

M. C. E. Society’s

M. A. RANGOONWALA INSTITUTE OF HOTEL MANAGEMENT & RESEARCH

2390 – B, K. B. Hidayatullah Road, Azam Campus, Camp, Pune – 411001.

Practical Journal

For

**ADVANCE FOOD & BEVERAGE SERVICE TECHNIQUES & MANAGEMENT**

Subject Code: HS 406

IV Semester

 Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Class: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Semester: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Batch: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Year: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 

 KUNAL SODHI

 Assistant Professor



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**Certificate**

This is to certify that Mr. / Ms. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ studying in F.Y. / S.Y. / T.Y. B.Sc. (HS), Bachelor of Science in Hospitality Studies has completed the course of practical in the subject \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ satisfactorily during the year 20\_\_\_\_ - 20\_\_\_\_

His/hers attendance and Performance is as follows:

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| **Total no. of Practicals Conducted** | **No. of Practicals attended** | **Grade** |
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Dr. Prof. Anita Frantz

**Principal Lecturer In-charge Examiner**

**Evaluation Sheet**

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| **Sr No.**  | **Topics Covered** | **Grooming** **(10)** | **Working** **(10)** | **Arrangement** **(10)**  | **Task Completion** **(10)** | **Behaviour** **(10)** | **Total** **(50)** |
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| SR.No | TOPICS | PAGE NUMBER | REMARKS | FACULTY SIGN |
| 1 | Planning of Restaurant Operation for Speciality Restaurant, Fast Food, and Coffee Shop as per theory |  |  |  |
| 2 | Preparation of duty rosters in restaurants |  |  |  |
| 3 | Menu Planning & Service (French, Mediterranean and Chinese, Japanese) with wines/beverages. |  |  |  |
| 4 | Formats of records maintained in Restaurant (booking diary, KOT, Sales Summary Sheet Guest Comments, Log Book etc.) |  |  |  |
| 5 | SOP for Restaurant Operations (Opening ,Service Procedure of 6 course menu and Closing) |  |  |  |
| 6 | Simulation & application of food & beverage software –IDS, Fidelio, Amadeus |  |  |  |
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**Practical 1:-** Planning of Restaurant Operation for Speciality Restaurant, Fast Food, and Coffee Shop as per theory.

**Objective:-RESTAURANT PLANNING &OPERATIONS:**

**1.1 TYPESOF RESTAURANTS**

One of the decisions you are going to take is the type of restaurant you wish to operate.

Restaurant Types general classifications are:-

* **Bristo**:-A small outlet with checkered tablecloth, wooden chairs, friendly atmosphere.
* **Brasserie:**-Is a large styled room normally serving one plated items, often possible to have a drink or coffee, waiters in traditional style of long aprons & black waist coats.
* **New wave Brasserie** (Gastro dome):-Sleek design coupled with contemporary cuisine & service.
* **Coffee Shop:** - Similar to Brasserie often themed may be open all day and serving all meal types.
* **First Class Restaurant:-** Is a formal restaurant with classic preparation & presentation of food with silver /gueridon service.
* **Family Restaurant :-**Term used to cover wide variety of menu varieties ,priced medium, level of service ,décor is bright .
* **Ethnic Restaurant:-** Indian ,Oriental, Asian ,Spanish ,Greek ,Italian ,Creole & Cajun are some of the ethnic restaurants.
* **Themed restaurants:-** Themes like jungle, rainforest, music where waiting staff are also performing and serving.
* **International Destination Restaurants:-** Often Michelin Star offering personality cuisine, ambiance ,beverage & service mostly personalized and attentive service given often considered home of Gastronomy.
* **Healthy Food & Vegetarian Restaurants:-** Specialised into vegetarian and healthy foods meeting the needs of lifestyle as well as dietary requirements.
* **Cafeteria:-**Normally self-service with customers choosing from the counters.
* **Fast Food Catering**:-Meeting the needs of all day meal, Its Grab & Go service.
* **Delicatessen:-**Delis are generally located in shopping areas office building and open from 9 am to 5 pm or 9 am to 9 pm .Take out items is limited and capital investment is low. Labour cost is low and serves mostly sandwiches, salads and similar items.

**1.2: LOCATION OR SITE:-**

Once you have selected the type of restaurant you wish to have you need to search for a good location, in restaurant business, size of population and number of competitors in the locality should be considered. You should do some research and determine the population base for the particular type of restaurant you are interested in and measure this against the number of competitor’s .Check with your local Chamber Of Commerce of Board of Trade for information about population ratios.

You may need to look into the pros and cons of the following for selecting the locations:-

1. **Outskirts area /Downtown area:** Where your potential customers may be from people outside the area in which case traffic and parking considerations are critical. Also operating costs may be high. These locations are often not good for evening but can be good during weekends.

2. **Major Shopping Malls:-**Locating in major shopping malls can create decision problems. Shopping centres usually have high rents but they do attract plenty of potential customers and have good accessibility, plenty of parking, good advertising and future growth. The best location in the shopping malls is between department store or supermarket.

However you must be certain a shopping centre is the right location for your type of restaurant also the shopping mall may impose on restrictive menu on food and beverage.

3. **Zoning:-** Zoning can regulate matters as size of structure, proximity to street, parking requirements, the signage s permitted to use and the density of population in the area may or may not allow you to operate your restaurant.

Zoning can also regulate any or all of the following: fire, health, safety, environment, parking garbage, sewage, energy, signs, liquor, access to people with disabilities and no smoking regulations.

4. **Utilities:-**Check the suitability of sewers, water mains and electrical power supplies .The proximity of connection points for the utility services.

5. **Highways:** Check with the road department if there is any future plans for new roadways which may affect the visibility and accessibility to your business.

