions within the framework of an accounting system is called account.

Arrival/Departure report – A list of all the check-ins and check-outs of a day.

Adjoining rooms – Two rooms adjacent to each other and with a door in the common wall, may be used for a family if the inside connecting doorway is opened or for two different guests if that door is closed. Also called connecting rooms, and interleading rooms.

Affiliated hotel – A hotel which is usually on franchise or referral system of another group or chain.

Allowance – An accounts term which refers to the amount which is reduced from the guest folio as an adjustment against improper, unsatisfactory or no service to the guest. It may also due to posting error. Also called as account allowance.

American Plan – Also called as en-pension, or full pension or a full board meal and bed and board plan. Here the room tariff includes the room charges and full meals i.e., breakfast (English), lunch and dinner (Table d'hote) charges. It may also include early morning tea and evening tea charges.

Arrival date – A date when a prospective guest is expected to arrive in the hotel.

Arrival time – The expected time of arrival of a prospective guest.

Average room rate/revenue – It is the average money collected from the sale of total number of rooms by the hotel for an accounting period. For example the average daily room rate is equal to total room revenue collected for a day divided by the total number of rooms sold for that day. This average is also referred to as sales per room occupied.

Back office – It is that branch of the hotel which is responsible for coordinating all support services. All managerial activities and maintaining the ongoing status of the business and their activities are called back office functions. Department that usually don't come in direct contact with the guest. Also called Back of the House.

Back-of-the-House – Those areas and sections of the hotel with which normally the hotel resident guest does not come in direct contact.

Bed and breakfast – Type of meal plan also called as continental plan where the room tariff quoted includes along with room rate the continental breakfast also.

Bell Captain – Also called as hall porter and in charge of bell desk staff i.e., uniformed staff.

Bell desk/bell stand – The bell desk is a special desk located in the lobby from where the senior bell captain operates with his team. Also called as "porters' lodge".

Bermuda Plan – A type of meal plan where the room tariff includes along with room rate the American breakfast rates.

Bin card – A stock card used in storekeeping which is attached to a bin, container or shelf. On it are recorded receipts, issues and a running total of the particular item stored in the bin, container or on the shelf.

Brunch – A meal served between breakfast and lunch and usually served in the place of these two meals.

Budget – A formal financial statement of anticipated revenues and expenses for a future period.

C.I.P. - Commercially Important Person – A person who has influence over a large number of prospective buyers.

Cancellation – A process of cancelling the reservation by guest before the date of expected arrival, made previously by him.

Cash discount – An allowance offered by a creditor or debtor to encourage prompt payment.

Cash register – A device used to record and maintain cash balances. The device may be mechanical, semi-automatic or automatic or electronic.

Casino hotel – A hotel with gambling facilities.

Check-in – Procedure of receiving the guest, assigning and allocation of room and registering of a guest in the hotel.

Check-out – The procedure involved (baggage handling, bill settlement etc.) at departure time.

City ledger – A collection of city, or nonguest, receivable account balances.

Commercial hotels – A hotel which is mainly patronized by businessmen and situated downtown usually.

Commissionaire – Member of uniformed staff whose place of duty is outside the main entrance of hotel. Also called door man, link man and carriage attendant.

Complimentary – Usually accommodation given to a guest free. Generally an abbreviated form 'comp'. is used. A business promotional or goodwill activity. Complimentary rooms are given by the hotel.

Concessionaire – Abbreviated as concession sometimes refers to the shops providing services and amenities and facilities etc. to the resident guest. Generally they are not operated by the hotel, and are rented to experts. These are also called as rentals.

Concierge – A person usually found in American hotels responsible for providing guest services and needs etc. In some hotels concierge provides information service to guest also.

Coupons – These are documents issued by airlines or travel agents to their passenger of travelers respectively, to be produced to the hotels and specifies the various services and facilities etc. which the guest can get on the basis of these vouchers and used by guests to settle their hotel accounts.

CPU – Central Processing Unit.

Credit card volume – That proportion of total sales which is on credit. This figure is an indicator of cash flow position of the hotel.

Credit limit – This is the limit of amount of money up to which the guest is allowed credit facility. After the limit is reached the hotel requests the guest to clear his bill either partly or fully.

