



F&B

Food & Beverage
Service Operation

PREPARED BY CHERYL Y.

Learning Objective

Enable trainees to understand and perform job responsibilities and tasks related to Food & Beverage services. This course also help to enhance their personal development skills.



Prepared by Cheryl Y.





Learning Outcomes

- Understand and practice positive personal and professional attributes of F&B Service personnel.
- Understand types of food service operations, organization of food and beverage and its responsibilities.
- Identify the various F&B service areas, equipment and tools and demonstrate the proper understanding of each.
- Understand F&B guest reservation
- Understand guest cycle of service in food and beverage and perform service sequences from operation preparation to end of service procedures.
- Understand beverage services knowledge from equipment, products and service procedures.

MODULES

Topic 1

F&B Hygiene and
Work Safety
Practice

Topic 2

F&B Basic Service
Operation
Preparation

Topic 3

F&B Guest
Reservation
Operation



Topic 4

F&B Guest Service
Operation
Function

Topic 5

Beverage Service
Operation
Function

Topic 6

Food Service
Operation
Function



Prepared by Cheryl Y.



TOPIC 1

F&B Hygiene and Work Safety Practice

Prepared by Cheryl Y.

INTRODUCTION TO FOOD & BEVERAGE SERVICE

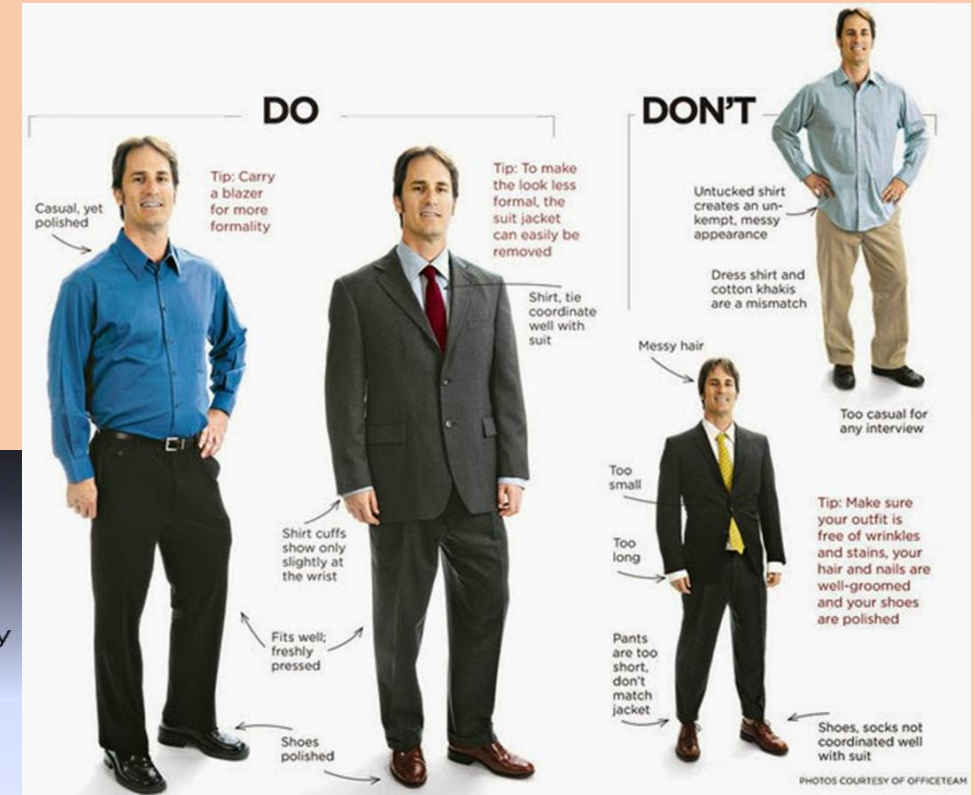
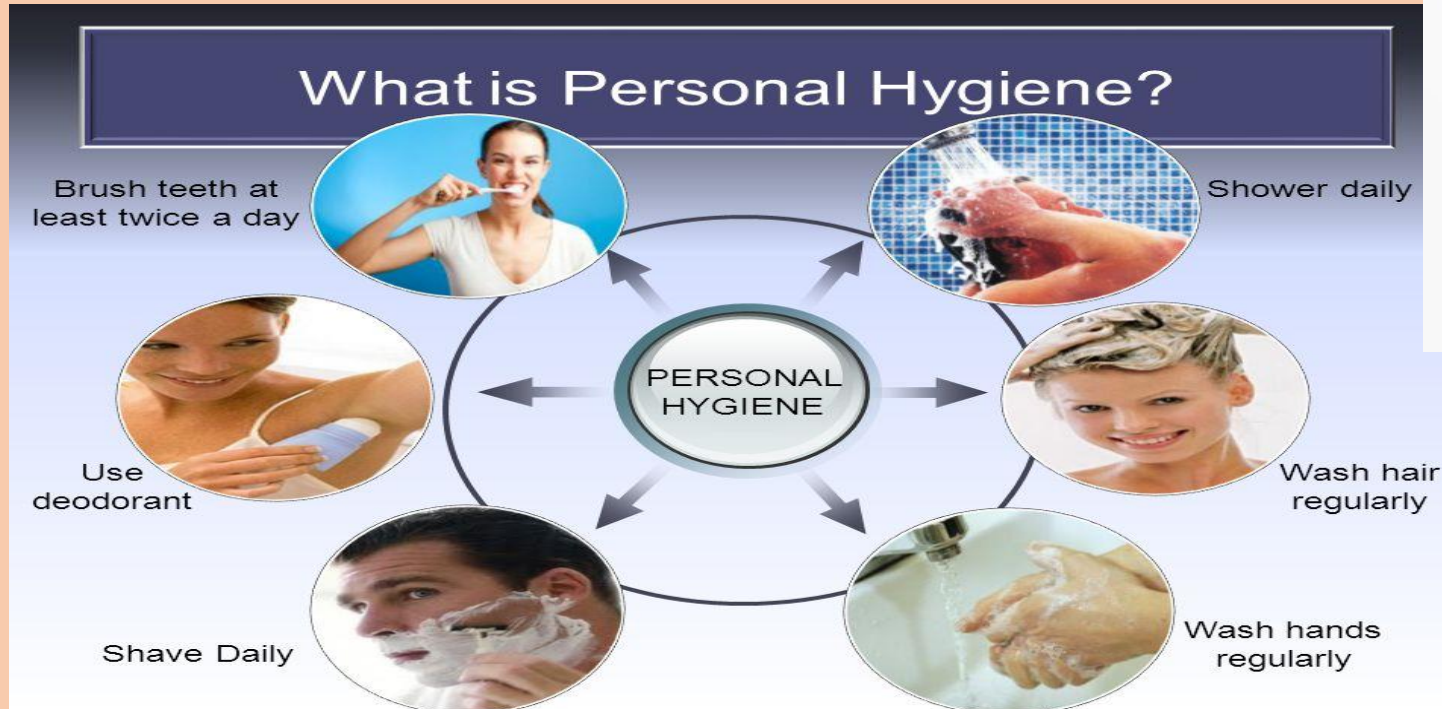


- Attribute of good service personnel
- Introduction of Hospitality
- F&B Department organizational chart
- Roles and responsibility
- Communication

TOPIC 1 F&B Hygiene and Work Safety practice

1. Identify personal hygiene and work safety

- Personal hygiene
 - Personal grooming
- Top to Toe
Do and Don't



Grooming in Hospitality



What is GROOMING?

The act of grooming is to make yourself look nice, neat and clean.

APPEARANCE STANDARDS

Uniforms

- 1. Must be neat and well pressed.
- 2. Must be clean and spotless.
- 3. Well maintained, no patches and missing part e.g. buttons.
- 4. Buttoned up and hooked as designed.
- 5. Clean and unscratched name tag to be worn.



Grooming – Hairstyle Female

- Tie your hair in a neat hairstyle with hair pulled back from face.
- Hair if longer than second collar line or jaw line should be tied into a bun.
- Should be well groomed with neat appearance at all times.
- Hair holding devices should be plain and of natural colours.

Grooming - Hairstyle - Gentleman



- Should be short, trimmed, not fall over the ears, eye brows or even touch the back of the collar.
- Natural looking no bright colours
- Long hair tied back
- Always presence in neat appearance.
- Face clean shaven.