6. **Property Appraisal:** - Appraisal will allow you to compare the site with similar other properties in the area, the money invested will ensure that the restaurant is not located on an overpriced, unsuitable site. Check the site roofs, walls, foundations, heating, plumbing, electrical wiring and ventilation.

**SITE**:-

Three important aspects of a good site are visibility, accessibility and suitability.

1. **Visibility:** Visibility of the restaurant may be more important to the customer who arrives at your front door by automobile than it is for the pedestrian.

Poor visibility of restaurant can be improved be outdoor advertising signs that attract both attention and direction.

2. **Accessibility:** An ideal situation is where traffic flowing and around the site reduces the effects of such things that prevent the motorist from easily approaching the restaurant.

3**. Suitability:-**The greatest site limitation is space for parking .The space required for parking is usually greater than that required for the building. The rule with parking is that a restaurant with an automobile clientele requires one parking space for each 2to2.5covers, plus additional parking for employees. For example a 100 covers restaurant would require 40 to 50 customer’s parking space and 15 to 20 parking spaces for its employees.

**SOURCES OF FINANCE:-**

The development of new project can be costly and capital is required. The sources of finance can be:

* **Issue of shares:** This is the most opted way of raising capital by many organizations. It is a way of raising capital by issue of shares which are Equity shares and preference shares.
* **Issue of Debentures:** These are form of a loan stock ,legally defined as a written acknowledgement of a debt incurred by accompany , normally containing provisions about the payment of interest and re payment of capital.
* **Franchising;** Is a method of expanding business on less capital. Franchisors include Mc Donald’s, Domino’s Pizza etc.

**LICENSES REQUIRED:**

* **Shops & establishment Act**: An important licence issued by the respective officer of Municipal Corporation.
* **Police Licence:** Is issued by the assistant commissioner of police of the respective zone.
* **Eating house licence**: The health department issues this licence.
* **Prevention of Food adulteration license**: Issued by the health department by the ward officer in the Municipal corporation.
* **Sign Board Licence:** Issued by the licence department in the Municipal Corporation office.
* **Fire Fighting Services:** Issued by the Director of fire services who issues No Objection Certificate.

Conclusion:-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Students Sign:-\_\_\_\_\_\_\_\_\_\_\_\_ Faculty Sign:-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:-\_\_\_\_\_\_\_\_\_\_\_

**Practical 2:-**Preparation of duty rosters in restaurants.

A work shift or duty Chart shows the typical workload for employees in hotels, there work shifts may vary with hotel occupancy and peak business days. This also ensures that the staffs has sufficient time to note their working schedule for the following week / month.

**Common work shifts in the hotel are:**

Morning       0700hrs to 1500hrs

Evening       1500hrs to 2300hrs

Night           2300hrs to 0700hrs

General        0900hrs to 1800hrs

Break Shift   0700hrs to 1200hrs and 1800hrs to 2300hrs

Duty Roster are usually prepared by the supervisors and then authorized by the HOD / Manager of the department.

Approved Duty rosters are then placed on the notice board on each department. Staffs are not allowed to make any changes on the duty rosters, if any changes required then the same has to be approved by the HOD / Manager.

What is the ideal waiter to table ratio in a restaurant?

It depends on a number of factors.

1 What type of restaurant?

2 What time of day (or more specifically breakfast lunch or dinner?)

3 How many support staff are available?

1. Type of restaurant:

In **fast food restaurants** there are generally lower expectations of service and a much higher volume of customers, so the ideal waiter to table ratio is going to be much higher 6-8 tables seating an average of four people each (24-32 people).

For a **casual restaurant** the service standard is slightly higher and the volume slightly lower, tables now take longer to turnover but also tip significantly more so the ideal served to table ratio decreases to 4-6 tables (16-24 people)

**Fine dining restaurants** often have several courses and require constant table attention. The expectation of service is exceedingly high and a lack promptness in any aspect is highly frowned upon by clientele. Guests are paying significantly higher bills and expect to be treated with personal service, as such the ideal ratio allows for more than four tables but usually ranging from 3-5 tables (12-15 guests).

2. Time of day/ meal:

Places that are serving either breakfast or lunch tend to have a much higher server to table ratio because

A: Higher end restaurants are not even open for breakfast and lunch.

And B: breakfast and lunch rarely have courses. Dinner can have anywhere from a single course up to, and likely exceeding, 8 courses. The more courses you have the more work is required from your service staff the less tables you can take.

3. Support staff:

This is perhaps the most import factor in determining how many tables a serve can/should take. At some restaurants the server is responsible for just about everything, seating tables, greeting tables, bar drinks, food running, pre busing, and flipping tables. This in addition to the obvious duties of a server. But with support staff, a hostess to greet new guests and seat them, a busser and/or commis waiter to serve water/fountain drinks bus and flip tables, bartenders for alcoholic drinks, and food runners for salad/ serving food, the number of tables a server can handle can be significantly increased.

Banquet Service Ratios:

The average ratio is one server for every 32 attendees at a meal function regardless of the style of service, the type of menu, or whether the servers are responsible for wine service.

Meal service levels can run from 1 server per 8 guests to 1 server per 40 guests. Most caterers’ staffing guides allow for 1 to 32, but meeting planners should try to negotiate 1 to 20 or 1 to 16 if there is poured wine or Banquet French service.

For excellent service, the minimum service ratio for conventional sit-down meal functions with American-style service with some foods preset is one server for every 20 guests.

If the conventional sit-down meal function includes Russian, banquet French, or poured-wine service, normally should request one server for every 16 attendees. Schedule one server for every two rounds of 8, or two servers for every three rounds of 10.

Plan a Duty Rota for A Fine Dine Restaurant serving 40 covers opening only for Dinner from 7pm to 11:30pm.

