



FOOD & BEVERAGE SERVICE OPERATION

TOPIC 1 F&B Hygiene and Work Safety Practice

Introduction to Food & Beverage Service:

- Attribute of good service personnel
- Introduction of Hospitality
- F&B Department organizational chart
- Roles and responsibility
- Communication

Grooming Standards

Hotel Grooming Standards



Grooming it's the method of making yourself look good and clean. The things you do to make yourself tidy and pleasant, and your appearance. Our looks are a sign of who we are. Our grooming should build a professional workplace picture, and we must be attentive to our appearance and location. Grooming is a blend of style and discipline. It is to project to our esteemed costumers an image of the culture and ethics of the organization that is our guests.

All staff must adhere to grooming standards, and not deviate from them. Eating, drinking, smoking, or chewing gum is strictly not permitted where hotel guests amongst guests. A designated smoking area will be provided at each hotel and can be used only during meal breaks.

Grooming Standards in Food & Beverage Service Department:

Grooming Standards for Gentlemen

Hair:

- Hair should be combed back, short, well-trimmed and should not cover the forehead.
- Hair should not be grown below the nape of the neck.
- The natural colour of hair to be maintained and not be excessively gelled or frizzy.
- Sideburns should not be below the middle of the ear.



Man have to be clean shaven at all shifts.



No visible Tattoos



Moustache and beard:

- Moustache if worn be well-trimmed and not cover the upper lip.
- Should be clean-shaven on duty.
- Beard permitted for religious reasons only should be well-trimmed.

Nails:

- Hand and toe Nails be clean and well-trimmed.
- No colour is permitted.

Jewelry:

- Jewelry must be limited to a minimum
- One ring on each hand
- Bracelets are not allowed unless for religious reasons.
- Metal watches of reasonable size with leather or metal strap to be worn.
- Earrings are not permitted

Breath:

- The breath must be fresh (no smell of foodstuff, cigarette smoke or alcohol)

Body odour:

- Ensure that deodorants and/or anti perspirants are used daily to ensure that nobody odour is present.

Footwear:

- Black socks to be worn. Socks be changed daily so that it doesn't smell
- Black shoes with laces to be worn
- Safety shoes by company are issued to engineering and Kitchen employees and the same to be worn.

Grooming Standards for ladies

Hair:

- Hair should be combed back, well-trimmed and should not cover the forehead.
- Hair should be made into a bun and covered with a net.
- Hair length if just up to the nape of the neck could be made into a ponytail.
- Hair should not fall below the nape of the neck.
- The natural colour of hair to be maintained and not be excessively gelled or frizzy.



Face:

- A light make up of foundation, eyeliner be worn.
- Rouge as per skin tone may be worn.



- A neutral or medium shade lipstick should be worn.
- Heavy or brightly coloured makeup to be avoided.

Nails:

- Hand and toe Nails be clean and well-trimmed.
- If nails are long they should be shaped
- Nail polish of neutral or light shades are permitted.

Jewelry:

- Jewelry must be limited to a minimum.
- No large or hanging or noisy jeweler to be worn.
- One ring on each hand
- One simple bracelet or bangle can be worn.
- Only one Ear studs to be worn.
- Metal watches of reasonable size with leather or metal strap to be worn.

Breath:

- The breath must be fresh (no smell of foodstuff, cigarette smoke or alcohol)

Body odour:

- Ensure that deodorants and/or anti prespirants are used daily to ensure that no body odour is present.

Footwear:

- Stockings may or may not be worn with skirts.
- If worn should be of skin tone and plain in texture. In case of trousers black socks to be worn.
- Black shoes with a small heel to be worn.
- Pencil or high heels are not permitted.
- Safety shoes are issued by the company to engineering and Kitchen employees.

Hotel Grooming & Its Importance



IMPORTANCE OF GROOMING IN HOTEL INDUSTRY



- Polished presentation is vital to success in the hotel industry.
- Improves the quality of our personal conduct toward others.
- The right way to respond which focuses primarily on respect and humility.
- It resembles the normal Standard in society.
- Makes others placed you in their view of the higher place.
- Capable of establishing a good connection with others.
- Capacity to exercise ethical law over a team.

