

HOSPITALITY MANAGEMENT

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Unit 4

Topics covered :

Food and Beverage department – Introduction

Hierarchy, duties and responsibilities

F&B outlets and functions

Types of services

Food and Beverage department - Introduction

- Food and beverage services sector contributes a great deal to the profits in hospitality industry.
- With the increase in importance of business meetings, a range of personal and social events, a large number of customers visit catering establishments frequently.
- The food and beverage professionals tirelessly work to intensify customers experience through their service.
- **Definition:** It is the process of preparing, presenting and serving of food and beverages to the customers.

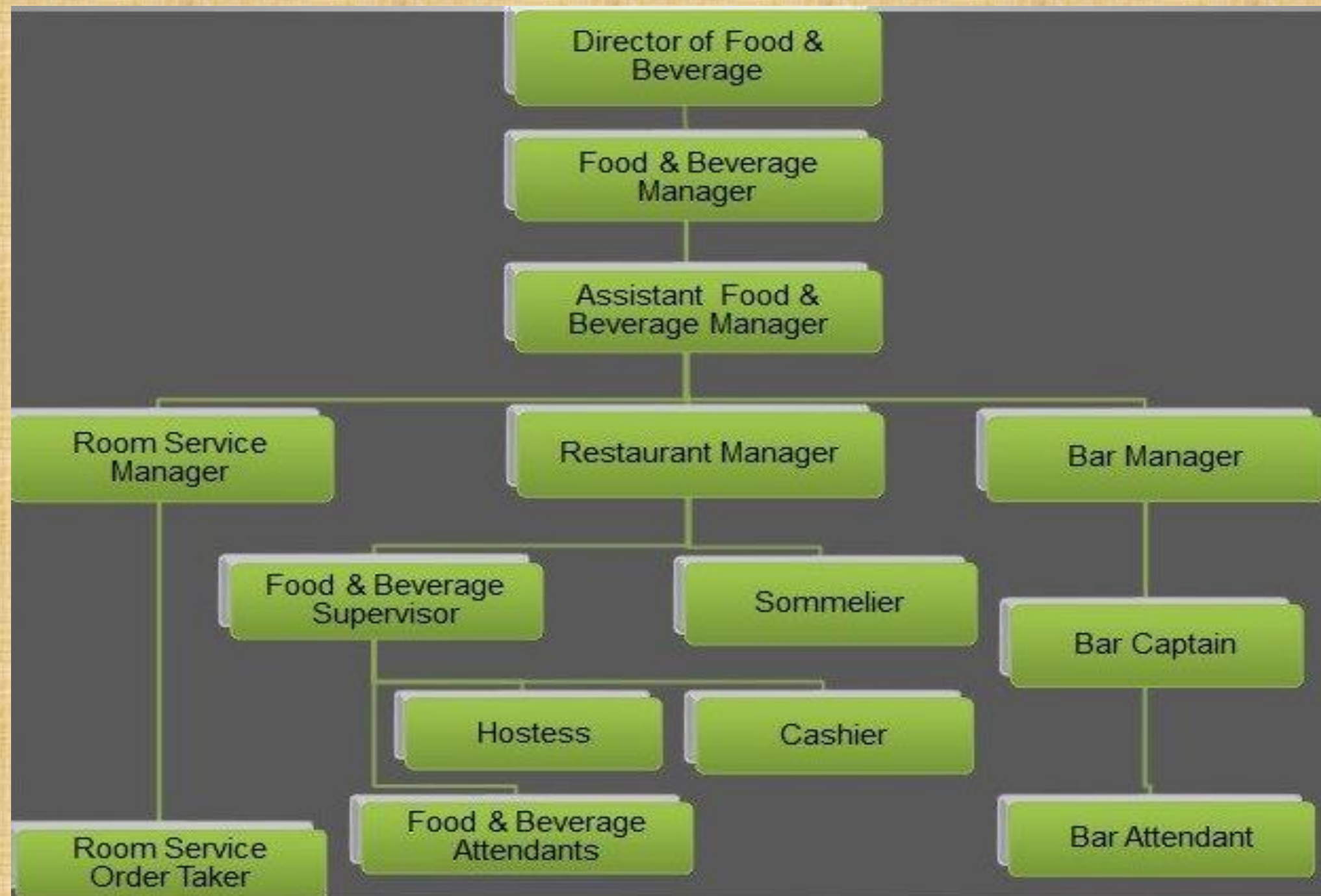
Types of F&B operations : Commercial like restaurants and Non-commercial like hospitals etc.



Food & Beverages

Hierarchy, duties and responsibilities

- The organisation chart of Food and Beverage Service department should provide a clear picture of the lines of authority and the channels of communication within the department.
- In a large hotel, the department is headed by the Food and Beverage Director who is assisted by the respective outlet managers / Asst. F&B Manager.
- F&B Service department chart not only provides for a systematic direction of orders but also protects employees from being over directed.



Duties and responsibilities

Provide Customer Service

- ✓ The Food and Beverage Server is the face of the restaurant and has considerable influence on its patrons' experience.
- ✓ They must maintain a professional and friendly demeanour and offer timely assistance to customers in order to ensure that their needs are met.
- ✓ ☐ If any issues arise with throughout the customer's dining experience, the Food and Beverage Server is responsible for resolving it.

Take orders

- ✓ Presenting menus, answering questions and offering suggestions, the Food and Beverage Server will guide patrons through the restaurant offerings and eventually take down their chosen orders.
- ✓ ☐ It is often the duty of the Food and Beverage Server to explain menu items, assist patrons with special dietary needs and recommend menu items that the restaurant would like to sell more of.

Serve Food and beverages

- ✓ Responsible for bringing orders from the kitchen to customers, Food and Beverage Servers must remember where to bring each order or maintain an organized record of order to which he or she can refer.

Clean and prepare tables

- ✓ In order to ensure that tables are prepared for each party, the Food and Beverage Server must clear tables of all plates, cups, and flatware after a party leaves, wipe down tables and properly re-set them with clean tableware.

Process payments

- ✓ Food and Beverage Servers ensure that patrons receive their bills in a timely manner and that all orders are properly listed and priced.
- ✓ They receive and process payments, operating the register, and return paid checks and receipt to customer.
- ✓ They are responsible for resolving any discrepancies in billing.



OUTLETS IN F&B DEPARTMENT

Airport Lounges	Grill Rooms
Bars	Pubs
Coffee Shops	Poolside Barbeque
Casual Dining	Ethnic Restaurants
Night Clubs	Take-away Counters
Cafeterias	Themed Restaurant
Restaurants	Vending Machines
Fast food outlets	Food courts

TYPES OF SERVICES

1. 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. The table is covered in this service.

It is grouped into the following types:-

- a) English or host service
- b) American plate or service
- c) French service
- d) Silver service
- e) Russian service
- f) Gueridon service
- g) Snack – Bar service



2. Assisted Service - In this type of category, the guest enters in the dining area and helps himself to the food, either from a buffet counter or he may get served partly at table by waiter/waitress and he collects any extras he needs from the counter. Eating may be done on either at table, standing or in lounge area/ banquet hall. Example : Buffet Service.

3. Self Service - In this type of service, the guest enters in the dining area, selects his own tray or from the food counter and carries food by himself to his seating place. Example : Cafeteria service.



4. 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 dinning area or seats. Examples: Take away, Vending machine, Food court etc.

5. Specialized service - In this category the guest is served at the place, which is not meant or designated for food & beverage service (i.e. guest rooms or any special area). Examples : Room service, home delivery, grill service etc.



THE END