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**Practical 3:-**Menu Planning & Service (French, Mediterranean, Chinese & Japanese) with wines/beverages

**3A Practical: Planning Of French Menu with French Wines.**

Objective: By the end of the session the students should be able to learn menu planning, set up & service forFRENCH MENU with French wines.

**Traditional French menus have following courses:**

1. Hors d oeuvres: Can be pates, smoked fish.

2. Potages: Includes soups, broths.

3. Oeufs: Oeuf sur la plat

4. Farineux: Includes all pasta & rice dishes

5. Poisson: This course includes fish dishes like Pomfret Orly

6. Entree: Are small main course dish like steaks, vol-au-vents

7. Sorbet: They are lightly frozen ice water with flavour of fruits.

8. Releve: This is main course with vegetables

9. Roti: This is generally roasted game dishes

10. Fromage: Includes cheese and its accompaniments

11. Entremets: These are sweets like soufflés, puddings

12. Savoureux: Simple savouries like Welsh rarebit, angels on horseback.

13. Dessert: Fresh fruits and nuts

14. Boissons: The’/Café

**FRENCH DISHES**

Many famous dishes have been created in France the home of classical cooking. Each region in France has its own speciality and its own style of cooking. Some of the famous dishes are:-

1. Choucroute (a dish made from cabbage ,bacon and sausages)
2. Bouillabaisse (a stew soup of assorted fish, shellfish and vegetables)
3. Snails (escargots) snails served in their shells with garlic butter.
4. Coq au vin (chicken in red wine sauce)
5. Fricassee (white stew of meat and poultry)
6. Tomatoes and crevettes (tomatoes and shrimps in mayonnaise)
7. Oeuf farcis (hard boiled eggs slit open and stuffed with a filling and garnished with sieved egg yolks)
8. Petite marmite (a clear chicken soup served with vegetables with diced meat and vegetables accompanied by toast and cheese).

**FRENCH WINES**

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| Red Wines | White Wines | Champagne | Rosé |
| St.Emillion(Graves) | Bourgogne Aligote(Burgundy) | Moet et Chandon | Rosé d’Anjou |
| St.Estephe(Medoc) | Chablis 1er Cru(Burgundy) | Dom Perignon | Matteus |
| St.Amour(Beaujolais) | St.Joseph(Rhone) | Bollinger |  |

**---------------------------------------------------------------------------------------**

**TASK :**- **Planning of French Menu with Wines**

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| **PLAN A FOUR COURSE FRENCH MENU with Wines** |

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| Equipment Required :- |

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| Set Up:- |

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| Service Procedures:- |

Conclusion:-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Evaluation:-

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| Menu Plan | Set Up | Service Food | Service Beverage | Total |
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**3B Practical: Planning Of Mediterranean Menu with Mediterranean Wines**.

Objective: By the end of the session the students should be able to learn menu planning, set up & service forMEDITERRANEAN MENU with Mediterranean wines.

It includes staple dishes from European countries such as Greece, Italy and Spain; North African countries, such as Algeria, Libya and Morocco; and Middle Eastern countries, such as Lebanon, Syria and Turkey. This region is rich in a wide variety of ingredients and spices that make ordinary food.

Mediterranean menus have following courses:

**1. Mediterranean Appetizer**

 Greek Chicken Wings with Tzatziki Sauce.

 Mediterranean Flatbread Pizza Appetizer.

 Grilled Angel Food Cake Kabobs.

 Spanakopita.

**2. Mediterranean Soups**

 Tuscan Bean Soup.

 Zesty Greek Lentil and Barley Soup.

 Tuscan Bean and Pasta Soup (Pasta e Fagioli)

 Greek Meatball Soup (Youvarlakia Avgolemono)

 **3. Mediterranean Salads**

 Authentic Greek Salad (Horiátiki Salata)

 Egyptian Lentils with Rice and Pasta (Koshari) ...

 Eggplant, Lentils, and Peppers cooked in Olive Oil (Turkish) ...

 Shakshuka (Eggs Poached in Spicy Tomato Sauce – Morocco)

**4. Pastas**

 RAVIOLI ALLA RAIMONDO- chicken | spinach | shiitake mushroom | ricotta | tomato-vodka

 POLLO ALLA PARMIGIANA- Italian bread crumbs | marinara | fresh mozzarella | chicken |

 BOLOGNESE- rigatoni | classic Italian meat sauce | Grana Padano | nutmeg | cream

 SEAFOOD PUTTANESCA- fresh linguine | Manila clams | Gulf shrimp | tomatoes | olives |

 capers | white wine | anchovy |

**5. Paella**

 A classic Spanish rice dish with a rich history originating from Valencia, Spain. Simmered with

 fresh thyme, lemon & white wine on a bed of saffron rice.

VALENCIANA

Spanish chorizo | chicken | PEI mussels | Manila clams | Gulf shrimp | peas | roasted red peppers | saffron

MARISCOS

PEI mussels | Manila clams | Gulf shrimp | calamari | roasted red peppers | peas | saffron

VERDURAS

Broccoli | roasted red peppers | zucchini | peas | mushrooms | artichoke hearts | saffron | herb goat cheese

**6. Platos Principales**

EGGPLANT PARMIGIANO

Oven baked eggplant | fresh mozzarella | Parmigiano | San Marzano tomato sauce | focaccia bread crumbs

PICCATA DI POLLO

Sautéed chicken breast | capers | lemon | thyme butter | seasonal vegetables

POLLO ALLA CACCIATORE

Half roasted chicken | mushrooms | bell peppers | mixed olives | creamy polenta seared kale | sherry-tomato ragout

KEBAB CURRY-TARRAGON CHICKEN - OR - SPICE RUBBED LAMB

Seared greens | bell peppers | onions | caper-olive relish | feta dip | warm soft pita

SALMONE OREGANATA

Pan roasted salmon | Manila clams | parmesan-oregano breadcrumbs | fingerling potatoes | baby spinach | garlic-saffron broth

SALTIMBOCA

Pork scaloppini | Prosciutto di Parma | provolone | tomatoes | sage | smashed marble potatoes | seared greens | sherry wine reduction

TONNO PEPPERONATA

herb seared yellowfin tuna | squash | kalamata olives | peperonata | seared greens | feta | citrus butter

**7. Mediterranean  Desserts** - Italian Apple Olive Oil Cake.

 Greek Yogurt Chocolate Mousse.