1) Report on Duty:

1. Present yourself in a tidy appearance toward our guests and represent the highest standards of service.
2. Report on duty 5 - 10 minutes before your shift starts.

2) Staff grooming & hygiene:

- Wash your hair before you go out on duty.
- Be sure the shoes are clean and polished before going into service.
- Females must wear suitable stockings with black court shoes where heels are not more than two inches high.
- Males will wear shoes and black socks.
- At Housekeeping Linen Room change your uniform regularly.
- You must wear clean pressed uniforms with neatly washed hair, polished shoes, a new name badge and no
- If buttons are missing contact Housekeeping Uniform Linen Room.
- If your name badge is damaged or missing contact the HR Team.
- Change your socks every day.
- Only one ring and a watch, small earrings for female employees, is required.

- Only one ring and watch is permitted, small earrings for female staff.
- Take a dip regularly.
- Brush your teeth daily and always wear a smile. Use breath freshener if necessary.
- Teeth should be smooth and breath should be new. It can be done by frequently brushing the teeth and occasionally visiting the dentist for check-ups.
- Perfumes/aftershave deodorant / eau de toilette can be used but not so much as offensive.
- Earrings, beards, and mustaches are forbidden for male staff.
- Light cosmetics with colors that complement the uniform and skin tones may be worn. Lipstick of a suitable color must be worn at all times.
- If make-up is worn it should be light and natural-looking. Avoid vivid colors, like bright blues or violets around the eyes, and make sure the blusher does not look too dramatic. Bright lipstick colors should also be avoided.
- Be aware of your posture. Walk briskly with a straight back and do not lean on walls.
- Never run in the lobby.
- Check your appearance in a mirror in the locker rooms before going on duty.
- Female hair length beyond the shoulder must be neatly tied/ bundled.
- Men must have short well-combed hair that doesn't extend below the collar or over the ears.
- Avoid excessive use of hairsprays and gels, as they can make the hair look stiff and unnatural.
- Do not use unnatural hair-colors e.g. green, blue, unnatural blond, etc.

Personal hygiene

Personal hygiene is often the cause of many food poisoning cases. However, it tends to be de-prioritised when it comes to food safety. Observing and monitoring your kitchen staff's personal hygiene is crucial in preventing food contamination. Let's start by taking a look at what your crew should wear.



- **Uniforms** - Wear a clean uniform every day and only put it on at the workplace
- **Aprons** - Different full aprons should be worn at different prep stations (e.g. seafood and vegetables)
- **Gloves** - Different disposable gloves to be used when handling raw and cooked food
- **Shoes** - Wear only non-slip, full covered shoes

Hygiene practices

In addition to proper attire, there are simple actions that can have a huge impact on the quality and hygiene of your food. We also suggest conducting regular checks every morning to ensure that your crew is disciplined in maintaining their own personal hygiene.

Do not:	Do:
Sneeze into food	Keep your fingernails short and clean
Scratch your body when cooking/serving	Keep your hair and beards neat and tidy – long hair should be tied up
Rub your face/nose on your shoulder	Wash hands frequently and thoroughly with soap
Clean your ears with your fingers	Work on a clean surface
Wipe off perspiration with your bare hands	Use different plastic chopping boards and knives for cooked and raw food
Wear accessories	
Come to work if you are sick	

Professionalism in the work place demands the following:



- Mature responsibility and show passion for your work
- Know how and achieve expected result
- Give appropriate feedback and on time to the co-workers and supervisor
- Respect for self and for others and their time
- Coming to work with a good attitude and performance
- Be friendly and a team player
- Problem solving perseverance
- Show a willingness to learn and volunteer for new tasks



INTRODUCTION OF HOSPITALITY

Definition of Hotel

A commercial establishment providing lodging, meals, and other guest services.

In general, to be called a hotel, an establishment must have a minimum of six letting bedrooms, at least three of which must have attached private bathroom facilities. Although hotels are classified into 'Star' categories (1-Star to 5-Star), there is no standard method of assigning these ratings, and compliance with customary requirements is voluntary.

A US hotel with a certain rating, for example, is may look very different from a European or Asian hotel with the same rating, and would provide a different level of amenities, range of facilities, and quality of service. Whereas hotel chains

assure uniform standards throughout, non-chain hotels (even within the same country) may not agree on the same standards.

