

# **Hotel Food & Beverage Service**



## **Self-Study ELearning Training Course**

**Organized by**

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**(World's Most Popular Free Hotel Management Training Blog)**

# **Message to All Prospective Students**

*Dear Readers,*



Thanks for downloading our **Food & Beverage Service ELearning Training Course** Prospectus.

This Self Study ELearning Course will serve as a practical guide to all the F & B Service professionals already in the industry or to the novice- who wants to pursue a career in the Food & Beverage, and wants to have a fast track career to the Management level in the Hotel, or just anybody who is interested to know about Hotel & Restaurant's Food & Beverage section.

There have been so many changes in the Food & Beverage Department all over the world in the recent times that we have to really move away from the old ways and methods and adopt new methods and techniques to really stay in the competition. This course serves that purpose and acts as a practical guide to all the Food & Beverage professionals working in the very luxury 5 star properties to professionals in standalone independent Restaurants.

All the information is concise, straight and practical, without beating about the bush approach of many other courses. Due to the constraints of time and the number of pages, all the information is brief and to the point.

Some aspects of Food & Beverage which are found in detail in most other courses are covered in a limited way and topics not covered in other books or courses are covered in this course in detail.

This Self Study ELearning Course will also help other professionals in the Hotel Industry like the Front Office, House keepers, Sales and Marketing Staff, Accounts, Human Resources and Training, to understand thoroughly about the functioning of Front Office Department and look for a possible switch over or change to pursue a career in the Front Office.

This course serves as an excellent guide to General Managers and to all those in the Corporate level to have a thorough control over Food & Beverage and to optimize revenue and introduce new concepts.

Finally it would help the hospitality students to have a clear practical understanding of Food & Beverage and to the Hospitality Recruitment Companies, Human Resource Professionals , people involved in the Travel and Tourism Trade etc.

Initially when I first started working in Food & Beverage I was new to the industry and all that I knew was the theoretical aspects which I have learnt in my Hotel School. Obviously most of it cannot be practical. This course serves as a guide for Global Standard for Front Office, applicable anywhere in the world.

This course tries to clear and answer many of the doubts which a Food & Beverage Professional encounters on a day to day basis in his career, as we have compiled it with our own practical experience in many operations in different countries.

I cannot say we have answered them all but at least most of them to the best of our knowledge, after a lot of research.

Enjoy reading and have a great career ahead.

Regards

Hotelier Tanji

Admin & CEO

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## **WHY YOU MUST JOIN THIS COURSE**

- ✔ Our Syllabus is self-explanatory. Have a quick look on our syllabus. You will never find such diversity of subjects in any other hotel management training course.
- ✔ This course is designed for everyone-novice to top level industry professionals. Highly recommended for Hotel Management Students.
- ✔ Exclusive Audio Training Tutorials with transcripts to make you understand the real situations.
- ✔ Some relevant training videos available in different video sharing sites.
- ✔ Hundreds of Standard Operating Procedures (SOP) & Policy Guidelines.
- ✔ Real life Hotel Documents, Reports and Checklists. Most of these materials are editable.
- ✔ Biggest collection of Job Specifications.
- ✔ Good Number of top quality Lecture Notes, articles and relevant Power Point Presentations.
- ✔ Those who will enroll for certificate course will get it after successful completion of the course. Certificate will be given by our site [www.hospitality-school.com](http://www.hospitality-school.com), leading online sources of knowledge for hoteliers round the world.
- ✔ You don't need to give your time for general classroom education. You can read or print out our resources from your home. You will get 1 month time to answer questionnaires if you go for certificate course.