Uniform - General

- Uniform represent your company image and your image.
- First impressions are made within the first 5 minutes of meeting someone.
- **Neat, clean, well ironed** uniform is acceptable and appreciated by one and all at all times.

Grooming - General

Light and Natural Colours



- Male – no make up or lip colours or eye liners – natural non-glossy lip balm are allowed
- Female - light colour make-up, subtle and carefully applied, use the right colour for your skin tone, blush- on cheek bones to enhance your features, replenish lipstick (pink or red) to look fresh at all time.

Grooming - General

Nails

- To be kept short (trimmed)
- Clean
- No coloured nail polish



Jewellery

- Wedding Ring
- Earring (Ears & ladies only) – only 1 pair
- No watch
- No visible necklace or bangle

Grooming - General

Shoes

- Clean
- Polished
- Black socks



Grooming & Attire

It is important that you attend an interview well presented and well groomed.

You must ensure:

- Your clothes are clean and ironed
- You are showered and your hair is clean and well groomed
- You do not wear overpowering cologne or perfume
- You do not smell of cigarette, alcohol or strong smelling foods
- If you have facial hair, that it is well groomed



Business attire can consist of nice ironed blouse/shirt, pants/skirt, ties or jacket etc.



Casual attire such as jeans, t-shirts, thongs etc are not suitable interview attire



Do's & Don't's

Grooming

Do's

- Be well groomed
- Do have pleasant body odour
- Always wear clean, washed, starched, and ironed uniform
- Do have a good breath.
- Do wear polished shoes.



Don'ts

- Don't Have unpleasant foot smell.
- Don't Have dirty hands and fingernails.
- Don't wear spotted or greasy cloths.

Be Professional at Work

DO	DO NOT
Be friendly and polite	Chew gum
Be helpful	Use mobile phone
Give eye contact	No hand in the pockets
Listen	Lean
Stand straight always	Point at people
Always smile	Run

A Good & Professional Server

Reliable: Complete task independently, good time management, confident & serve well

Co-operative: Obey superior instruction, good team player, focus on job even under stress / time

Personable - Pleasant personality, friendly, courteous, polite, patient to guests, co-worker, superior

Healthy - Avoid spread disease & good appearance, able to lift up and carry tray

Clean & Neat - First impression, representing company image. Hair, nails, shoes, uniform & service wares.

Knowledgeable & Courteous



Prepared by Cheryl Y.

TOP TRAITS OF A HOSPITALITY PROFESSIONAL

Empathetic

Listening

Oral Communication

Energetic &
Resourceful

Sense of Humour



Local Knowledge

Flexible & Patient

Multi-Tasking

Calm & Composed

A bright, clean hotel room with a bed, desk, and window. The room is well-lit, featuring a bed with white linens and a striped blanket, a desk with a chair, and a window with curtains. A lamp and a vase of flowers are also visible.

TOPIC 1

INTRODUCTION OF HOSPITALITY

Prepared by Cheryl Y.

Definition of Hotel

- ❑ Hotel defined by British as a place where a Bonafide traveler can received food and shelter, provided he is in the condition to pay it and is in a condition to be received.
- ❑ Hotel industry originated in the 6th Century B.C.
- ❑ It is one of the oldest endeavor
- ❑ Earliest inns where just large hall where travelers slept on the floor along with the animal on which they travelled.
- ❑ These condition prevailed for hundreds of years until the mode of travel changed.



Classification of Hotel



Market Segment

- Economy / limited services hotels
- Mid Market Hotel
- All Suite Hotel
- Time share Hotels
- Executive Hotel
- Luxury / Deluxe Hotel

According to Size

- Small Hotel (150 room)
- Medium Hotel (up to 299 rooms)
- Large Hotel (up to 600 rooms)
- Extra Large Hotel (above 600 rooms)

Level of Services

- World Class Services
- Mid Range Services
- Economy / Limited Services Hotel

Ownership & Affiliation

- Independent Hotel
- Chain Hotel
- Franchisee Hotels

According to Stars

- One (*) Two (**) Three (***) Four (****) Five Star (*****)
- Five Star Deluxe (*****deluxe)

