

अम्बेडकर विश्वविद्यालय दिल्ली



Ambedkar University Delhi

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

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

## **GENERAL INFORMATION**

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

## Syllabus

### Certificate Programme in Food & Beverages Service Assistant

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

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

#### Trade Theory

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

#### Reference Books:

Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill  
Food & Beverage Service –Lillicrap & Cousins, ELBS  
Modern Restaurant Service –John Fuller, Hutchinson

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

### Trade Practical

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

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

### Faculty:

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

### Pedagogic Approach

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