 Turkish Yogurt Cake With Figs

**8. Mediterranean Bread** - Lagana (Greek Bread) , Hummus and pita bread, Greek bread.

**MEDITERRANEAN WINES**

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| --- | --- | --- | --- | --- | --- |
| COUNTRY  | WHITE WINES | RED WINES | CHAMPAGNE | ROSE | SPIRITS |
| MALTA | Medina Sauvignon Blanc D.O.C | Nexus Merlot |  | Medina Grenache Rosé |  |
|  | Isis by Meridiana |  |  |  |  |
| ITALIAN | Pinot Grigio | Barbera D’Alba  | Prosecco |  | [sambuca](https://en.wikipedia.org/wiki/Sambuca) |
|  | Gavi di Gavi | Chianti Classico  | Martini Rosé Sparkling |  |  |
| FRENCH | Sancerre | MerlotChâteauneuf-du-Pape  | Möet & ChandonBollinger | Rosé D’Anjou | [pastis](https://en.wikipedia.org/wiki/Pastis) and [absinthe](https://en.wikipedia.org/wiki/Absinthe) |
|  | Chablis | Merlot | Veuve Clicquot |  |  |
| SPANISH | Rueda Blanco | Rioja Tinto  |  |  |  |
|  | Marina Alta | Rioja Reserva  |  |  |  |
| GREEK |  |  |  |  | [ouzo](https://en.wikipedia.org/wiki/Ouzo) |
| LEBANESE |  |  |  |  | [arak](https://en.wikipedia.org/wiki/Arak_%28distilled_beverage%29) |

**TASK: -** **Planning of Mediterranean Menu with Wines**

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| **PLAN A FOUR COURSE MEDITERRANEAN MENU with Wines** |

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| Equipment Required :- |
| Set up:- |

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| Service Procedures:- |

Conclusion:-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Evaluation:-

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| --- | --- | --- | --- | --- |
| Menu Plan | Set Up | Service Food | Service Beverage | Total |
| 5 | 5 | 5 | 5 | 20 |
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Students Sign:-\_\_\_\_\_\_\_\_\_\_\_\_ Faculty Sign:-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:-\_\_\_\_\_\_\_\_\_\_\_

**Planning of Lebanese Menu with Wines**

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| **PLAN A FOUR COURSE LEBANESE MENU with Wines** |

Conclusion:-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Evaluation:-

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| Menu Plan | Beverage Plan | Set up  | Menu Knowledge | Total |
| 5 | 5 | 5 | 5 | 20 |
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Students Sign:-\_\_\_\_\_\_\_\_\_\_\_\_ Faculty Sign:-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Planning of GREEK Menu with Wines**

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| **PLAN A FOUR COURSE GREEK MENU with Wines** |

Conclusion:-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Evaluation:-

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| --- | --- | --- | --- | --- |
| Menu Plan | Beverage Plan | Set up  | Menu Knowledge | Total |
| 5 | 5 | 5 | 5 | 20 |
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Students Sign:-\_\_\_\_\_\_\_\_\_\_\_\_ Faculty Sign:-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Planning of MORROCAN Menu with Wines**

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| **PLAN A FOUR COURSE MORROCAN MENU with Wines** |

Conclusion:-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Evaluation:-

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Menu Plan | Beverage Plan | Set up  | Menu Knowledge | Total |
| 5 | 5 | 5 | 5 | 20 |
|  |  |  |  |  |

Students Sign:-\_\_\_\_\_\_\_\_\_\_\_\_ Faculty Sign:-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:-\_\_\_\_\_\_\_\_\_\_\_

**Planning Of Spanish Menu with Wines**

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| **PLAN A FOUR COURSE SPANISH MENU with Wines** |

Conclusion:-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Evaluation:-

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| --- | --- | --- | --- | --- |
| Menu Plan | Beverage Plan | Set up  | Menu Knowledge | Total |
| 5 | 5 | 5 | 5 | 20 |
|  |  |  |  |  |

Students Sign:-\_\_\_\_\_\_\_\_\_\_\_\_ Faculty Sign:-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:-\_\_\_\_\_\_\_\_\_\_\_

**3C Practical: Planning Of Chinese Menu with Chinese Wines.**

Objective: By the end of the session the students should be able to learn menu planning, set up & service for **CHINESE** MENU with Chinese wines.

Five regional cuisines:

South Eastern- Canton

Western- Szechwan or Chungking

North Eastern- Peking or Shantung

Central- Honan

East Coast - Fahien or Fukien

Chinese menus have following courses:

TEA - CHÁ

APPETIZER COURSE - KĀIWÈI CÀI

MAIN COURSE - ZHǓ CÀI

SOUP COURSE - TĀNG DĀNGRÁN

DESSERT COURSE - TIÁNDIǍN KÈCHÉNG

**Some of the Popular Chinese Dishes:-**

1. Sweet and Sour Pork. Sweet and sour pork has a bright orange-red color, and a delicious sweet and sour taste.
2. Kung Pao Chicken. Kung Pao Chicken is a famous Sichuan-style specialty, popular with both Chinese and foreigners.
3. Ma Po Tofu.
4. Wontons.
5. Dumplings.
6. Chow Mein.
7. Peking Roasted Duck.
8. Spring Rolls.