CP – Continental Plan.

Caravan – mobile home

Casino Hotel – One that provides accommodation and gaming facilities to a gambling public.

Connecting Room – Two rooms with an interconnecting door, ideal for a family

Control Desk – the communications center of housekeeping **D.N.S.** – Did Not Say.

Day rate – Room tariff offered to a guest who stays only during daytime. Also called as 'Day use rate'.

Day use room – A status indicating that the room will be used for day only.

Debit/Debit entry – Recording of financial transactions on the left hand side of "T" account. These entries increase assets and expenses account and reduce liabilities and revenue accounts.

Departure date – The scheduled date of the check out of a guest.

Dispense bar – A bar from where drinks are obtained by hotel staff for serving to guests.

DNA – Did Not Arrive

Double Occupancy – When a room is occupied by two persons it is called double occupancy

Double Bed – Approx 57" x 81" and accommodates 2 persons

Double-Double – Also called twin double. A room with two double bed i.e., sleeping accommodation for four persons.

Duplex – A costly suite where the two rooms situated on successive floors are connected through an internal staircase.

Detergents – Compounds or their combination used for cleaning

DND – A room sign that denotes "Do-not-disturb"

Double Room – Room with one king size double bed.

Downtown Hotel – lodging located in the heart of a city.

Early arrival – A guest who arrives before his expected/scheduled date/time of arrival.

ECO – Express Check Out.

Electronic Cash Register (ECR) – An electronic cash control device **EPBAX** – Electronic Private automatic Branch/Box Exchange.

Early Bird – A term used in automatic system of Night Auditing and referring to mainly creating and distribution of reports. It is also called as "Flash".

E.P. – European Plan

Express check out – An activity which involves compilation and early morning distribution of guest folios to all those guests who are expected to check out that morning.

F.F.I.T. – Foreign Free Independent Traveller

F.H.R.A.I – Federation of Hotels and Restaurant Association of India.

F.I.T. – Free Independent Traveller (any individual who is not in a group) or non-affiliated group member; also called as Free Individual Traveller.

Fixed room rate – A room tariff which is fixed and does not change with number of guests in the room. Also referred to as flat rate or "Run of the house rate".

Floor limit – The credit limit that the hotel allows to a guest. Also called as house limit in some hotels.

Folio/Guest folio – A statement of guest account, shows the balance of guest's financial obligation to hotel. Also called as guest bill or account card.

Front office cashier – Cashier who is responsible for all cash transactions at front office.

Fibre – Strands from natural, animal or synthetic sources from which textiles are made

Floating Hotel – Accommodation on a boat.

Formats – layouts of information

Franchise – the license to use a brand name

G.I.T. – Group Inclusive Tour.

Graveyard shift – A work shift which begins from midnight.

Group plan rate – A special discounted rate offered to groups as an incentive to attract large number of guests and hence sell more rooms.

Guaranteed reservation – Where the hotel is sure to get room rate whether the guest who has made a booking comes or not.

Guest accounting – A process by which a guest's financial transactions can be monitored and controlled.

Guest – An individual client who has registered with the hotel.

Guest cycle – The concept of the guest movement to, through and from the hotel for the purpose of writing and monitoring guest and hotel transaction (pre-sale, point of sale and post-sale phases). and involves activities before the arrival, at arrival, during stay, at the time of departure and after departure of a guest by the hotel.

Guest history card – A card which is maintained for regular and VIP guests and the personal details such as his liking and disliking, birthdays, marriage anniversary etc. are recorded in this card. Any complaints suggestions and number of visits are also recorded in it.

Guest profile – It includes things such as habits, likes, dislikes, etc. of a guest (a) Geographic Analysis – like people, area etc (b) Demographic Analysis – like people their type and (c) Psychographic Analysis – like people and their needs.

Guest Folio – The bill sheet kept up to date by the F.O. cashier reading the details of charges for each individual guest of all events.

Green House – The place where exotic plants are nurtured under certain climatic conditions.

Group Hotel – One that serves a body of people of 15 members and above, travelling together.

Hardware – Physical computer device and equipment such as magnetic, electrical and electronic devices.

Hollywood bed – When two twin beds are joined together with one common head board to make on bed it is called Hollywood bed (the length of one twin bed is 80"-82" instead of the usual 75").

