

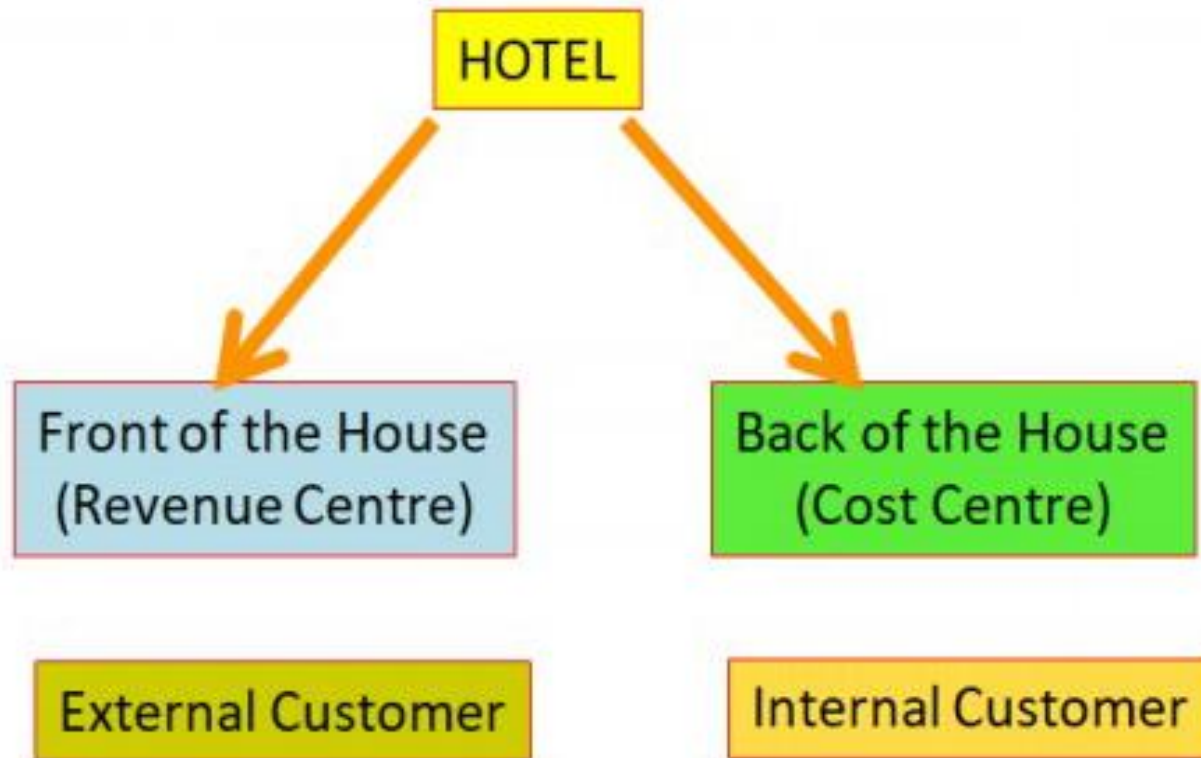
INTRODUCTION TO FOOD & BEVERAGE SERVICE



- F&B Department organizational chart
- Roles and responsibility
- Communication

PREPARED BY CHERYL Y.

Do you know?



