

## Contents

- Food and Beverage outlets
- Ancillary Areas
- Inter-departmental coordination

### FOOD AND BEVERAGE OUTLETS

An outlet is a point of sale of food and beverage service. food and beverage outlets alter depending upon the size of hotel, the number of rooms, types of the menu offered and the standard of customers' expectation. Some of the different types of food and beverage outlets are explained below.

**Specialty Restaurant:** These restaurants deal with a particular type of cuisine like Chinese, Italian or French etc. Each and every aspect of the restaurant is typical and related to the area, region or community whose food is being served. The food, service, uniform, décor etc. are ethnic and authentic of the area whose cuisine the restaurant specializes upon. When one enters such kind of restaurant one can feel the culture and tradition of that area. These restaurants may be attached to a hotel or may independently exist. They have specific hours of operation and are normally more expensive than ordinary restaurants.



**Multi-cuisine Restaurant:** These restaurants deal with more than one cuisine like Indian, Chinese and Continental etc. They are not as exclusive as the specialty restaurants. There is no emphasis on adherence to the culture and tradition of a particular area, region or community. They may be attached to a hotel or may independently exist. They generally have specific time of operation when attached to a hotel. They may be operating on a straight shift from morning till night when independently existing. They are not as highly priced as a specialty restaurant.



**Coffee Shop:** This is a concept borrowed from the United States. It offers guests an outlet to grab a quick meal at affordable prices. The decor is informal and brightly lit. Coffee shops are most often open 24 hrs and the type of service is pre-plated. Most large hotels today provide a breakfast buffet in the coffee shop, which allows the guest to choose his meal and not wait for service. Guests can readily get meals in these types of restaurants even long after the other outlets in the area are closed.

**Grill Room:** This is another type of a restaurant, which specializes, in grilled food. The restaurant is separated from the kitchen by glass partition. The guest can choose his meat to be grilled and watch his food being cooked before it is served to him. This increases eye appeal and provides higher levels of guest satisfaction. Service is mostly pre-plated or silver service. Grill rooms are usually expensive outlets.



**Bar:** These food and beverage outlets deal with the alcoholic beverages only. They may be attached to a hotel or independently existing. They have certain specific hours of operation and the local government law strictly governs the operation. Their hours of operation, inventory, location and client to whom they should serve etc. are governed and regulated by the law-enforcing agency.



These are specialized outlets serving all types of alcoholic and non alcoholic beverages with light snacks. Most of the bars are expensive as they focus on the niche customers having disposable money for drinks. Service can be elaborated depending on the category of the bar.

**Room Service:** This food and beverage outlet is attached to a hotel and caters to the F&B requirements of the guests who are staying in the hotel only. These F&B outlets cannot independently exist. The service in room service is always in trays and trolleys. In a five star hotel the room service operates round the clock. The prices in the room service are generally more than the coffee shop. Menu is priced slightly higher because the service in rooms need extra efforts, manpower and equipments. Clearance is another important aspect of room service.

**Banquets:** This is generally attached to a hotel or restaurant. This outlet generally caters to a huge gathering of people who assemble in the banquet hall for events like reception, marriage party, birthday, conference, seminar etc. The service is generally from a buffet when a lot of guests have to be served within a short span of time. Sometimes formal lunch, dinner etc. also takes place in banquet halls. This is the highest revenue producing F&B outlet in any commercial hotel. Sometimes banquet halls can independently exist where an outside contractor does the catering part.



**Pubs:** Derived from the English word public house, they most often are places frequented by youngsters. Pubs offer a wide

variety of beers, limited cocktails and liquor. Music and dance floor may also be found in most pubs. Pubs timings are governed by local police authorities.

**Discotheque:** It operates during night hours. It provides a dance floor for guest to dance on. special sound and lighting effect is created for an appropriate ambience. It is patronized mostly by the youth and couples. This may be attached to a hotel or may independently exist. The ones which independently exist are open to anybody who can pay but most allow only couples. They also have specific hours of operation and are normally attached with a bar.



**Cafeteria:** These are food and beverage service outlets found in hotels, hospitals and industrial houses where the staff of the organization is provided food and beverage. They open for limited time during each mealtime. Cafeteria's usually have counter service. The employees buy coupons/token in advance and are provided wholesome, simple food at subsidised rates in the cafeteria. Most often they have comfortable seating bright light and channel music. The guests are dispensed food from counters where it is displayed. The menu is usually cyclic in nature.



**Fast Food Outlets:** They are generally not attached to a hotel and are found independently existing. They serve fast foods, which are easy to prepare, carry and eat. These outlets provide very limited seating arrangements and people are not encouraged to sit and pass time in these places.