Hospitality services industry – All businesses involved in accommodation, food, entertainment, transportation, healthcare etc to the guest.

House count – Total number of guest staying in the hotel at a particular time.

House Phone – Telephone usually in the lobby of the hotel from where the visitor can contact the guest in the room.

Housekeeper's report – A report prepared by the housekeeper of the status of rooms.

Hubbart formula – A formula developed by Ray Hubbart for determining room rate keeping in consideration operating expenses, room sales, and a pre-desired return on investment (R.O.I).

H & RA – Hotel and Restaurant Association.

Horticulture – Branch of agriculture that specializes in fruits, vegetables, flowers and ornamental shrubs and trees.

Housekeeper's Office – the main administrative centre of the department.

I.A.T.A. – International Air Transport Association / International Association of Travel Agents

I.H.A. – International Hotel Association.

IH & RA – International Hotel and Restaurant Associates

Imprinter – A special device / machine used for taking the impression of credit card on vouchers.

Independent – An individual property not affiliated or a part of a chain.

Information rack – A rack which has Whitney slips arranged in alphabetical order of all the guest staying in the hotel

Information – This is which adds to what is known. It communicates knowledge, provides feedback and reduces uncertainty.

In-house guest – Refers to a guest who is registered and not checked-out.

Input/output device (I/O) – The components of a computer system through which instructions / data are entered.

J.A.L – Japan Airlines

J.T.P. – Joint Tourism Promotion.

Junior Suite/petite suite/mini suite – A large room with partition for making separate bed room and sitting room

Job Description – Written description of a job performed by a job holder

Job Description – A profile of duties and responsibilities in a job

Key and mail rack – A pigeon hole type rack used in old hotels for keeping the keys of guest room and the mail of in-house guest when he is not in the room.

Key card – A sort of an identification card given to guest by the receptionist at the time of check in. Usually contains general information facility, catering outlets, location of hotel, etc. Should be produced when asked by the hotel staff. Also called as Room Key Card.

King size bed – An extra long, extra wide double bed (78" x 80-82"). An American term.

Lanai room – A room from the balcony of which a waterfall or a water body can be seen.

Late arrival – A guest with reservation who intimate in advance to the hotel about the late arrival i.e., after cut off time.

Late check out – A guest who with the permission of the hotel checks out of the hotel after the check out time, without extra charge.

Lighting Call – Most urgent telephone calls.

Log Book – A book/register which is used to record activities and to communicate to the next shit. Also called as record of happenings.

Lost and found – An area where all items found by the staff is stored.

Linen Room – The place where all house linen in circulation are stored and issued

Master Key – A key that unlocks all the rooms on a particular floor of the hotel.

MAP – Modified American Plan. Also called as Demi Pension.

M.O.D. – Manager on Duty

Matels – automated hotels

Message – Content of what has to be communicated

Motel – lodging located on the highway

Net Profit Taxes – what we take home.

N.C.R. – National Cash Register

Night audit – An activity performed by night auditor in the night to check that whatever has been done during the day is correct or not.

Outsourcing – Utilising the services of an outside vendor for product or services.

No show – A guest who does not arrive on the schedule date of arrival after making a confirmed reservation is called 'no show'. Another term is DNA (did not arrive) for this type of guest.

Occupancy – Sale of room and its occupancy status for a guest.

Off-season rate – A special reduced rate offered by the hotels during off-season such as by hill resorts etc.

Out of Order (O.O.O) – A room which is not ready for sale due to planned or unexpected shutdown.

Overbooking – A situation in which hotel books more room than available.

Overstay – A situation in which the guest does not leave on the day of scheduled departure and continues staying in the hotel

Package tour – Usually refers to consolidated charges for services such as accommodation, transfers, meals and transport, etc. Given to groups normally.

P.O.S. – Point of sales

Paid in Advance (PIA) – Where the guest is required to pay the room rent in advance i.e. at the time of arrival.

Parlour – The living room part of the studio. The European term for this is 'Salon'. Also called as sitting room.

PAX – Number of Persons.

Penthouse – Luxury suite on the terrace of the hotel.

Pre-arrival – That phase which is before the arrival of the guest and after the booking has been done. Activities during this period are called pre arrival activities.