In Germany, for example, only about 30 percent of the hotels choose to comply with the provisions of the rules established by the German Hotels & Restaurants association. Although both WTO and ISO have been trying to persuade hotels to agree on some minimum requirements as world-wide norms, the entire membership of the Paris-based International Hotel & Restaurant (IH&RA) opposes any such move.

Categories

A 1-Star hotel provides a limited range of amenities and services, but adheres to a high standard of facility-wide cleanliness.

A 2-Star hotel provides good accommodation and better equipped bedrooms, each with a telephone and attached private bathroom.

A 3-Star hotel has more spacious rooms and adds high-class decorations and furnishings and color TV. It also offers one or more bars or lounges.

A 4-Star hotel is much more comfortable and larger, and provides excellent cuisine (table d'hote and a la carte), room service, and other amenities.

A 5-Star hotel offers most luxurious premises, widest range of guest services, as well as swimming pool and sport and exercise facilities.

Types of Hotels or classification of hotel by type

A Hotels are classified according to the hotel size, location, target markets, levels of service, facilities, number of rooms, ownership and affiliation etc.

1. Size - Or number of rooms, Under 150 rooms, 150 to 299 rooms, 300 to 600 rooms, More than 600 rooms

These categories enable hotels of similar size to compare operating procedures and statistical results.

2. Target Markets

Hotel target many markets and can be classified according to the markets they attempt to attract their guests. Common type of markets include business, airport, suites, residential, resort, timeshare, casino, convention and conference hotels.

Business Hotels: - These hotels are the largest group of hotel types and cater primarily to business travelers and usually located in downtown or business districts. Although Business hotels primarily serves business travelers, many tour groups, individual tourists and small conference groups find these hotels attractive. Guest amenities at business hotels may include complimentary newspapers, morning coffee, free local telephone calls, Breakfast etc. In addition to this facilities like access to business centre, personal computer, Wi-Fi and fax machines also provided to the guest.

Airport Hotels: - These type of hotels typically target business clientele, airline passengers with overnight travel layovers or cancelled flights and airline personnel. Some hotels might give free transport between hotel and airport. Some hotels also provide meeting facilities to attract guests who travel to a meeting by air and wish to minimize ground travel. Another attraction of these hotels is instead of charging the guest on a daily basis guest can also pay for their room on an hourly basis.

Suite Hotels: - These kind of hotels are the latest trend and the fastest growing segments in the hotel industry. Main attraction of these hotels is guestrooms with a living room and a separate bedroom. In exchange for more complete living room suite hotels generally have fewer and more limited public areas and guest services than other hotels. This also helps keep suite hotel's guestroom prices competitive in the market .Professionals such as accountants, lawyers, business men and executives find suite hotel particularly attractive as they can work and also entertain in an area besides the bedroom.

Extended Stay Hotels: - Extended stay hotels is somewhat similar to the suite hotels, but usually offers kitchen amenities in the room. These kind of hotels are for travelers who want to stay more than a week and does not want to depend on the service of the hotel. Extended service hotels usually does not provide any F & B service or Laundry service etc. These kind of hotels are considered by guests as "Home away from home"

Apartment Hotels: - Apartment / Residential hotels provide long-term or permanent accommodation for Guest. Usually guest makes a lease agreement with the hotel for minimum of one month up to a year. These lease agreements are renewed on a yearly basis. Guest rooms generally include living room, bedroom, kitchen, private balcony, washing machines, kitchen utensils etc. Residential hotel also provided Housekeeping, laundry, telephone and in some hotels a restaurant and lounge etc. will be present on the premises.

Resort Hotels: - Resort hotels are usually located in the mountains, on an island, or in some other exotic locations away from cities. These hotels have recreational facilities, scenery, golf, tennis, sailing, skiing and swimming. Resort hotels provide enjoyable and memorable guest experiences that encourage guest to repeat to the resort.

Bed and Breakfast Hotels: - These are houses with rooms converted into overnight facilities, this can size up to 20 to 30 guest rooms. They are also known as 'Home Stay's'. The owner of the B&B usually stay on the premises and is responsible for serving breakfast to guest. Due to the limited services offered at these hotels the price for room is very less than any full service hotel.