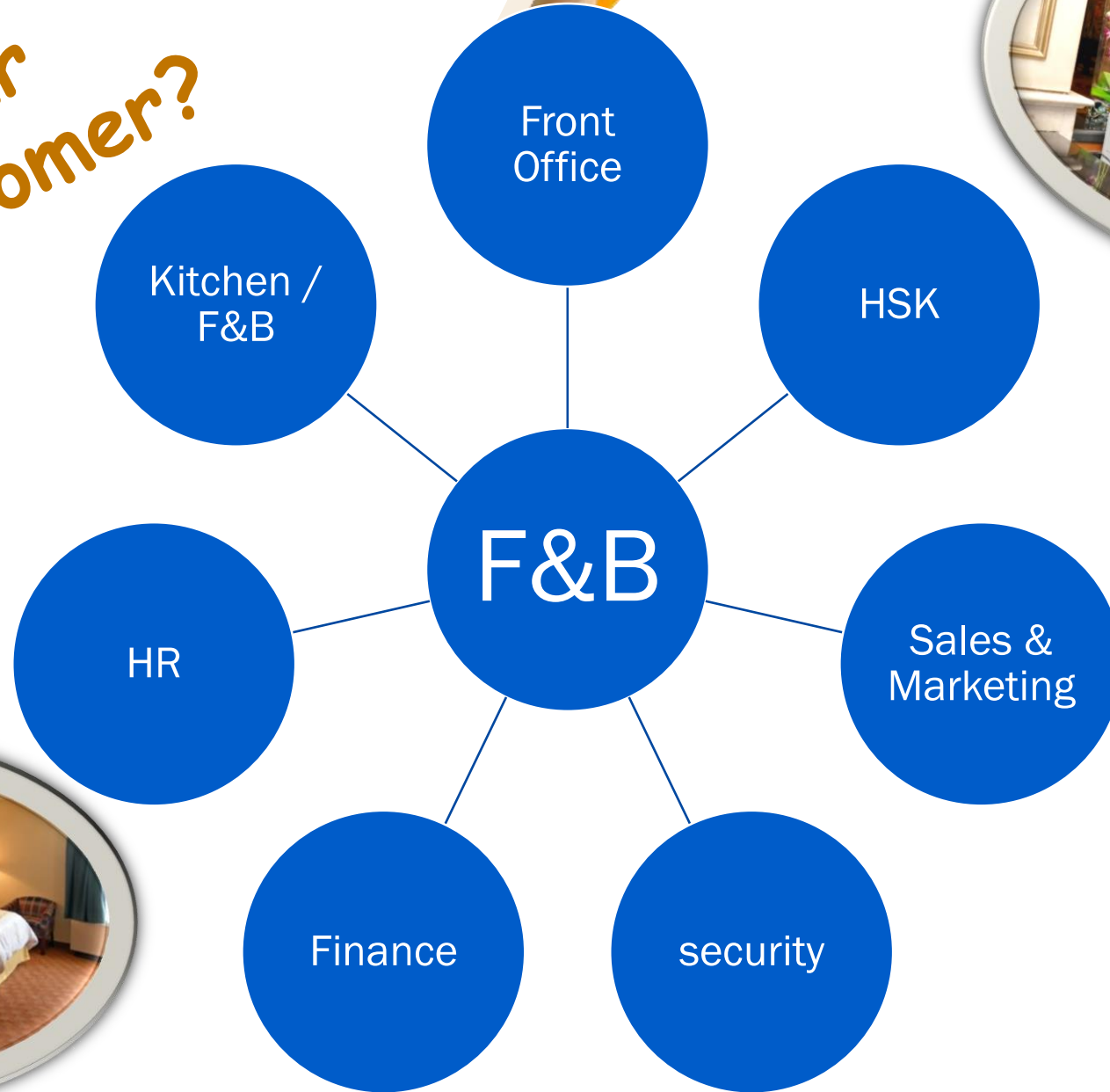
Front of the Hotel

- ✓ Refers to those departments or areas which are accessible and visible by guests.

Back of the Hotel

- ✓ Refers to those departments or areas which rarely have staff-to-guest interactions.

Who is your Internal Customer?