Par Stock – Minimum level of supplies required to meet daily demands.

Presentation - formal communication to a body of people who matter

Processes – Methodology

Product – Tangible Good

Purchase Order – document issued by the purchase department confirming a purchase requirement.

Quad – Room for four people fitted with twin beds and two roll-away beds

Queen – Room with queen sized bed for single or double occupancy.

Rack rate – This is the normal published room rate mentioned on tariff card and also written on the slip in the room rack. Also called as "Top Retail Rate".

Registration – A process of completion of check-in and the guest signing a registration card or arrival register

Registration card – A document where a checking-in guest writes details such as name, address, passport, details, nationality, date of arrival, date of departure, purpose of visit etc. and signs. Sometimes called as 'Reg.card' and 'G.R. card'.

Reservation – An activity of booking room in advance for a prospective guest on his request and mutual agreement whereby the hotel is bound to provide the guest accommodation on the schedule day of arrival of the guest and the guest is bound to take it.

Reservation form - A document where all the detailed information about the guest is recorded at the time of booking request.

Reservation rack – A part of Whitney system, Where all the information of the prospective guest received from him is recorded.

The slips are kept in alphabetical order. The racks are filed chronologically by arrival date order.

Room cost – Calculation of fixed cost a hotel incurs in preparing a room for sale.

Resort hotel – A hotel situated at resort places such as hills, beaches, winter sports, etc. Generally a centre of recreational activities.

Retention Charges – These are the changes which may be collected from a guest / agency for making a confirmed booking in the hotel and when does not come on the scheduled date due to reasons best known to him. In case the guest/agency has made any advance payment, the same may be forefeited as Retention charges.

R.A.M. – Random Access Memory

RNA – Room not assigned.

R.O.M. – Read only memory

Room availability – Those rooms which are available for letting.

Room count – The number of occupied rooms.

Room discrepancy report – A report showing the discrepancy as per housekeeping and front desk in occupancy status.

Room rack – A rack which is a part of Whitney system in which slips are arranged room number wise. The rack shows the rooms occupancy status. Also called as Room Index and Numerical Rack and Numerical Index.

Room rack slip – A paper slip used to display room status and guests assignments in the room rack.

Room revenue – The sum total of money generated by the sale of rooms for a given period of time. Also called as room sales.

Room Service – Service of food and beverage in the room. Part of food and beverage department.

Rooming list – A list sent by the travel agent to the hotel of the names, nationality and other details of the group members in Advance.

Rule of the thumb – A method of fixing room tariff. Here for each Rs.1000 investment, Re.1 per day will be the room rate.

Resort Hotel – Lodging located at a place with a natural or man-made feature

S.T.D. – Subscriber Trunk Dialing. By obtaining the correct code from the S.T.D. booklet, subscriber may dial to almost all places without having to ask the operator to connect call.

S.O.P. – Standard Operating Procedures.

Safe deposit boxes – Individual lockers like bank vaults allotted to guests for keeping their valuables and documents etc.

Self check-out – Computerized system to allow the guest to review his folio and settle the account to credit card used to check in. Also called as Express check out.

Sell up/up selling – Convincing a prospective guest to take a higher priced room.

Service charge – A certain percentage of bill amounts added to the bill of the guest. This amount is distributed to service staff in place of tips.

Service elevator – Back elevator used by hotel staff and for transportation of commodities of food to different floors.

Single bed – Approx 39" x 81" can accommodate one person usually.

Six P.M. release – Means that the room for a guest with reservation will be held only up to 6 pm and released after that time. Usually done in case where there is no guaranteed reservation, (credit card guarantee or company or any other guarantee) or deposit reservation. Also called as time-cancelled reservation.

Skipper – A guest who leaves the hotel without settling his bill.

Sleep out – A sold room where the guest did not stay during the night.

Soft copy – Display on the computer screen.

Sold out – Rooms not available

Sofacum bed – A sofa which unfolds to form a full size bed for one or two persons depending upon its width. Usually designed with a fixed back and is 65" x 73" in size approximately.

SPATT – A special attention guest, for example, a guest needing a wheel chair.

Stay over – A hotel guest who does not leave and continues staying in the hotel.