The menu is limited and they are usually specialized in one or two dishes. The menu is slightly high priced due to the advance machinery they use in the preparation of food items. Service is done in disposable plates and packets. Patrons are supposed to get their food from across the counter. There may be one person to look after the clearance and cleanliness of the place. Very limited service is provided.

**Lounge:** Lounge is a place in the hotel where the guests or the visitors wait, sit and relax. This designated area is essentially located either in the lobby or in an area adjacent to the hotel lobby. As the people spend some time here, the hotel offers the facilities of beverages and snacks in this area which function as a part of the coffee shop or any other food and beverage outlet located in the lobby area. Airport lounge and Executive lounges are quite common.

### **ANCILLARY AREAS OF FOOD AND BEVERAGE SERVICE DEPARTMENT**

In any establishment a guest's first impression on entering the service area is of great importance. A guest can be won or lost on these impressions alone. There are many service areas behind the scene or what may be termed as back of the house which is required to be efficiently run, well organized, supervised and well stocked with appropriate equipments depending on the style of operation.



These service areas are usually between kitchen and the food service area. They are important areas in the make-up of the catering establishments acting as a link between kitchen and restaurants. These are also the meeting point for staffs of various sections as they carry out their duties and therefore there must be close liaison between the various members of staff and their respective departments.

In general, especially in large operations from main service areas can be distinguished

- Still room
- Food Pick up Area/ Hot Plate
- Linen Room
- Wash up/ Kitchen Stewarding
- Silver room / plate room

### **STILL ROOM**

This is a service area whose main function is to provide items of food & beverages required for the service of meal and not catered for by other major departments in a hotel such as the kitchen, larder and bakery. Depending on its size and the duties to be performed the staffing will be made. Normally the still room is looked after by a still room supervisor. He/she is responsible for staffing, ordering of supplies and effective control of these items when issued to various departments.

**Following are some of the items that are dispense from the still room:**

- All beverages such as coffee, tea, Hot chocolate etc
- Assorted fruit juices both fresh & canned
- Milk and cream
- Sugars {different types like granulated, cube, brown sugar (demerara)}
- Preserves: Jam, marmalade, honey etc (They are normally pre-portioned for better control.)
- Butter – it can curled or pre-wrapped portions
- Toasted bread slices, Melba Toast
- Breakfast rolls such as Brioche, croissants etc
- Assorted breakfast cereals- Cornflakes, Rice crispies, Muesli (mixed of all cereals)etc
- Porridge and boiled eggs.

**Some of the equipments which are required in a still room:**

- Refrigerator
- Tea and coffee dispenser.
- Salamanders or toasters
- Bread slicing machines
- Working table tops and cutting boards
- Large double sink
- Storage cupboard-for all dry items held in stock such as paper napkins, doilies etc.
- Storage space or shelves- for storing crockery, glassware and cutlery.

**FOOD PICK UP AREA/ HOT PLATE**

This area is also known as Hot Plate Area. The hot plate may be regarded as the meeting point between the food service staff (F&B) and the food preparation staff (kitchen). This is a place where all the crockery required for service will be kept warm. Care should be taken to make sure that the amounts of chinaware required are properly stacked in the hot case. In some hotels the silver required will be placed on top of the hotplate and used as required.

Normally an '**ABOYEUR**' (a barker) is in-charge and controls the hotplate over the service periods. The hotplate is usually gas or electricity operated and should be lit well in advance of the service to ensure all the china and silver are sufficiently heated. Once a dish is ready to serve the Aboyeur will announce it loudly so that the respective waiter can pick it up. Once the food has been picked up the KOT (kitchen order ticket) is put into a control box which can be operated only by a member of the control department who for control purposes makes the copy of the food check from the kitchen.

**LINEN ROOM**

Linen storage is necessary in the F&B Department. All linen such as Serviettes, Table cloths, Slip cloths etc are stored in the F&B department as it is very difficult for the service staff to run to the house keeping department each time to get fresh linen and smooth operation is hampered. Linen is exchanged everyday by the waiter in the Linen room (house keeping department) on a 'one for one basis' which means one dirty linen is exchanged for one clean linen. These are entered in the Linen register and if there is any discrepancy it is also entered in the register.

## KITCHEN STEWARDING / WASH UP AREA

This is the most important Ancillary area which influences the functioning of the outlet. The department which is responsible for the supply and maintenance of all F&B equipments (cutlery, crockery and glassware) and kitchen utensils is known as Kitchen stewarding Department. Kitchen stewarding is the backbone of the F&B department. Kitchen stewarding contributes to the successful operation of the Food production and service department.