Hotel Operation

Front of the House

Front Office	<ul style="list-style-type: none">• Call Centre – Operator• Reservation• Concierge	<ul style="list-style-type: none">• Bellman• Reception• Club Lounge
Food and Beverage	<ul style="list-style-type: none">• Service• All Day Dining• Lounge Bar• Fine Dining• Room Service• Poolside• Speciality Restaurant	<ul style="list-style-type: none">• Outlet Chef• Western Kitchen• Cold Kitchen• Garde Manger• Butcher• Pastry• Banquet• Steward

Hotel Operation

Back of the House

Housekeeping	<ul style="list-style-type: none">• Chambermaid• Public Attendant• Gardener• Linen• Laundry
Finance	<ul style="list-style-type: none">• Income Audit• Credit• Account Payable• Account Receivable• Cost Control• Cashier• Procurement• IT
Sales & Marketing	<ul style="list-style-type: none">• Room Sales• Catering & Event Sales• Wedding Sales• Marketing Communication• Public Relation• Photography• Artist / Graphic Designer

Hotel Operation

Back of the House

Human Resources	<ul style="list-style-type: none">• Staff Welfare• People Development• Payroll
Engineering	<ul style="list-style-type: none">• Technician• Carpenter• Maintenance• Electrician
Security	<ul style="list-style-type: none">• Safety – OSHA (Occupational Safety & Health Administration)• Security

Types of Restaurants

- Buffet Restaurants
- Coffeehouses
- Fast-food Restaurants
- Ice Cream Parlors
- Seafood Restaurants
- Veg Restaurants
- Non-Veg Restaurants



Prepared by Cheryl N.