Storage – A function in which the date are placed in a select area of the system for future access and retrieval.

Studio bed/sofa cum bed – A bed usually without head board and foot board which can also be used as sofa during the day (36" x 75").

Suite – A combination of two or more rooms out of which at least one is used as sitting room and other as bedroom.

System – An orderly arrangement of components in an inter-related series and the whole is more than the mere simulation of its parts.

Scanty Baggage – a person with light luggage and can be a potential skipper

Suburban Hotel – Lodging located on the outskirts of a city

T.A.A.I. – Travel Agents Association of India.

Tariff – The published room rate list.

Telex – A 24 hours teleprinter service which provides for instantaneous transmission of message in print.

Target market – Market segment the hotel wants to penetrate

Transfer slip – According to English terminology it means a notification slip made when a guest changes the room. Also called 'Move notification slip' and 'Removal notification slip.

Transient hotel – A hotel catering to short stay guest i.e., a transient guest who stops en route to another destination

Travel agent – An entrepreneur who coordinates various contracted services (such as hotel, food and beverage, transportation etc) provided

by various contractors to the traveler who needs them at various stages of his tour. For providing these services he gets commission form hotels and other contractors.

Triple Room – A room for 3 persons sleeping accommodation.

Twin Bed – One of the twins is approximately 37" x 81" in dimension and when two twin beds are joined together with a single Head Board then the combination is called as "Hollywood Twin"

Typsy guest – A drunkard guest who may misbehave with staff.

Under booking - An erroneous belief that all the rooms are sold while in fact they are not.

Upgrade – To move a reservation or staying guest to a better accommodation or class of service.

Uniform Room – The place where all staff uniforms in circulation are stored and issued

V.I.P. – Very Important Person.

V.P.O. – Visitors paid out.

V.P.P. – Value Payable Post

V.T.L. – Also called the 'Tab' is ledger in tabular form used for recording all transactions with guests staying in the hotel.

Voucher – The forms used by various departments such as food and beverage selling services to guests and signed by guests, transferred to front office bills section.

Valet – a person who collects and returns guest laundry

Walk out – A guest who leaves the hotels without warning i.e. without settling his bill. Also called as Skipper.

Walk-in – A guest who comes to the hotel without prior reservation. Also called as "Chance guest' and 'Off-the Street guest'.

Walking a guest – Due to lack of availability of rooms, to refuse accommodation to a guest who is holding confirmed reservation; also called "Bounced Reservation".

Warp – lengthwise arrangement of fibres on a loom

Weft – Crosswise arrangement of fibres on a loom

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HOTEL OPERATIONS - I YEAR

BLUE PRINT

PAPER - I

Food Production - I

(135 hrs, 50 marks)

Objective: On completion of this subject students will acquire basic knowledge and skills of Cookery & Kitchen Controls

Sl.No.	Unit	Periods (hrs)	Weight age in marks	Short Answer questio ns	Essay type question s.
2.	INTRODUCTION TO COOKERY a) History and evolution of cookery: Introduction, culinary preparation the Arts &science origin, and evolution, modern developments. Aims and objectives of cooking, limitations of cooking. b) Raw Materials:- Introduction, Classification of Raw materials c) Preparation of Ingredients: Introduction, sub-division and fractionalization combining and mixing in the preparation of food, texture PRINCIPLES OF COOKING & MENU PLANNING a) Methods of Cooking:- Introduction, methods of heat transfer, Basic methods of cooking, effects of heat on food. b) Principles of food storage:- Introduction, layout of store room, storage zones, weights and measures. c) Principles of Menu:- Introduction, planning a menu points to be considered while planning.	20	10	2	1

Sl.No.	Unit	Periods (hrs)	Weight age in marks	Short Answer questio ns	Essay type question s.
3.	a) Kitchen Organisation:- Introduction, classical kitchen brigade & their duties & responsibilities. b) Grooming & personal hygiene c) Sections of kitchen and their coordination with their departments: Introduction, various sections of kitchen, kitchen stewarding liaison with other departments. d) Kitchen Equipment:- Introduction, points to be considered while purchasing kitchen equipment, classification of kitchen equipment. e) Kitchen Safety:- Introduction, safe work place prevention of cuts, burns, injuries from machines and equipments, falls, strains from lifting fire safety.	30	16	2	2
4.	UNDERSTANDING MAJOR COOKING INGREDIENTS. a) Vegetables and Fruits:- Introduction to vegetables and fruits classification of vegetables, composition and nutritive value of vegetables & fruits. b) Cereals and pulses:- Introduction, structure and composition, role of cereals & pulses in cookery. c) Egg Cookery:- Introduction, structure, composition selection of egg, uses of eggs in cookery & methods of cooking egg.	20	10	2	1