### It performs the following functions:

- Washing kitchen pots and pans (scullery/pot wash)
- Maintaining kitchen equipment
- Cleaning all kitchen equipment and ensuring hygiene
- Garbage disposal
- Washing all service equipment including the ones used in banquets
- Polishing silverware
- Sending damaged silver ware for plating
- Pest control
- Carrying transporting heavy articles
- Indenting for new crockery cutlery
- Gas connections and upkeep of tandoor
- Gas bank maintenance
- Replenishment of serviceware to various outlets
- Staff cafeteria maintenance
- Maintenance of various records such as equipment breakage report, inventory report, gas bank report, equipment manuals etc..

In Kitchen Stewarding department, the wash up area occupies the maximum area and is fitted with different equipments. The wash up area is further divided into two:

- **Pot wash:** This area is also known as "Scullery". It is a place for cleaning kitchen pots, pans and other kitchen utensils. It is usually located near the main kitchen.
- **Ware wash / dish washing area:** This section is responsible for cleaning off all types of service equipments. It is generally located near the restaurant and room service elevator to minimize the distance of carrying soiled equipment by the waiter. In dish washing area, all cutlery, crockery and glassware are kept separately (to avoid any breakage) and all food debris is put into wet garbage bin and all dry garbage like paper doilies, paper napkin in a separate garbage bin known as dry garbage bin.

**Dish Washing Methods:** When washing the crockery and cutleries one must make sure that the temperature of the water being used is around 77°C. This is done for two reasons:

- To sterilize the plate and remove oil stains
- The china ware or crockery will dry by itself (because of high temperature) without using a wiping cloth therefore being more hygienic

1) **Manual or tank method:** This method is used in smaller hotels where the turnover of the crockery's and cutleries is not very high. In manual wash, two sink method or three sink method is used.

In the cleaning process, washing of equipment with hot water and detergent and rinsing takes place in first sink (in case of three sink method; washing and rinsing in separate sinks). These are then transferred to another sink for sanitization. This method tends to have higher breakages.

2) **Automatic conveyor method or Dish washing Machine:** This is used in hotels where turnover is very high. To operate the machine continuous supply of water is required.

In the cleaning process, Plates are arranged on the racks and are rinsed before placing them on the conveyor belt, where it enters the machine. The machine comprises of three chambers. In 1<sup>st</sup> chamber, the equipments come in contact with water at high pressure from top as well as bottom. In 2<sup>nd</sup> chamber, the equipments come in contact with a spray of mixture of soap and water at 85°C from above and below and in 3<sup>rd</sup> chamber the equipments are sprayed with hot water at 90-95°C from top and bottom and sterilization takes place. The cleaning cycle is completed in 2<sup>1/2</sup> to 3 Minutes.

## PLATE ROOM/SILVER ROOM

The silver room holds the complete stock of silver and other equipments required for service of all meals along with slight surplus stock for emergency. The various types of silver are kept here on labeled shelves, with all the service plates of one size stacked together. Heavier items should go on the shelves lower down and lighter items higher up. Cutlery, flatware, hollowware and other smaller items are usually stored in drawers lined with baize, as this helps to reduce noise, slipping and scratching.

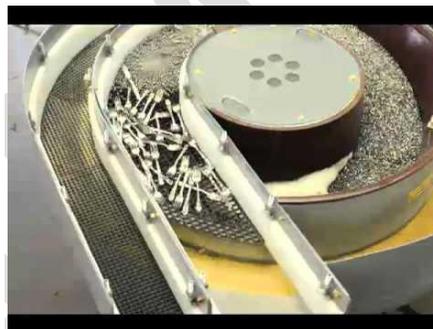
In very large establishments, the silver and the plate room may be two separate units, but in the majority of places they are combined and in some cases it is a part of wash-up area.

The service equipments in stores should be cleaned and polished periodically. There are many methods available for cleaning silverware:

- **Burnishing method:** It consists of revolving drum half filled with small ball bearings. The silver to be cleaning is placed in the drum, which is then half filled with water, detergent and is closed tightly and machine is switched on for 10 minutes. This method is not suitable for forks and knives.
- **Polivit Method:** In this method, Polivit plate which is made up of Aluminum is placed in a container with washing soda and silverware is dipped in the container, with atleast one piece touching the plate. Piping hot water is poured to cover the silverware and chemical reaction cleans the utensils. This method is suitable for large pieces of silverware.



- **Silver Dip Method:** In this method, the silver to be cleaned is kept in a wire basket and is immersed in silver dip, which is a pink colour liquid. It is left in the solution for a very short period and is rinsed afterwards. This method is quick but may damage the silverware due to chemical reaction.
- **Plate Powder Method:** This method is ideal for the articles that cannot be cleaned by the above methods. In this method, plate powder (which is pink in colour) is mixed with spirit and is rubbed over the surface of the article. Once the paste is dry, it is rubbed with a clean cloth and is rinsed with hot water. This method demands more labour and time and is suitable for cruet, toast rack etc.