**LIST OUT THE NAME OF THE RESTAURANT
THAT YOU KNOW ACCORDING TO THE TYPES
BELOW.....**

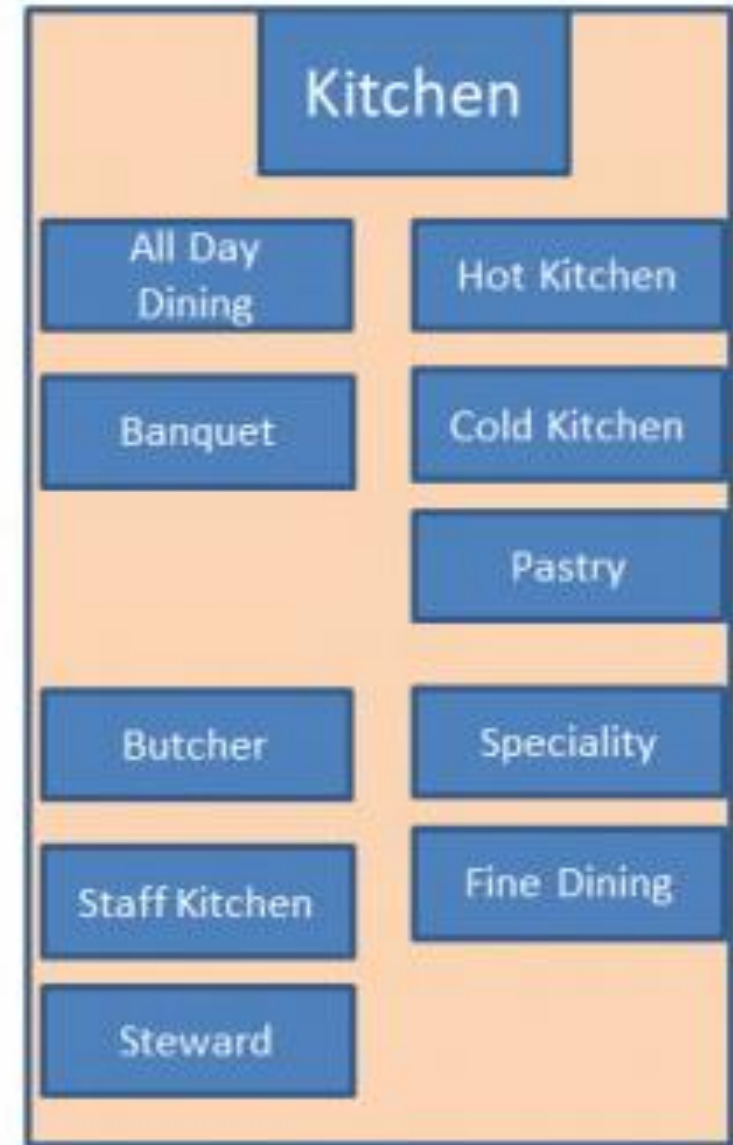
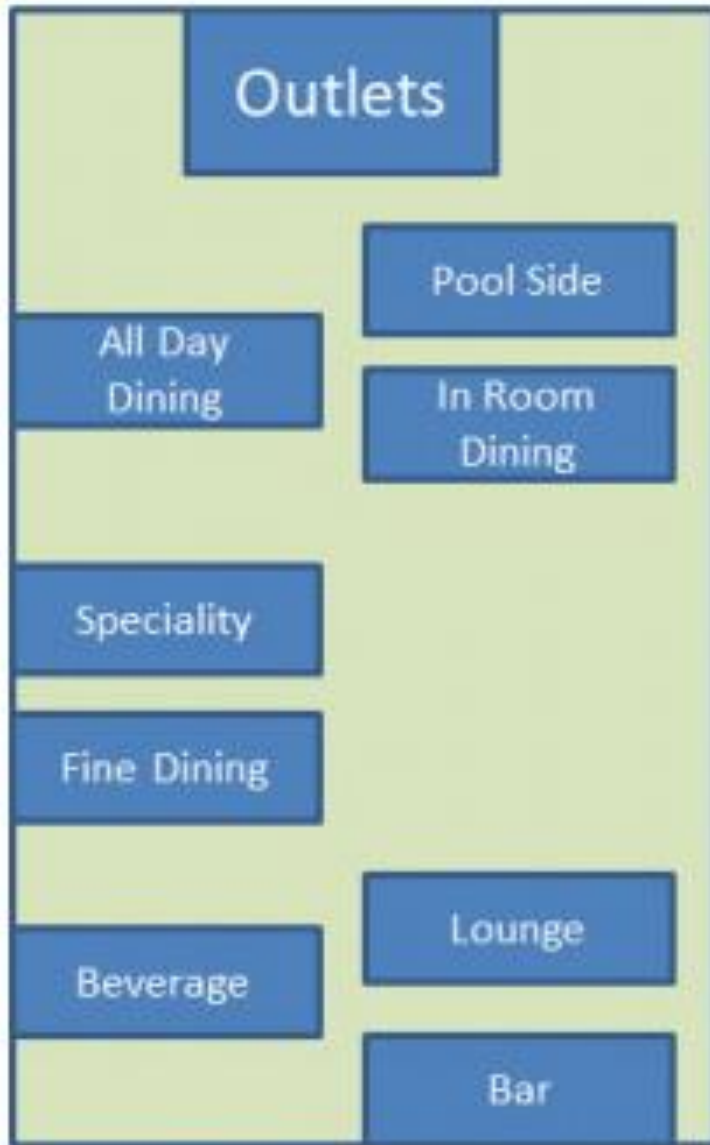
Types of Restaurants	Name of Restaurants
Buffet Restaurants	
Coffee house	
Fast-food Restaurant	
Ice Cream Parlors	
Veg Restaurant	



Coffee
Time



Division in F&B



Prepared by Cheryl U.

Roles & Responsibility

Service – Handling customer request directly

Kitchen – Handling customer request indirectly & producing products required

Stewarding – Supporting Service & Kitchen needs



Prepared by Cheryl N.

F&B Job Description

F&B Manager / Director

- Plans, organizes, direct & controls the delivery of service in all outlets, guestrooms & banquet & see to it that standard policies and procedures are complied.

Restaurant / Outlet Manager

- Responsible in his assigned outlet for operation and service flow, kitchen coordination, menu planning, promotional plan and SOP are adhere strictly.

F&B Supervisor

- Oversees F&B operation in his assigned outlet, inventory control, ensures that service is carried out in accordance with prescribed standard operating procedures.



F&B Job Description



Captain

- Oversees the set-up and delivery of service in his / her assigned station.

Hostess / Cashier

- Welcomes & greet guests at the entrance, lead guest to assigned table & billing settlement.