## **ABOUT THE COURSE**

- ☑ This will be a 5 month self-study eLearning course. You will get digital downloadable products.
- ☑ After successful completion of this course we will send Certificate to your address through DHL. Please do mention that certificate will not be authorized by any hotel management professional association or training body. It will be given by our site's name. If you require affiliated certificate then you should not join here. To cut off the course fee we have decided not to make our certificate affiliated. Do remember that there are both with and without certificate courses available.
- ☑ Our first batch will start from 20<sup>th</sup> April 2011. You can pay until 18<sup>th</sup> April.
- ☑ There will be 4 modules. On the 20<sup>th</sup> date of each month you will get course materials on your email address.
- ☑ There will be 2 assessment tests. With the 2<sup>nd</sup> and 4<sup>th</sup> module you will get questionnaires. You will get 1 month to answer. You have to answer all those questions. There will be no grading. All you have to do is to pass the exams to be able to get certificate. All though it will be an open book exam but we will expect you to answer by your own. There will be some theoretical as well as real life problem solving questions.
- ☑ All resources will be sent via Email. Also those who would pay for certificate will get a DVD that will contain all course materials.

Course Title/Options	Tuition Fees
<b>Single Course</b>	
Front Office Training (1 Certificate)	<b>US 250 \$</b>
Front Office Training (Without Certificate)	<b>US 200 \$</b>
<b>Food &amp; Beverage Service Training (1 Certificate)</b>	<b>US 250 \$</b>
Food & Beverage Service Training (Without Certificate)	<b>US 200 \$</b>
<b>Combined Courses @ Discount Rate</b>	
Front Office & Food & Beverage Service (2 Certificates) *	<b>US 400 \$</b>
Front Office & Food & Beverage Service (without any Certificate) **	<b>US 350 \$</b>

### **Note:**

- \* Special **US 100 \$ discount** for Front Office & Food and Beverage Service (With certificate)
- \*\* Special **US 50 \$ discount** for Front Office & Food and Beverage Service (Without certificate)

## **HOW TO BOOK YOUR SEAT**

- ☑ You can pay via PayPal or Western Union or MoneyGram money transfer service.
- ☑ You can also pay through online. Our PayPal Id is [fighttofit@yahoo.com](mailto:fighttofit@yahoo.com). Send your PayPal payment to this email address. Please note that if you prefer to pay through PayPal then after paying us, please send your **unique transition number** to our email address [hoteliertanji@gmail.com](mailto:hoteliertanji@gmail.com) so that we can easily identify you. Within 48 hours you will get confirmation message from us.
- ☑ If you want to pay from your Bank through Western Union or MoneyGram service then please send your payment to our staff here::

### **For Western Union:**

**First Name:** Rifat Rashid  
**Last Name:** Adnan  
**City:** Dhaka  
**Country:** Bangladesh

### **For MoneyGram:**

**First Name:** Rifat  
**Middle Name:** Rashid  
**Last Name:** Adnan  
**City:** Dhaka, **Country:** Bangladesh

**Note:** Please do consider that bank remain close on Friday & Saturday. You have to send us following information and allow us at least 2 days to confirm your seat. After sending these following points of information to our email address, [hoteliertanji@gmail.com](mailto:hoteliertanji@gmail.com), our staff will receive your payment and right after that we will confirm you through email.

- ☑ **MTCN (Money Transfer Control Number) Number**
- ☑ **Your first and last name, EXACTLY what you have written in the form**
- ☑ **Name of your country, city & telephone number**
- ☑ **The amount you paid. Please check our tuition fees on previous page.**
- ☑ **Course that you want to join.**

For more information please email us: [hoteliertanji@gmail.com](mailto:hoteliertanji@gmail.com)

# **COURSE CONTENT**

## **Free EBooks:**

2 Free Guide books for Complete Beverage Knowledge. In total around 200 page of content. Highly recommended for F & B students from complete knowledge on beverage items.