## DISPENSE BAR

A dispense bar means any bar situated within a food and beverage service area and that dispenses alcoholic beverages to be served to guests having meal in the restaurant, which has license to sell alcoholic beverages. However, in some establishments wine and other alcoholic drinks for consumption with a meal are sometimes dispensed from bars situated outside the food and beverage service area itself because of the planning and layout, e.g. one of the public bars. Beverages are issued against authorized BOT (bar order ticket/token). At the end of operations closing stock is recorded and requisition for fresh supply is made to the storeroom according to the par stock level maintained. There should be check on pilferage and malpractices.

In order to carry out all the functions effectively and efficiently, the dispense bars should be well equipped with some basic equipment's like Ice maker, beer panel, sink, blender, soft drink dispensers, refrigerator etc. and some other small equipment's required at bar are: bar spoon, glasses, service trays, straws, Boston shaker, Hawthorne strainer, wine baskets, wine buckets, glass rimmer, peg measures, bottle pourers, chopping board and knife, coasters, lemon squeezer, ice scoop, ice bucket, cork screw, bottle opener etc.

## INTER DEPARTMENTAL COORDINATION

The Food and beverage service department is seen to possess a very vigorous intra and inter departmental interactions in prospect of accomplishing works. This has also made the functioning of the organisation very suave. Positive mutual aid and harmonisation can be found in between the

intra departmental staffs, as they are willing to lend a helping hand during busy operation hours and favourably exchange their ideas and views with each other.

### **Kitchen**

- Knowing what is available in which section of the kitchen
- Ordering of food items for preparation after receiving the food order from the customer
- To find out which dishes have gone off board
- To find out the specialities of the day.

### **Kitchen Stewarding Area**

- Appraising the section regarding the forthcoming activities in the outlet and therefore the requirement of various catering equipments.
- Receiving the crockery, cutlery and glassware issued by the Stewarding department.
- Washing and maintenance of the service equipments
- Maintenance of breakage and inventory reports

### **Housekeeping**

- Annual purchase requisition of various restaurants' linen and staff uniforms.
- Cleanliness and maintenance of aesthetic standards of the food and beverage outlets.
- Flower arrangements in various sections of the outlet and bud vases set on the table.
- Theme set-ups in outlets
- Issue of restaurant linen and staff uniforms.
- For room service – assistance in clearance of trays, replenishing mini bars and food amenities in the rooms, room service menu cards placement in rooms.

### **Front Office**

- Information about the occupancy of the hotel so that the F&B department is ready with its resources- manpower, catering equipments, finished food products, raw materials, etc.
- Information about the arrival – departure of groups and VIPs, so that the special and extra services like welcome drink, dessert and miscellaneous services (fruit baskets, mini bar) pertaining to such guests can be given in the rooms
- Arrival and departure notification of guests staying in rooms.
- The processing of signed food and beverage restaurant and bar checks of the guests staying in rooms.
- Appraisal of customer requirement and satisfaction, meal experiences, etc. in the outlets through the Guest Relation Executive.
- Updating information in Board to Read, this is placed in hotel lobby area. This board appraises the guest about the banquet functions happening in the hotel. Front office also helps in escorting the guest to the event areas.

### **F&B Controls**

- Analyses the portion costs, beverage costs etc.
- Audits KOTs, sales summary sheets and bills prepared by cashiers to eliminate discrepancy and pilferage revenue
- Imposes control points in each and every aspect of food service operations

**Engineering**

- Maintenance of various service and other ancillary equipments such as plate warmer, air-conditioners, room heaters, lighting, plumbing ( in the bar counter), etc.

**Personnel & HR**

- Working out the manpower requirement in consultation with the F&B Manager.
- Recruitment and orientation of the staff
- Promotions, appraisals and salary increments of the staff.
- Transportation, accommodation, lockers and any other issues related to staff

**Security & Vigilance**

- Maintenance of security of the guests and hotel's property and assets.
- Preventing any unwanted incidents from occurring in the hotel.
- Parking and valet-services
- Preventing misuse of hotel property by staff members

**Training Department**

- Identifying the staff that need training
- Preparing training schedules
- Organising various training programmes.

**Sales & Marketing**

- Appraising various programmes such as trade shows, theme festivals to take place in the outlets.
- Working out various packages for increasing the F&B sales of the outlets.
- Sale of banquet areas

**Stores & Purchase**

- Purchase requisition of various catering and food service equipments.
- Requisitioning various restaurant supplies - proprietary sauces, order pads, pencils, bottle openers, toothpicks, drinking straws, candles, etc.

**Accounts**

- Allocation of budget for the day to day operations
- Allocation for funds for the capital investment
- Staff salaries
- Deputation of cashiers in various food service outlets
- Conducting daily and periodic audit of the financial performance of each outlets.

**IT/Systems**

- Maintenance of computers, printers etc.
- Software
- Login ids and pass words