**Wine-producing regions of China**

Xinjiang - [Merceles](https://en.wikipedia.org/wiki/Merceles)

Ningxia- Jiabeilan (Red) Château Yuange, Silver Heights

Shanxi-Chateau Yunmo

**TASK :**- **Planning Of Chinese Menu with Wines**

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| **PLAN A FOUR COURSE CHINESE MENU with Wines** |

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| Equipment Required :- |

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| --- |
| Set Up:- |

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| --- |
| Service Procedures:- |

Conclusion:-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Evaluation:-

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| --- | --- | --- | --- | --- |
| Menu Plan | Set Up | Service Food | Service Beverage | Total |
| 5 | 5 | 5 | 5 | 20 |
|  |  |  |  |  |

Students Sign:-\_\_\_\_\_\_\_\_\_\_\_\_ Faculty Sign:-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:-\_\_\_\_\_\_\_\_\_\_\_

**3D Practical: Planning Of Japanese Menu with Japanese Wines.**

Objective: By the end of the session the students should be able to learn menu planning, set up & service for **JAPANESE** MENU with Japanese wines.



 Japanese Table Set Up



 Sushi Sashimi Tempura Teppanyaki

Japenese menu have following courses:

Courses:

**Soup:** Miso soup with mussels

**Starters:** Chirashi sushi

**Main Course**: Miso glazed black cod with sautéed broccoli

**Rice:** Gohan or Meshi: plainly cooked [white rice](https://en.wikipedia.org/wiki/White_rice)

**Noodles:** [Ramen](https://en.wikipedia.org/wiki/Ramen) : thin light yellow noodles served in hot chicken or pork broth with various toppings

**Sweets:**Yuzu crème brûlée

**To drink:** dry and bright sake, served cold

**Some of the popular Japanese Dishes:-**

**Soups -suimono  and shirumono**

* [Miso soup](https://en.wikipedia.org/wiki/Miso_soup) : made with [miso](https://en.wikipedia.org/wiki/Miso) suspended in [dashi](https://en.wikipedia.org/wiki/Dashi), usually containing two or three types of solid ingredients, such as seaweed, vegetables or tofu.
* [Tonjiru](https://en.wikipedia.org/wiki/Butajiru) : similar to Miso soup, except that pork is added to the ingredients
* Dangojiru: soup made with dumplings along with seaweed, tofu, lotus root, or any number of other vegetables and roots
* Sumashijiru or "osumashi": a clear soup made with [dashi](https://en.wikipedia.org/wiki/Dashi) and seafood or chicken.
* [Zōni](https://en.wikipedia.org/wiki/Z%C5%8Dni) : soup containing [mochi](https://en.wikipedia.org/wiki/Mochi_%28food%29) rice cakes along with various vegetables and often chicken. It is usually eaten at [New Years Day](https://en.wikipedia.org/wiki/Japanese_New_Year).

**Sushi**- is vinegared rice topped or mixed with various fresh ingredients, usually seafood or vegetables.

* [Makizushi](https://en.wikipedia.org/wiki/Sushi#Makizushi) : Translated as "roll sushi", this is where rice and seafood or other ingredients are placed on a sheet of seaweed ([nori](https://en.wikipedia.org/wiki/Nori)) and rolled into a cylindrical shape on a bamboo mat and then cut into smaller pieces.
* [Temaki](https://en.wikipedia.org/wiki/Temaki) or Temakizushi : the same as [makizushi](https://en.wikipedia.org/wiki/Makizushi), except that the [nori](https://en.wikipedia.org/wiki/Nori) is rolled into a cone-shape with the ingredients placed inside. Sometimes referred to as a "hand-roll".
* [Chirashizushi](https://en.wikipedia.org/wiki/Sushi#Chirashizushi)  or Bara-zushi : Translated as "scattered", chirashi involves fresh seafood, vegetables or other ingredients being placed on top of sushi rice in a bowl or dish.

**Sashimi**-[Sashimi](https://en.wikipedia.org/wiki/Sashimi)  is raw, thinly sliced foods served with a dipping sauce and simple garnishes usually fish or shellfish served with soy sauce and [wasabi](https://en.wikipedia.org/wiki/Wasabi).

* [Tataki](https://en.wikipedia.org/wiki/Tataki) : [raw/very rare](https://en.wikipedia.org/wiki/Doneness) [skipjack tuna](https://en.wikipedia.org/wiki/Skipjack_tuna) or [beef](https://en.wikipedia.org/wiki/Beef) steak seared on the outside and sliced, or a finely chopped raw fish ([Japanese jack mackerel](https://en.wikipedia.org/wiki/Japanese_jack_mackerel) or [Sardine](https://en.wikipedia.org/wiki/Sardine)), spiced with the likes of chopped spring onions, ginger or garlic paste.
* [Torisashi](https://en.wikipedia.org/wiki/Torisashi) : chicken breast sashimi, regional specialty of [Kagoshima](https://en.wikipedia.org/wiki/Kagoshima), [Miyazaki](https://en.wikipedia.org/wiki/Miyazaki_Prefecture) prefectures
* Rebasashi  is typically liver of [calf](https://en.wikipedia.org/wiki/Calf) served completely raw (the rare version is called "aburi":  It is usually dipped in salted [sesame oil](https://en.wikipedia.org/wiki/Sesame_oil) rather than soy sauce.