## **Exclusive Audio Training Tutorials with Transcripts:**

1. Booking a table
2. Taking order for breakfast
3. Ordering for drinks
4. Taking order for main course for lunch/dinner
5. Ordering today's special (Plat du jour)
6. Ordering various meals from the a la carte menu
7. Taking Order over telephone
8. Offering Dessert
9. Collecting Bills
10. Restaurant Plate setting
11. Guest Complaint Handling
12. Room Service

**Note:** More audio training modules will be added based on real hotel operation.

## **Video Training Tutorials:**

1. **150+ Exclusive Food & Beverage Service related training videos** links that cover almost all basic concepts on food & beverage service issues like table setting, napkin folding, alcoholic & nonalcoholic beverages, restaurant training etc.

**Note:** We will share web links of relevant hotel training videos that are available free on online.

## **Power point Presentations:**

1. French Classical Menu (113 Slides)
2. Restaurant Management (75 Slides)
3. Banquets (41 Slides)
4. Bar Operation (26 Slides)
5. Buffet (72 Slides)
6. Cocktails (159 Slides)
7. Food & Wine (77 Slides)
8. Gueridon Service (79 Slides)



9. Salad & Cheese (73 Slides)
10. Wines of France (46 Slides)
11. Wines of Spain & Portugal (41 Slides)
12. Rum & Tequila (15 Slides)
13. Vodka (7 Slides)
14. Sprints (25 Slides)
15. Brandy (17 Slides)

**Note:** More Power point presentations will be added.

### **Lecture Notes:**

1. Hotel Departments & Staff Hierarchy
2. F & B Service Department
3. Restaurant & Types
4. Restaurant- Furniture, fixtures and their Dimensions
1. Attributes of a Food & Beverage Professional
2. Etiquette & Mannerism
3. Handling Difficult Situations in Restaurant
4. Different Types of Service
5. Guest's Meal Experience
6. The Menu: Menu Planning & Design
7. Covers & Accompaniments
8. Napkin Folding Techniques with Exclusive Pictures (Around 180 Page)
9. Meal Plans & Billing System
10. Cheese
11. Bread & Butter
12. Condiments
13. Non Alcoholic Beverages-Complete Knowledge
14. Alcoholic Beverages-Complete Knowledge
15. Aperitifs and Their Service
16. Cigars
17. Mise-en-place & Mise-en-scene
18. A to Z Banquet Training Manual
19. Hygiene & Sanitation
20. Food & Beverage service areas and equipment with Exclusive Pictures
21. Cover & Table Lying
22. Ancillary Departments (stillroom, silver room, pantry etc.)
23. Hotel Room Service-Complete Knowledge
24. Suggestive Selling & Upselling

**Note:** More exclusive lecture notes will be added.



### **Short Notes/Articles:**

1. F & B Ethics
2. Duty Rosters
3. Staffs Appraisal
4. Staff Behavior
5. Training for F & B Staffs
6. Basic Food Preparation
7. Dairy Products
8. General Service Rules
9. Telephone Skills & Etiquette
10. Kitchen Order Ticket/KOT
11. Inventory
12. Work schedule of a F & B Manager
13. Food Pricing
14. Budgeting
15. World's Popular Food Items
16. F & B Standard cross the world
17. Promotions in F & B Service
18. Keynotes for New Employees

**Note:** More short notes will be provided.

### **Files & Documents:**

1. Checklist
2. Hotel Documents
3. Reports

**Note:** 100+ hotel documents, reports & checklists will be provided.

### **Terminology:**

1. Alcohol Glossary
2. Bar Glossary
3. Beer Glossary
4. Cocktail Glossary
5. Coffee Glossary
6. Dairy Glossary
7. Tea Glossary
8. Whiskey Glossary
9. Wine Glossary

## **Job Descriptions**

1. F & B Director
2. F & B Manager
3. Restaurant Manager
4. Catering Supervisor
5. Catering Manager
6. Catering Maitre D'
7. Senior Captain/Restaurant Supervisor
8. Banquet Manager
9. Banquet Waiter
10. Banquet Porter
11. Captain/Head Waiter
12. Steward/Waiter
13. Busboy/Assistant Waiter
14. Restaurant Hostess
15. Bartender
16. Sommelier/Wine Butler
17. Carver/Trencher