Sl.No.	Unit	Periods (hrs)	Weight age in marks	Short Answer questio ns	Essay type question s.
	d) Fish Cookery:- Introduction, composition, classification, selection of fish, cuts of fish and methods of cooking fish. e) Poultry and Game:- Introduction, composition, classification, selection, cutting of chicken and cooking methods. f) Meat Cookery:- Introduction, structure and composition. Factors that affect the quality of meat, factors that make meat tender, various cuts of lamb, beef, veal&pork& cooking of meat products				
5.	BASIC PREPARATIONS: a) Stocks: Definition, types & preparation. b) Sauces:- Introduction & importance, components, classification & preparation. c) Soups:- Introduction, classification, International soups, d) Salads:- Introduction, parts of salad, classification & types, dressings. e) Accompaniments and garnishes f) CULINARY TERMS OF FOOD PRODUCTION	30	16	2	2

HOTEL OPERATIONS

BLUE PRINT

PAPER - II F&B SERVICE – I

(Hours: 135, Marks: 50)

Sl.No.	Name of the Unit	No. of periods	Weightage in marks	Short answer questions	Essay type questions
1.	INTRODUCTION TO HOSPITALITY INDUSTRY a) Introduction: Hospitality Definition b) Growth and Development of catering Industry c) Origin of food and beverage industry. Career opportunities. d) Classification of catering Industry • Primary catering and secondary catering format • On premise catering & off premise • Types of catering	20	10	2	1
2.	establishments • Types of service operation. F&B SERVICE	25	10	2	1
	 ORGANIZATION a) Organisation structure of F&B Department b) Job Description of F&B service staff. c) Outlets of F&B Service d) F&B service co-ordination with other departments. e) Attributes of F & B service 				
	staff f) Various position of restaurant brigade in French, American, and british				
3.	g) Attributes of Sommelier, Do's and dont's of waiter RESTAURANT OPERATIONS	30	16	2	2
<i>J</i> .	a) Introduction Restaurant equipments: Types, standard sizes,	30			

Sl.No.	Name of the Unit	No. of	Weightage	Short	Essay
		periods	in marks	answer	type
				questions	questions
	Care & maintenance and				
	cleaning				
	b)Still Room, Still Room				
	Equipment				
	c) Mise-en-scene &Mise-en-				
	Place				
	d) Rules to be observed while				
	laying a table				
	Waiting at a table e) Guest Cycle for food				
	service				
	f) Napkin Folding, Types of				
	Folding – Drawings (Picture)				
	g) Types of Styles of Food				
	& Beverage Service				
1	Silver service				
	American				
	service				
	 English service 				
	 French service 				
	 Russian service 				
	Gueridon service				
	ii. Self service				
	 Carvery 				
	 Buffet 				
	Counter service				
	• Free flow				
	• Echelon				
	iii. Single point				
	service				
	Take away				
	•				
	Fast food				
1	 Vending 				
1	• Kiosk				
	 Food court 				
	iv. Specialized				
1	service				
1	 Tray service 				
1	 Trolley 				
	Home delivery				
	• Lounge				
	Room service				
	Drive inn				
	h Side Station, Items Placed in				
	& Uses.				