5 Star Hotel Facilities

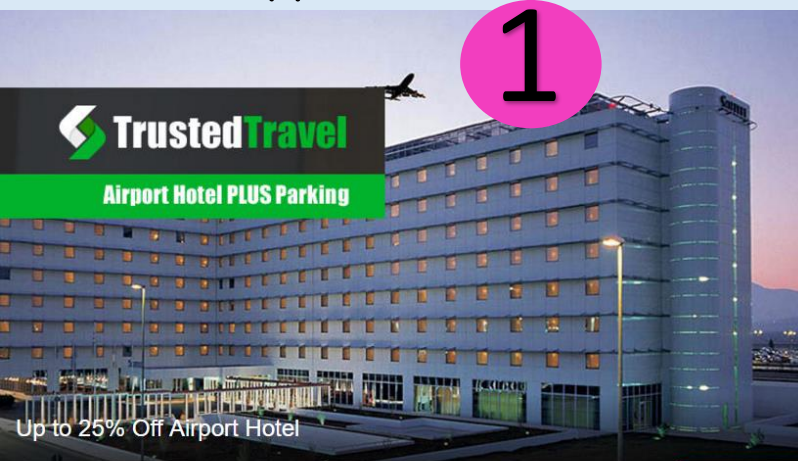


24 Hours Services / Normal Operation Hour :

- 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

TYPES OF HOTELS

1. Hotels - Are set-up near by airport. They have transit guests who stay over between flight.
2. Business Class Hotel - City Centre - Generally located in the heart of city within a short distance from business centre, shopping arcade. Rates are normally high due to their location advantages. They have high traffic on weekdays and the occupancy is high.
3. Resorts Hotel - are also termed as health resort or beach hill resort and so depending on their position and location. The cater for people who wants to relax, enjoy themselves at hill station. Most resort work to full capacity during peak season. Sales and revenue fluctuate form season to season.
4. Sub-urban Hotels - They generally have high traffic on weekend. It is ideal for budget travelers. This type of hotel rates are moderately low.



 **TrustedTravel**
Airport Hotel PLUS Parking

Up to 25% Off Airport Hotel

BOUGHT **89**

TIME LEFT
00 : 08 : 52 : 24
DAYS HRS MINS SECS

BUY!

BUY AS A GIFT

NOW **£1**



Prepared by Cheryl Y.

Types of Hotel

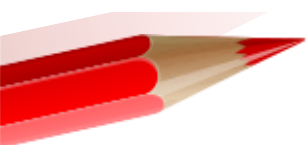

6. Rotels - Hotel on wheel. Very own "palace on wheels" and Deccan Odessey" is train providing a luxurious hotel atmosphere. Their interior is done like hotel room. They are normally used by small group of travelers.
7. Small hotel - Hotel with 100 rooms and less
8. Medium sized hotel - hotel with 100 - 300 rooms
9. Large hotel - more than 300 rooms
10. Mega hotel - hotels with more than 1000 rooms
11. Chain hotels - these are group that has hotel internationally / around several regions
12. Luxury hotel - Hotel offer world class service providing restaurant and lounges, meeting rooms, dining facilities. These guest rooms contains furnishing, artwork etc. prime market for these hotels are celebrities, business or executives, high ranking political figures
13. Service Apartment - Hotel where guest can stay for a minimum a period of 1month or to a year. They provide sitting room, bedroom and kitchenette.



Types of Hotel

14. Chalet - build on sea / beach providing luxury interiors
15. Villa - build on land, far away from city, providing luxury interiors
16. Theme Park Hotel - hotel with theme park facilities for family adventures and fun, water activities and land activities
17. Floating Hotels - implies these hotels are established on luxury liners or ships. It is located on rive, sea or big lakes. In cruise ships, rooms are generally small and all furniture is fixed down.
18. Motels - They are located primarily on highways, they provide lodging to highway travelers and also provide ample parking space. The length of stay is usually overnight.





Hotel Types	Hotel Name
5 Star Hotel	
4 Star Hotel	
3 Star Hotel	
Budget Hotel	
Hostel	
Theme Park Hotel	

Prepared by Cheryl Y.

List out the Hotel that you know according to their stars.