## **RESTAURANT POLICY & PROCEDURE**

1. Restaurant – The 50 Service Basics
2. Breakage & Loss Control
3. Children's Privileges
4. F&B Meeting And Briefings
5. Finishing Off Banquet Event
6. Food Safety Management System
7. Garbage Sorting
8. Guest Relations
9. Cashier Cash Amount
10. Guests Find Undesirable Objects In Food
11. Guest's Special Food Request
12. Handling Intoxicated Guests
13. Handling Service Accidents
14. Handling Special Requests
15. Hygiene Control
16. Log Book
17. Pets
18. Quality Control
19. Spoiled Wine
20. Staff Beverage Spoilage
21. Staff Complaints
22. Staff Personal Call
23. Teamwork

24. Wet Weather
25. Wine By The Glass
26. Bar Music
27. Bar Music Set-up
28. Notice Boards
29. Notice Boards
30. Guest Names
31. Cold & Hot Towels
32. Hot Milk Options
33. Survival Kit
34. Torches & Candles
35. Thin Red Line - Don't Interrupt
36. Thin Red Line - Anticipate Guests Mood
37. Thin Red Line - Conversations
38. Welcoming And Greeting A Guest
39. Reading Glasses
40. Pasta Bib
41. Children's Glasses
42. Guest History
43. Cruet Set Warmer
44. Lady's Handbag Side Table
45. Set-up Of Service Station
46. Pantry Set-up
47. Service Sequence Breakfast
48. Service Sequence Lunch
49. Opening Morning Shift Check List
50. Check Host Attendance
51. Check Host Attendance – Grooming
52. Check Outlet Presentation
53. Check Mice en Place
54. Check Table Set-up
55. Check Buffet Set-up
56. Menu Boards Beverage Lists
57. Check Service Stations
58. Check Reports
59. Conduct Morning Brief
60. Check Cashier
61. Check In Villa Dining, Kitchen & Gardeners
62. Report Verbally
63. Report In Writing
64. Maintenance Issues
65. Notice Boards
66. Orientation & Induction Check List
67. Pool Service

# **EXCLUSIVE F & B SERVICE SOP COLLECTION**

## **Restaurant Operation:**

1. Answer to the telephone
2. Restaurant reservation by telephone
3. First Impression
4. Greeting, Welcome & Seating
5. Escorting Guest
6. Placing Napkin on Guest's Lap
7. Service Sequence
8. Taking Restaurant Reservation
9. Order Taking
10. Taking The Order – Room Service
11. Taking Down The Order
12. Order Delivery – Room Service
13. Menu Presentation
14. Bread And Butter Service
15. Service Of Food
16. Adjusting Covers
17. Follow Up
18. Complaint Handling
19. Serve Towels
20. Billing & Payment
21. Check Sequence
22. Clearing Table & Check
23. Placing Of Tooth Picks
- 24. A to Z Beverage Service SOP (Wine, Champagne, Beer Etc.)**
25. Cigar Service
26. Cigarette Service
27. Breakfast
28. Behaving During Service
29. Checking On Service
30. Telephone Etiquette
31. Restaurant Booked Out
32. Cancellations And Bookings
33. Clearing And Re-Setting The Table
34. The Fine Art Of Observation
35. Farewell And Departure
36. Restaurant Clearing
37. Handling Guest Complaint
38. Handling Rude Guest
39. Maintaining Positive Posture
40. Guest Assistance

## **Bar Operation:**

1. Beverage service
2. Bar guidelines
3. Setting up your bar
4. Things to do when it is quiet
5. Opening procedures
6. Closing procedures
7. Close down check list
8. Shift one opening
9. Closing procedure cleaning
10. Bar periodic cleaning procedure
11. Gravity Chart
12. Bar measurements
13. Toasts around the world
14. History of the cocktail shaker

**- THE END -**