Sl.No.	Name of the Unit	No. of	Weightage	Short	Essay
		periods	in marks	answer	type
				questions	questions
4.	MEALS & MENU PLANNING	30	16	02	02
.	a) Origin and functions of	50	10	02	02
	menu				
	b) Objectives of menu				
	planning				
	c) Types of menu				
	d) Course of French				
	classical menu				
	e) Types of meals:				
	i. Breakfast (Continental,				
	English, American,				
	Indian)				
	ii. Brunch				
	iii. Lunch				
	iv Afternoon / High tea				
	v. Dinner				
	vi. Supper				
	f) Cover Definition:- Setup of				
	cover for breakfast, lunch &				
5.	dinner. BEVERAGE	15	08	1	1
٥.	Definition of Beverage:-	13	08		
	a) Non-alcoholic beverages				
	i. Classification				
	(Nourishing,				
	Stimulating &				
	Refreshing)				
	ii. Tea: Origin,				
	manufacturing,				
	types & brands				
	iii. Coffee: Origin,				
	types & brands				
	Areated& non				
	iv. Areated Beverages drinks: Brand				
	names of juices,				
	soft drinks,				
	mineral water,				
	tonic water,				
	energy drinks				
6.	SIMPLE CONTROL	15	08	1	1
	SYSTEMS				
	a) Introduction				
	Necessity of control				
1	system in a restaurant				I

Sl.No. Name of the Unit	No. of	Weightage	Short	Essay
	periods	in marks	answer	type
			questions	questions

- Functions / Objectives of a control system
- Salient features of control system
- b) Method of order Taking
 - Triplicate Format KOT & BOT
 - Duplicate
 - Service with order
 - Pre ordered
- c) F&B Control Method
 - Billing Methods, Sale summary Sheet
 - Operational & Statistics.
 - Modes of payment
- d) Cash Handling Equipment
- e) Record Keeping

HOTEL OPERATIONS

BLUE PRINT

PAPER - III

ACCOMMODATION OPERATIONS – I Hours – 135, Marks – 50

Sl. No	Unit	Periods (hrs)	Weightage in marks	Short Answer Questions	Essay type questio ns
1.	INTRODUCTION TO HOSPITALITY INDUSTRY a) Hospitality Definition Evolution and growth of hospitality industry Indian International b) Classification of hotels Size Star System Ownership Other Category Target Market Cliental & Location c) Types of Hotels d) Types of rooms	20	10	2	1
2.	ROOMS DIVISION – INTRODUCTION a) Rooms Division – Meaning b) Front Office & House Keeping - Definition c) Organisation chart of an all service hotel d) Types of Departments e) Organisation chart of front office department. f) Job description of front office department g) Layout of front office department h) Organization chart of house keeping department i) Job description of house keeping department j) Layout of housekeeping department. k) Attributes & qualities of housekeeping & Front office	25	14	1	2

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SI. No	Unit	Periods (hrs)	Weightage in marks	Short Answer Questions	Essay type questio ns
	Housekeeping coordinates				
	with other departments.				
	m) Front office coordinates with				
	other departments.	20	00		
3.	FRONT OFFICE OPERATIONS	20	08	1	1
	a) Guest cycle				
	b) Formats and equipment				
	used in front office				
	c) Categorization of guests				
	a. FIT				
	b. Groups				
	c. Crews etc				
	d) Basis of charging room tariff				
	a. Check in checkout				
	basis				
	b. 24 hr basis				
	c. Packages				
	e) Different types of tariff				
	a. Rack rate/printed tariff				
	b. Discounted rates				
	i. CVGR				
	ii. Governme				
	nt rate.				
	iii. Group				
	rate.				
	iv. Hospitalit				
	y membersh				
	ip. c. Food plans				
	i. European				
	Plan				
	ii. Bermuda				
	Plan etc				
	f) Basis for pricing a room				
	Rule of thumb				

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Sl. No	Unit	Periods (hrs)	Weightage in marks	Short Answer Questions	Essay type questio ns
	Day rate.Hourly rate				
4.	RESERVATIONS a) Definition & Functions of Reservations format & uses b) Functions of Reservations c) Method of taking Reservations d)Telephone etiquettes • Telephone equipment used • Standard phrases • Handling calls for reservations • Handling calls for enquiries e) Handling reservations f) Understanding CVGR and credit lists g) Modes & sources of Reservations h) Conformation of Reservations i) Cancellations / amendments of Reservations ii) No Show – Definition procedure	25	08	1	1
5.	a) Formats & Registers Used b) Occupancy Report – Format Discrepancy Report - c) Format d) Cleaning Equipment and its uses • Classification of equipment • Mechanical and Manual equipment • Containers, brushes, mops & broom • Machines Equipment • Use & store of equipments	25	16	2	2