Timeshare and condominium Hotels: - Another new type or segment of the hospitality industry is the timeshare hotels. These are sometimes referred to as "Vacation-interval" hotels. Timeshare hotels are where the guests who purchase the ownership of accommodations for a specific period .These owners may also have the unit rented out by the management company that operates the hotel. Condominium are similar to timeshare but the difference between the two lies in the type of ownership. Units in condominium hotels only have one owner instead of multiple owners, each for a limited amount of time each year. In a condominium hotel, an owner informs the management company if when he/ she wants to occupy the unit.

Casino Hotels: - Hotels with gambling facilities may be categorized as a distinct group called Casino Hotels. Although the food and beverage operations in casino is luxurious their functions is secondary to and supportive of casino operations. Casino hotels attract guest by promoting the gambling and other entertainments.

Conference Centres: - These type of hotels focus on meeting and conferences and overnight accommodation for meeting attendees. They also provide High quality audiovisual equipments, business services, flexible seating arrangements, flipchart etc. These hotels mostly located outside the metropolitan areas and have facilities like golf, swimming pools, tennis courts, fitness centres, spas etc.

Convention Centres: - Convention hotels are larger in size compared to conference centres and likely to have more than 1500 rooms. These hotels are huge and have sufficient number of guest rooms to house all the attendees of most conventions, even the size of the meeting rooms, ball rooms, exhibit rooms are quite huge .They usually cater to convention market for state, regional, national, and international associations .

3. Levels Of service

World class service: - These are also called luxury hotels, they target top business executives, entertainment celebrities, high- ranking political figures, and wealthy

clientele as their primary markets. They provide upscale restaurants and lounges, concierge services and also private dining facilities. Guestrooms are oversized, heated and plush bath towels, large soaps bars, shampoo, shower caps and all amenities. Housekeeping services are given two times a day including turn-down service. Above all luxury hotels give personalized service to the guest and have a relatively high ration of staff members to guests.

Mid-Range Service: - Hotels offering mid-range service appeal it the largest segment of the travelling public. This kind of hotels does not provide elaborate service and have an adequate staffing. They also provide uniformed service, food and beverage room service, in room entertainment's and also Wi-Fi. Property may offer a speciality restaurant, coffee shop and lounge that cater to visitors as well as hotel guests. Type of guests who like to stay at these hotels are business people, individual travelers and families. Rates are lower than luxury hotels as they provide fewer services, smaller rooms and a smaller range of facilities and recreational activities.

Economy / Limited Service: These hotels provide clean, comfortable, safe, inexpensive rooms and meet the basic need of guests. Economy hotels appeal primarily to budget minded travelers who wants a room with minimum services and amenities required for comfortable stay, without unnecessary paying additional cost for costly services. The cliental of these hotels include families with children, travelling business people, backpackers, vacationer's retirees etc. These type of hotels might not offer food and beverage facilities.

4. Ownership and Affiliations

Ownership and affiliation provide another means by which to classify hotel property. There are two types, one is Individual and another is chain hotel.

Independent Hotels: - They do not have identifiable ownership or management affiliation with other properties. That means these properties doesn't have any relationship to another hotel regarding policies, procedures, marketing or financial obligations. Example for the same would be family owned and operated hotel that is not following any corporate policies or procedures. The advantage of an individual property is its autonomy. An independent hotel however does not get the advantage of board advertising exposure or management insight and consultancy of an affiliated property.

Chain hotels: - These kind of ownership usually imposes certain minimum standards, rules, policies and procedures to restrict affiliate activities. In general the more centralized the organization the stronger the control over the individual property. Some chain have strong control over the architecture, management and standards of affiliate properties. Others concentrate only on marketing, advertising and central purchasing

5 STAR HOTEL FACILITIES

24 Hours Services / Normal Operation Hour:

- Business Center
- Concierge Services
- Doctor on Call
- Duty Manager
- In-room Dining
- Laundry & Pressing
- Foreign Currency Exchange
- Gymnasium
- Coffee House
- Specialty Restaurant
- Fine Dining Restaurant
- Lounge
- Bar
- Baby Sitting Service
- Butler Service
- Wi-Fi Internet
- Meeting / Conference / Board Room
- Event Hall
- Spa