**Deep-fried dishes -Agemono**

* [Karaage](https://en.wikipedia.org/wiki/Karaage) : bite-sized pieces of chicken, fish, octopus, or other meat, floured and deep fried.
* [Korokke](https://en.wikipedia.org/wiki/Korokke) :[croquette](https://en.wikipedia.org/wiki/Croquette) breaded and deep-fried patties, containing either mashed potato or white sauce mixed with minced meat, vegetables or seafood.
	+ - [Kushikatsu](https://en.wikipedia.org/wiki/Kushikatsu) : skewered meat, vegetables or seafood, breaded and deep fried.
		- [Tempura](https://en.wikipedia.org/wiki/Tempura) : deep-fried vegetables or seafood in a light, distinctive batter.
		- [Tonkatsu](https://en.wikipedia.org/wiki/Tonkatsu) : deep-fried breaded cutlet of pork (chicken versions are called chicken katsu).

**Grilled and pan-fried dishes- Yakimono**

* + [Kushiyaki](https://en.wikipedia.org/wiki/Kushiyaki) : [skewers](https://en.wikipedia.org/wiki/Skewers) of meat and vegetables
	+ [Motoyaki](https://en.wikipedia.org/wiki/Motoyaki) : Baked seafood topped with a creamy sauce
	+ [Takoyaki](https://en.wikipedia.org/wiki/Takoyaki) : a spherical, fried dumpling of batter with a piece of [octopus](https://en.wikipedia.org/wiki/Octopus) inside. Popular street snack.
	+ [Teriyaki](https://en.wikipedia.org/wiki/Teriyaki) : grilled, broiled, or pan-fried meat, fish, chicken or vegetables glazed with a sweetened soy sauce
	+ [Yakitori](https://en.wikipedia.org/wiki/Yakitori) : barbecued chicken skewers, usually served with beer. In Japan, yakitori usually consists of a wide variety of parts of the chicken. It is not usual to see straight chicken meat as the only type of yakitori in a meal.
* Yakizakana is flame-grilled [fish](https://en.wikipedia.org/wiki/Fish), often served with grated [daikon](https://en.wikipedia.org/wiki/Daikon).

**Rice dishes :**

* [Chāhan](https://en.wikipedia.org/wiki/Chahan_%28food%29): [fried rice](https://en.wikipedia.org/wiki/Fried_rice), adapted to Japanese tastes, tends to be lighter in flavor and style than the Chinese version from which it is derived
* Genmai gohan : [brown rice](https://en.wikipedia.org/wiki/Brown_rice)
* [Hayashi rice](https://en.wikipedia.org/wiki/Hayashi_rice) : thick beef stew on rice
* [Tenmusu](https://en.wikipedia.org/wiki/Tenmusu): a rice ball wrapped with nori that is filled with deep-fried tempura shrimp
* Gohan or Meshi: plainly cooked [white rice](https://en.wikipedia.org/wiki/White_rice).
* [Curry rice](https://en.wikipedia.org/wiki/Japanese_curry) : karē raisu

**Noodles -men-rui -**[Noodles](https://en.wikipedia.org/wiki/Noodles) often take the place of rice in a meal.

* Traditional Japanese noodles are usually served chilled with a dipping sauce, or in a hot soy-[dashi](https://en.wikipedia.org/wiki/Dashi) broth.
* [Soba](https://en.wikipedia.org/wiki/Soba) : thin brown [buckwheat](https://en.wikipedia.org/wiki/Buckwheat) noodles. Also known as Nihon-soba ("Japanese soba").
* [Zaru soba](https://en.wikipedia.org/wiki/Soba#Common_soba_dishes) : Soba noodles served cold
* [Udon](https://en.wikipedia.org/wiki/Udon) : thick white wheat noodles served with various toppings, usually in a hot soy-[dashi](https://en.wikipedia.org/wiki/Dashi) broth, or sometimes in a [Japanese curry](https://en.wikipedia.org/wiki/Japanese_curry) soup.
* [Sōmen](https://en.wikipedia.org/wiki/S%C5%8Dmen) thin white wheat noodles served chilled with a dipping sauce. Hot sōmen is called [Ramen](https://en.wikipedia.org/wiki/Ramen)
* [Ramen](https://en.wikipedia.org/wiki/Ramen) : thin light yellow noodles served in hot chicken or pork broth with various toppings

### **Bread- Pan:**

* [Curry bread](https://en.wikipedia.org/wiki/Curry_bread) -karē pan : deep fried bread filled with [Japanese curry](https://en.wikipedia.org/wiki/Japanese_curry) sauce
* Korokke-pan : bread roll sandwich with [croquette](https://en.wikipedia.org/wiki/Croquette) (deep-fried patties mashed potato) filling
* [Melon-pan](https://en.wikipedia.org/wiki/Melonpan) : sweet round bun covered in a (sometimes melon flavoured) cookie-like coating, scored in criss cross shape and baked

### **Sweets -Wagashi:**

* [Dango](https://en.wikipedia.org/wiki/Dango): a Japanese dumpling and sweet made from mochiko (rice flour).
* [Kakigōri](https://en.wikipedia.org/wiki/Kakig%C5%8Dri): shaved ice with syrup topping.
* [Kompeito](https://en.wikipedia.org/wiki/Kompeito): crystal sugar candy.
* [Manjū](https://en.wikipedia.org/wiki/Manj%C5%AB): [sticky rice](https://en.wikipedia.org/wiki/Sticky_rice) surrounding a sweet bean centre.
* [Taiyaki](https://en.wikipedia.org/wiki/Taiyaki): a fried, fish-shaped cake, usually with a sweet filling such as a [red bean paste](https://en.wikipedia.org/wiki/Red_bean_paste).

