

Diploma IN Food And Beverage ServiceFOOD & BEVERAGE SERVICE - IITHEORY :

Simple methods of restaurant sales, controls - K.O.T flow and billing. Computerized order taking and billing.

Breakfast - English, American, Continental and Indian Breakfast (laying & service).

Ice creams / Sundaes / Shakes - Different types and their service.

Knowledge - Buffet, Layout, Display & Service.  
Banquets, inquiry forms, sitting space, seating arrangements, service formalities, toast procedures.

Room Service - Centralised and decentralised - Room service of breakfast, snacks, lunch, dinner; Beverages - alcoholic or non-alcoholic. Room Service flow chart.

Wine - Definition, making and classifications of wines, wine quality and labeling. Wine trade terms - main wine producing countries, wine brand names. Service of red, white and sparkling wines, fortified wines, Aperitifs.

Spirits - Whiskey, rum, brandy, gin, vodka and their famous brands.  
Liqueurs - Different types with their predominant flavourings and famous ten brands.

Cocktails - Classification, rules of making cocktail and recipe of 50 cocktails.  
Beer - Manufacture, service, storage types and brands of beer.

Bar lay out, operation and licensing.

Dispensing of spirits.

Storage of alcoholic beverages and cellar management.

Tobacco-cigars, cigarettes and its brand and strength.

PRACTICALS :

Service and accompaniments of special dishes - smoked salmon, caviar, asparagus, grape fruit, artichoke, melon, cheese, fresh fruits.

Service of breakfast - English, Continental and Indian. (for Restaurant/Room Service)

Service of hot beverages - Tea, Coffee & Coco.

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# Diploma IN Food AND Beverage Service

First Sem.

## BUSINESS COMMUNICATION

### FHM 102

- UNIT-1 : Introduction – Definition, objectives, principles of effective communication and the importance of good communication.
- UNIT-2 : Types of communication – formal, informal, verbal, written, horizontal, vertical.
- UNIT-3 : Essentials of good business letter and types of letters – Official, D.O.
- UNIT-4 : Letter writing - Circular, Memo, Notice, U.O. Note, applications Bio-data (C.V.) covering letter, Invitations, Greetings, Apologies.
- UNIT-5 : Use of telephone, fax, taking telephonic orders, telephone etiquette's.
- UNIT-6 : Communication with guest and Body language.

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