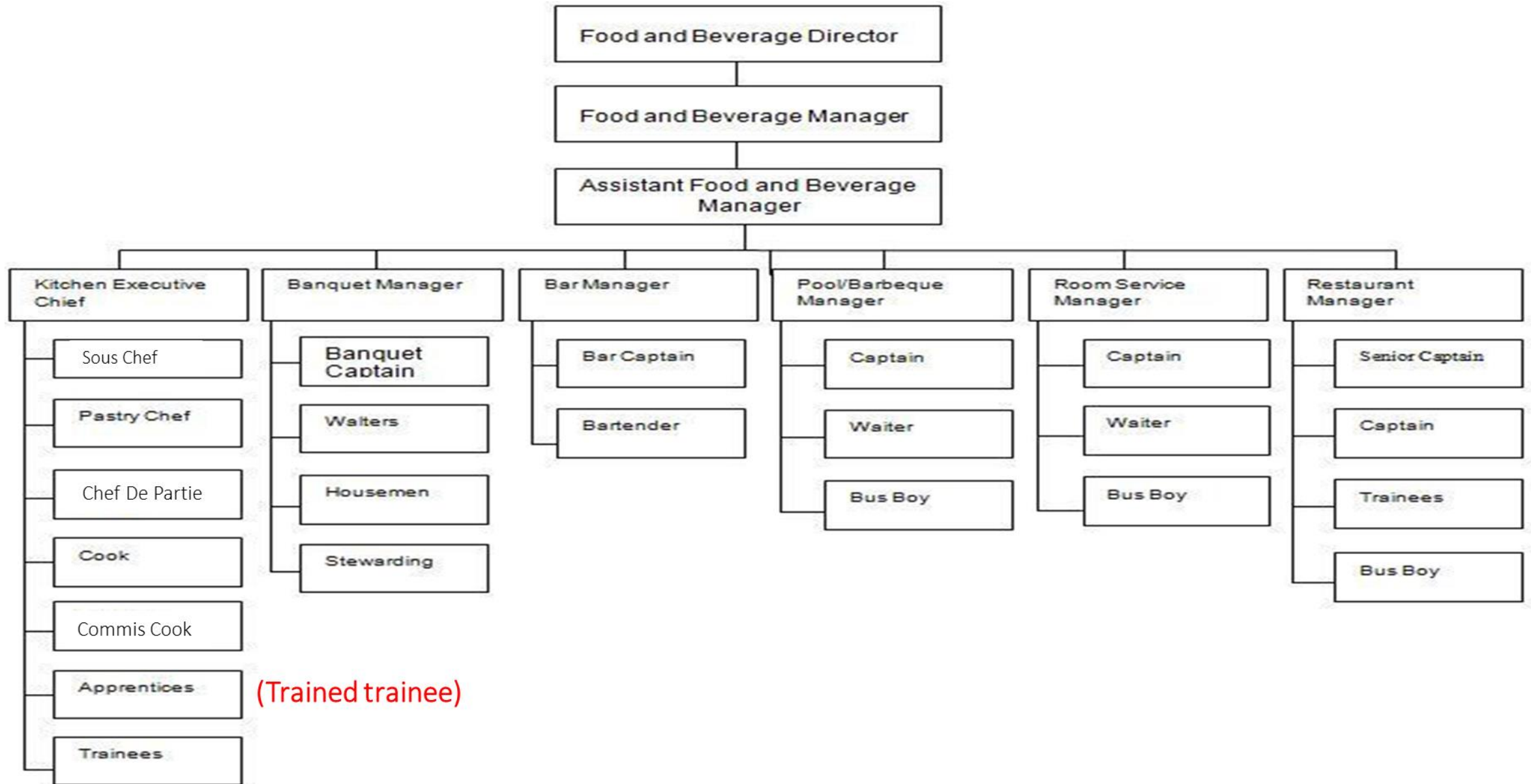
Waiter

- Takes and serves food and beverage order according to prescribed standards of service.

Busboy

- Dining room helper, runner





Food And Beverage Department Organization Chart