Sl. No	Unit	Periods (hrs)	Weightage in marks	Short Answer Questions	Essay type questio ns
	b) Cleaning agents and their uses Classification of cleaning agents Types& examples, Selection of cleaning agents C) Guest Supplies placed in bedroom & bathroom d) Bed making e) Various formats used in House keeping				
6.	a) Layout of Lobby b) Organization of Bell Desk c) Role of Bell Desk during check in & checkout of guests.	10	08	01	01
8.	COMPUTERIZATIO OF HOTELS a) Role of Computers in Hotels b) Names of software used at Hotel c) Advantages & disadvantages of computers d) Parts of Computer Glossary Terms used at Front Office & House Keeping Department	10	04	2	

Model Question Paper Hotel Operations

I YEAR

PAPER - I Food Production - I

Time: 3 hrs Max Marks: 50
Section - A

Note: (i) Answer all the questions

10x2=20

- (ii) Each question carries 2 marks
- 1. Explain marination& pairing?
- 2. What is Mise-en-place?
- 3. What is conduction?
- 4. Define the term boiling.
- 5. List parts of an egg.
- 6. Explain bouquet- garni&mirepoix.
- 7. Name and Two types of sauces.
- 8. Differentiate between brown stock & white stock.
- 9. List different types of tools used in hotel kitchens.
- 10. Differentiate between executive chef & sous chef.

Section - B

Note: (i)Answer any 5 questions

5x6=30

- (ii) Each question carries 6 marks
- 11. Write an essay on Indian regional cuisine in 120 words.
- 12. What are aims & objectives of cooking? Explain with suitable examples.
- 13. Classify different methods of cooking with the help of a chart. Write basic rules of any one method.
- 14. Draw and mark cuts of beef.
- 15. Classify vegetables and mention pigments (color).
- 16. Classify soups with the help of a chart and one example of each.
- 17. Trace the culinary history.
- 18. Explain the method of heat transfer.

Model Question Paper Hotel Operations I YEAR

PAPER - II Food & Beverage Service - I

Time: 3 hrs Max.Marks: 50

Section - A

Note: (i) Answer all the questions $10 \times 2 = 20$

- (ii) Each question carries 2 marks
- 1. Who is Waiter?
- 2. Define the term F & B Service.
- 3. What is Off Premise Catering?
- 4. Write the modes of payment in a Restaurant.
- 5. Mention any two types of catering establishments.
- 6. What is SET Menu?
- 7. Explain Mise-en-Place
- 8. Mention Types of TEA?
- 9. Define the Term MENU.
- 10. What is Still Room?

Section - B

Note: (i) Answer any 5 questions

5x6=30

- (ii) Each question carries 6 marks
- 11. Classify the Catering Industry.
- 12. Write about the job description of F & B Manager.
- 13. Mention the types and styles of food and beverage service.
- 14. Explain the eleven course of French classical menu.
- 15. Draw the format of KOT & BOT and write about IT.
- 16. Describe classification of Beverage?
- 17. Explain types of breakfast.
- 18. Write about the rules to observe while laying a table.

Model Question Paper

Hotel Operations

I YEAR

PAPER - III Accommodation Operation - I

Time: 3 hrs Max Marks: 50

Section - A

Note: (i) Answer all the questions

10x2=20

- (ii) Each question carries 2 marks
- 1. Define the Term Hospitality.
- 2. What is Cabana?
- 3. Write the parts of computer.
- 4. What is Lobby?
- 5. Mention any two types of food plans in a Hotel.
- 6. Write the role of control desk in housekeeping department.
- 7. What is Reservation?
- 8. Define the Term Housekeeping.
- 9. List the Guest supplies placed in guest bedroom.
- 10. Name the software used in hotel.

Section – B

Note: (i) Answer any 5 questions

5x6=30

- (ii) Each question carries 6 marks
- 11. Describe about the classification of hotels.
- 12. Draw the layout of House Keeping Department.
- 13. Write Qualities of Front Office Staff.
- 14. What is Guest Cycle? Explain About IT.
- 15. Mention the sources of Reservation.
- 16. Classify the cleaning equipments.
- 17. Write the procedure of Bed Making.
- 18. Explain duties and responsibilities of bell desk staff.