**Beverages:**

* [Sake](https://en.wikipedia.org/wiki/Sake) is a [rice wine](https://en.wikipedia.org/wiki/Rice_wine) that typically contains 12%–20% [alcohol](https://en.wikipedia.org/wiki/Alcohol_%28drug%29) and is made by a double [fermentation](https://en.wikipedia.org/wiki/Fermentation_%28food%29) of rice
* [Japanese beer](https://en.wikipedia.org/wiki/Beer_in_Japan) - leading brands are [Sapporo](https://en.wikipedia.org/wiki/Sapporo_Brewery), [Asahi](https://en.wikipedia.org/wiki/Asahi_Breweries) and [Kirin](https://en.wikipedia.org/wiki/Kirin_Brewery_Company)
* [Japanese whisky](https://en.wikipedia.org/wiki/Japanese_whisky) - [Suntory](https://en.wikipedia.org/wiki/Suntory) and [Nikka Whisky](https://en.wikipedia.org/wiki/Nikka_Whisky_Distilling) .

**TASK: -** **Planning of Japanese Menu with Wines**

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| **PLAN A FOUR COURSE JAPANESE MENU with Wines** |

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| Equipment Required :- |

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| Set Up:- |

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| --- |
| Service Procedures:- |

Conclusion:-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Evaluation:-

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| --- | --- | --- | --- | --- |
| Menu Plan | Set Up | Service Food | Service Beverage | Total |
| 5 | 5 | 5 | 5 | 20 |
|  |  |  |  |  |

Students Sign:-\_\_\_\_\_\_\_\_\_\_\_\_ Faculty Sign:-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Practical 4:-**Formats of records maintained in Restaurant (booking diary, KOT, Sales Summary Sheet, Guest Comments, and Log Book etc.)

Objective: To understand the various records maintained in the restaurant.

Formats used:-

**RESTAURANT BOOKING DAIRY**:-The restaurants reservations are done over the phone for prior booking .The hostess handling the reservation should have good communication skills and be able to handle enquiries effectively. The hostess needs to take the reservations in the diary filling all the details in the format .



**KOT**: - Is used to take down orders of the guest for the menu usually in triplicate format.



**SALES SUMMARY SHEET** – It is also known as restaurant analysis sheet , bill summary or records of restaurant sales. They provide information of

* Reconciliation of items with gross profit
* Sales mix information
* Records of popular /unpopular items
* Records of stock control

Different formats for sales summaries are often electronically produced. Information includes:

* Date
* Address of outlet
* Period of service
* Bill numbers
* Table numbers
* Number of covers
* Bill Totals
* Analysis of sales
* Various performance measures
* Cashiers name

This may also include individual staff or till sales breakdown.



**GUEST COMMENT CARDS**: Is used to analyse the quality of food & service provided and the satisfaction of the guest for patronising the restaurant.



**LOG BOOK**: - The Log Book is maintained to find out the Daily sale for the restaurant. It gives the total number of covers for the meal period and the sale of food and sale of beverage for the meal period. It is filled in by the supervisor at the end of the shift .It also gives information like the VIP arrival , 86 items for the day .



Conclusion:-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Date:-\_\_\_\_\_\_\_\_\_\_\_

**Practical 5:-** SOP for Restaurant Operations (Opening, Service Procedure of 6 course menu and Closing)

Objective : To learn the Standard Operating Procedure for Restaurant Operations .

**SOP for Opening of the Restaurant:-**

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| --- |
| THE ORCHID RESTAURANT |
| OPENING PROCEDURE FOR THE RESTAURANT |
| STEPS | PROCEDURE |
| 1.COLLECT THE KEY | 🞏 Punch in you Time In card 🞏 Change into your uniform🞏 Ask for the keys from the security 🞏 Sign in the Register🞏 Go to the restaurant |
| 2. CHECK AND OPEN THE DOOR  | 🞏 Open the door 🞏 Check whether outside of the restaurant |
| 3. ENTER THE RESTAURANT | 🞏 Switch on the lights , check all lights are working🞏 Check inside the restaurant whether all in place🞏 Call housekeeping for cleaning |
| 4. COLLECT THE LINEN | 🞏 Collect all the Linen from the Laundry 🞏 Lay all the table cloths 🞏 Fold the serviettes🞏 Keep the spare linen in the linen cupboard |
| 5. MIS-EN-PLACE | 🞏 Start wiping all the glasses and cutleries🞏 Check the cruet sets🞏 Place fresh flowers in the bud vase |
| 6. CASH FLOAT | 🞏 Collect the float money from the accounts department |
| 7. RESERVATIONS | 🞏 Check for the reservations 🞏 Allocate the tables accordingly |
| 8. OPENING TIME | 🞏 Open the restaurant for service |

**SOP for Closing of the Restaurant:-**

|  |
| --- |
| THE ORCHID RESTAURANT |
| CLOSING PROCEDURE FOR THE RESTAURANT |
| STEPS | PROCEDURE |
| 1.MIS-EN-PLACE | 🞏 Wash ,wipe and place all the equipments in cupboards.🞏 Turn over the glasses on the table set up🞏 Call house keeping for cleaning the restaurant  |
| 2. ACCOUNTING  | 🞏 Ensure all the bills are settled 🞏 Close the accounts🞏 Cash float and all the accounts to be sent to audit department. |
| 3. LINEN | 🞏 Collect all the soiled linen 🞏 Enter in the linen register 🞏 Send the soiled linen to laundry |
| 4. CLOSE THE RESTAURANT | 🞏 Check the restaurant whether everything in place🞏 Switch off all the lights |
| 5. CHECK AND CLOSE THE DOOR | 🞏 Lock the doors both the entrance and service door🞏 Deposit the keys at the security🞏 Enter in the register🞏Clock out 🞏 Change uniform |

**Service Procedure of 6 Course Menus:-**

Objective: To learn the service procedure for six course menu.

The following is the service procedure for Six Course menu comprising of Appetizer Soup, Pasta, Fish, and Main Course & Sweet.

