

## ELECTIVE MODULE FOR NORMAL (TECHNICAL) STUDENTS

Module Title: Food & Beverage Service

Duration: 30 hours  
(14T 16P)

Pre-requisite: Nil

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### **Aims of Module**

The module provides an overview of the F&B operations. Students are introduced to the dining wares, equipment and services. Students also learn to perform pre-service activities in a restaurant and serving guest.

### **Learning Outcomes**

Student will be able to perform napkins folds, cleaning and polishing of dining wares. They will learn to set a dining table for 4 persons and carry out post service task.

### **Module Outline**

- Organization structure of F&B operations
- Grooming and hygiene of F&B professions
- Perform pre-service activities
- Setting table for meal period
- Basic housekeeping, attending to emergency and perform first aid in a restaurant

### **Outline of Module Syllabus**

- 1 Explain the purpose of conducting a roll call
- 2 Outline the structure of an F&B organization
- 3 Describe the functions and organizational structure of the F&B department
- 4 Distinguish the different types of restaurants and beverage operations

#### Restaurants

- Fine dining
- Coffee house
- Snack bar
- Fast food service

#### Beverage Operations

- Club/Disco/KTV
- Pub
- Lounge
- Service bar
- Banquet bar

- 5 Identify the various staff positions in a restaurant and their respective duties
  - Commis Debarrasser (Busboy)
  - Waiter/waitress
  - Captain
  - Sommelier
  - Hostess
  - F&B Supervisor
  - Restaurant Manager
  - F&B Manager/ Director
- 6 Explain the importance of grooming and hygiene of staff in the restaurant
- 7 State the importance of personal cleanliness for food handlers and the dangers of contamination of food by bad personal hygiene habits
- 8 Outline the National Environmental Agency (NEA) Environmental Public Health (Food Hygiene) Regulations
- 9 Describe the hygiene-related problems caused by the following:
  - a. open wounds
  - b. skin infections
  - c. smoking
  - d. long hair
- 10 List the different napkin folds and their usage
  - Utility
    - Artichoke
    - Lotus
    - Frog
    - Cutlery pocket
    - Crumb down fold
    - Bread basket
  - Display
    - French fold/steps
    - Cockscomb/Princess shoes
    - Norwegian glacier
    - Bishop hat/mitre
    - Arum lily
    - Single fan
    - Oriental fan
- 11 Identify the different service equipment and their usage
  - crockery
  - cutlery
  - glassware
- 12 Identify the appropriate types of accompaniments to serve with the respective types of dishes

- Appetisers
  - Soup
  - Seafood
  - Meat dishes
  - Salad
  - Desserts
  - Coffee & tea
- 13 Identify the common types of condiments
- Salt
  - Pepper
  - Sugar
  - Chilli
  - Ketchup
  - Tabasco
  - Mustard
  - Grated cheese
- 14 Explain the purpose of stocking the service/side station
- 15 List the F&B equipment to be stocked up at the service/side station
- crockery
  - cutlery
  - glassware
  - linen
  - condiments
- 16 Outline the different meal periods and the respective hours of operation
- Breakfast
  - Brunch
  - Lunch
  - High tea
  - Dinner
  - Supper
- 17 Describe the characteristics and table settings of the different types of menus
- A la carte
  - Set
  - Buffet
- 18 Explain the aims and principles of first aid.
- 19 Identify the type and uses of items found in a first-aid kit and the importance of keeping a first-aid kit.
- 20 Identify the types of fire-fighting equipment and its uses
- Fire blanket
  - Hose reel

- Fire extinguisher
- 21 Describe the procedures in handling emergencies that may arise in a restaurant
- Fire
  - Slips and falls
  - Fractures and sprains
  - Spillages
- 22 Outline the procedures for applying basic first aid to common injuries
- Cuts
  - Burns and scalds
  - Choking
  - Electric shock

### **Module Objective**

Students are trained to conduct roll call, perform pre-service activities such as fold napkins, clean and polish service equipment, replenish F&B supplies and set up dining tables so as to get the service areas ready for receiving and serving guests.

<u>Item</u>	<u>Technical Skills/Knowledge</u>	<u>Instructional Hours</u>	
		<u>Th</u>	<u>Pr</u>
	<b><u>Theory and Practical</u></b>		
	<b>Students should be able to:</b>		
	<u>Organization Structure</u>	2	-
1	Describe the functions and organisational structure of an F&B organisation and department and the types of different restaurants and beverage operations.		
	<u>Grooming &amp; Hygiene</u>	3	-
2	Explain the importance of grooming and personal hygiene and the steps taken to handle hygiene-related problems.		
	<u>Pre-Service Activities</u>	4	8
3	Fold napkins		
4	Clean/polish service equipment		
5	Prepare condiments		

<u>Item</u>	<u>Technical Skills/Knowledge</u>	<u>Instructional Hours</u>	
		<u>Th</u>	<u>Pr</u>
	<b><u>Theory and Practical</u></b>		
	<b>Students should be able to:</b>		
6	Prepare F&B equipment		
7	Stock service/side station		
	<u>Table-setting</u>	1	4
8	Set dining table		
	<u>Housekeeping, First Aid and Emergency</u>	2	-
9	Maintain cleanliness of service areas		
10	Handle accidents and emergency situations		
11	Revision and Assessment	2	4
	Total	14	16

### **Teaching and Learning Approaches**

Based on the needs and profile of the NT pupils, the theory will consist of 14 hours and practical training will consist of 16 hours, with an emphasis on group learning as well as individual learning. Students' interest will be sustained through the use of a wide variety of learning activities, including discussions on current trend in Food & Beverage industry, hands-on practice of setting a dining room for service.

For the practical sessions, students will learn to fold napkins, change table cloths and carry out basic restaurant service.

**Completion Criterion**

Students will be deemed to have successfully completed the module if they score the average marks of 50 for the assessments. The guidelines for the assessments are given below.

<b>In-Course Assessment</b>		<b>End-of-Module Assessment</b>	
<b>Total Weighting: 20%</b>		<b>Total Weighting: 80%</b>	
<ul style="list-style-type: none"><li>• <b>Class Test (30 mins)</b><ul style="list-style-type: none"><li>- 20 MCQ</li></ul></li></ul>	10%	<ul style="list-style-type: none"><li>• <b>Practical Test 1 (15 mins)</b><ul style="list-style-type: none"><li>- Fold napkins</li></ul></li></ul>	40%
<ul style="list-style-type: none"><li>• <b>Personal Grooming and Conduct</b><ul style="list-style-type: none"><li>- See <u>Appendix I</u> for marking criteria</li></ul></li></ul>	10%	<ul style="list-style-type: none"><li>• <b>Practical Test 2 (15 mins)</b><ul style="list-style-type: none"><li>- Set table</li></ul></li></ul>	40%

**Target Audience**

Sec 3 / 4 Normal (Technical) students

**Class Size**

15 students per class

**Duration**

30 instructional hours

**Certification**

ITE Certification of Attendance will be issued upon successful completion of the course. ITE Certificate of Achievement will be issued upon students meeting the assessment criteria.