1. Welcome the guest; escort the guest to the table.
2. The Cover for the table is set as per the Courses in the menu.
3. Seat the guest and introduce yourself to the guest and then introduce the set menu offered for today.
4. Take the order for water, serve the water.
5. Clear covers of unoccupied seats.
6. Serve the Appetizer pre plated from the right hand side.
7. Clear the Appetizer, place the bread & butter and any other accompaniments required for the soup.
8. Serve the plated soup from the right hand side.
9. Clear the soup from the right hand side. Clear the accompaniments and leave the bread and butter which should be on the table till main course is over.
10. Serve the pasta in the pasta plate on an under liner and serve the accompaniments from the right hand side.
11. Clear the pasta plate and the accompaniments.
12. Arrange the covers and serve the fish along with the accompaniments from the right hand side.
13. Clear the fish plate and accompaniments, correct the cover.
14. Serve main course and accompanying vegetables from the righthand side and serve the accompanying sauce from the left hand side.
15. Clear the full plate /main course plate along with the side plate and the bread & butter.
16. Crumb the table and move down the Dessert cutlery and clear the cruet set.
17. Serve the sweet from the righthand side.
18. Present the bill, settle the bill and thank the guest.
19. Escort the guest to the door.
20. Clear the table and set the table for the next guest or meal.

Conclusion:-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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 **Practical 6:-**Simulation & application of food & beverage software –IDS, Fidelio , Amadeus

**Objective:** To understand the application of Food & Beverage software’s.

**IDS – INTERNET DISTRIBUTION SYSTEM**

IDS stands for internet distribution system which refers to the portals that offers online reservation and bookings. It provides consumers the ability to book airline tickets, hotel rooms and rental cars through gateways called the IDS. The IDS is a collection of more than 2000 internet reservations systems , travel websites ,on line reservation systems and travel portals which specialize in internet marketing of travel related services directly to consumers. These online systems have distinctive features that can be used to drive potential travellers to a given destination and /or travel company. Unlike booking through agent or tour operator any consumer with access to the World Wide Web has the ability to book travel on their own.

The advantages of IDS are:-

* Visibility on the internet to anyone , anytime and anywhere
* Seamless connectivity to thousands of travel websites with inventory availability
* Increase return on investments and revenue by direct sales to travellers
* Ability to change rates quickly based on demand
* Reduce NO Show by guaranteed reservations

The advantages to the hotels are:-

* The hotel will be competitively placed and well presented on the IDS
* Will save on the reservation agents time to focus on quality service
* Will save on sales team time to focus on building relations with corporate customers
* It is an effective way to place the hotel on the internet market
* It is available 24 hours a day .

The number of bookings of rooms in the hotels has increased through IDS and GDS which makes it highly acceptable distribution channels of the internet, benefiting the hotels. However the hotels need to use the system appropriately to make the most of the system. Because IDS is a non line portal it offers numerous choices to the travel agents and also provides hotel with better visibility on internet. The IDS for hotels connects the hotel with around 11,000 online travels portals including popular hotel booking websites like Expedia, Orbitz, Hotwire, Travel now, Travelocity, Agoda etc.

**AMADEUS:-**Was created as a neutral global distribution system (GDS) by Air France , Iberia Lufthansa and SAS in 1987 in order to connect providers content with travel agencies and consumers in real time . Amadeus link hotel is a multi GDS services company which distributes your inventory and content to the world’s global distribution systems.

GDS refers to the reservation tool travel agents use when making an airline, hotel, car or other travel service booking. GDS provides pricing, availability and reservation to many online travel agencies.

Amadeus Link Hotel is a multi GDS services company which distributes the inventory and content to the world’s global distribution systems- Amadeus, Sabre, Travel port (Galileo and World Span).

With one simple connection to Amadeus Link Hotel the hotel will be available to be booked by travel professionals who generate millions of room nights each year.

GDS benefits for the hotel:-

* World wide exposure of the hotel
* GDS distribution is the entry door to corporate bookings
* Targeting all travel agencies independently
* 24/7 travel agent access to the inventory
* 24/7 travel agent access to full descriptive and multi media content.

**FIDELIO:** Is a flexible software package designed to maximise the efficiency of hotel operations.

It is a fully integrated, flexible software package, designed to maximise the efficiency of hotel operations. The system contains all t he functions for the daily operations of the hotel, including all aspects of hotel management and maintenance. It supports all the requirements of the hotel industry from basic services to complete and luxury services. Fidelio version 8 is based on Oracle technology, integrated, web friendly, customizable software package, parameter oriented.

**Basic feature are:-**

Easy to use

Insight into current state of occupancy and availability of all hotel facilities

Supports multilingualism, Different currencies, different legal regulations

Navigation between screens

The possibility for calling assistance help

High security

Interface with POS system. Back office, telephone management systems, door locking etc.

**The modules integrated in to Fidelio are:**

The data base management – Customer Relationship Management

Reservations

Front office

Cashiering

Night Audit

**CRM –** The data of all hotel guests are located in that module. In addition to basic data about the guest other details like room preference, personal documents, family member’s details etc can be entered. It can track the history of the guest who has stayed in the hotel.

**Reservations:** The creation of bookings is possible for an unlimited number of rooms, guest and for unlimited time. Check In and assigning of rooms are fully automated.

**Front Office:** Automated system for guest checks in. Can check the expected arrivals, departures and enter messages for guest with printing options and track status.

**Cashiering:** Can have access to the balance of each guest as well as invoice in multiple languages. It can interface between Fidelio systems and sales in the restaurant as well as telephone management system, debit entries automatically routed to t he guest account. Cashiering reports scan be printed.

**Night Audit**: Automatic posting of all fixed charges and prices of rooms. Possible to print reports in excel format or other formats.

Conclusion:-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Students Sign:-\_\_\_\_\_\_\_\_\_\_\_\_ Faculty Sign:-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:-\_\_\_\_\_\_\_\_\_