

GURU KASHI UNIVERSITY



Diploma in Food and Beverage Service

Session: 2026-27

Department of Hotel Management

Faculty of Management & Commerce

Diploma Attributes of the Programme: -

Type of learning outcomes	The Learning Outcomes Descriptors
Diploma Holder should be able to demonstrate the acquisition of:	
Learning outcomes that are specific to disciplinary/interdisciplinary areas of learning	Demonstrating advanced skills in Food and Beverage service, including table setting, service techniques, and customer interaction, applying practical training to deliver exceptional guest experiences in hospitality settings.
	Plan, coordinate, and execute events effectively, integrating logistical, aesthetic, and guest service elements to meet client expectations and industry standards.
	Applying specialized knowledge in bar management, including mixology, inventory control, and compliance with beverage regulations, to ensure efficient and profitable bar operations.
Generic learning outcomes	Analyzing operational challenges in food and beverage service, event management, and hotel operations, devising innovative solutions to enhance efficiency and guest satisfaction.
	Communicating professionally with guests, team members, and stakeholders, using clear verbal, written, and non-verbal methods tailored to hospitality and event management contexts.
	Working collaboratively in diverse teams, demonstrating leadership and coordination skills to execute tasks across food and beverage service, bar management, and event planning.

Programme Learning outcomes:

Element of the Descriptor	Programme learning outcomes relating to the Diploma
The graduates should be able to demonstrate the acquisition of:	
Knowledge and Understanding	Fundamental knowledge of Food & Beverage service.
	Understanding of events and banquet management practices relevant to Hospitality and guest well-being.
	Basics of personality Traits for professional interactions.
	Familiarity with store management skills needed for Hospitality operations.
General, technical and professional skills required to perform and accomplish tasks	Practical skills in food and Beverage service through hands-on training.
	Effective use of Service skills for operational efficiency.
	Development of personality, grooming, and communication skills for guest-facing roles.
Application of knowledge and skills	The ability to apply foundational hospitality knowledge and soft skills to perform tasks in real or simulated hotel environments.
Generic learning Outcomes	Basic problem-solving, teamwork, and interpersonal skills required to function in hospitality service environments.
Constitutional, humanistic, ethical, and moral values	An understanding of human values, environmental responsibility, and professional ethics in the context of hospitality.
Employability and job-ready skills, and entrepreneurship skills and capabilities/qualities and mindset	The essential job-ready skills and work attitude required for entry-level roles in hospitality operations, with an emerging understanding of entrepreneurial thinking.
Credit requirements	Completion of required credits as per the National Higher Education Qualifications Framework (NHEQF) Level 4.0, covering core subjects and practical training. Total Credits required are 40.
Entry requirements	Completion of High School (10 th) or higher with minimum 45% with English as a compulsory subject.

Program Structure

SEMESTER – 1st									
Course Code	Course Title	Type of Courses	L	T	P	No. of Credits	Int.	Ext.	Total Marks
DFB101	Food Service Operations	Major	4	0	0	4	30	70	100
DFB102	Event Management	Major	3	0	0	3	30	70	100
DFB103	Food and Beverage Controls	Major	3	0	0	3	30	70	100
DFB104	Business Communication	Minor	3	0	0	3	30	70	100
DFB105	Hygiene and Sanitation	MDSC	3	0	0	3	30	70	100
DFB106	Food Service Operations (Practical)	SEC	0	0	8	4	30	70	100
Total			16	0	08	20	180	420	600

SEMESTER – 2nd									
Course Code	Course Title	Type of Courses	L	T	P	No. of Credits	Int.	Ext.	Total Marks
DFB201	Beverage Service Operations	Major	4	0	0	4	30	70	100
DFB202	Store Management	Major	4	0	0	4	30	70	100
DFB203	Bar Management	Major	3	0	0	3	30	70	100
DFB204	Hotel Operations	Major	3	0	0	3	30	70	100
DFB205	Hotel Laws	Minor	2	0	0	2	30	70	100
DFB206	Beverage Service Operations (Practical)	SEC	0	0	8	4	30	70	100
Total			16	0	08	20	180	420	600
Sub Total			32	0	16	40	360	840	1200

After completion of 2nd Semester, the student will undergo an On-the-Job Training in hotel in the Food & Beverage Service Department for a duration of 6 months and submit the certificate of completion in the University.

Semester – I

Course Title: Food Service Operations	L	T	P	Cr.
Course Code: DFP101	4	0	0	4

Total Hours: 60

Learning Outcomes: After completion of this course, the learner will be able to:

1. Identify the structure and evolution of the hospitality and food & beverage service industry.
2. Classify various food service areas and demonstrate the appropriate use and maintenance of service equipment.
3. Execute standard food service techniques and effectively communicate with guests using professional etiquette.
4. Design suitable menu layouts and differentiate between various specialized catering services.

Course Content**Unit-I****16Hours****Hospitality Industry and Food & Beverage Service Department**

Introduction to Hospitality Industry, Evolution of Hospitality Industry, Introduction to Catering Industry, Catering industry as a part of Hospitality industry, History of catering industry, Types of F&B operations, Organizational Structure, Roles and responsibilities of the organizational staff, Inter and intra departmental communication,

Unit-II 16Hours**Food Service Areas, Classification and use of F&B Equipment**

Introduction and classification of Food service areas, Ancillary departments, Service equipment, Types of cutlery, crockery, glassware, hollowware, flatware, buffet ware, Selection and maintenance of service equipment, Restaurant linen: Types and selection, Sideboard and its uses.

Unit-III**14Hours****Service Techniques and Guest Interaction**

Introduction to food service, Preparation of the Restaurant: Mis-en-place and Mis-en-scene, Table laying procedures and standards, Types of food services, Different types of service methods:

American, French, Russian, English, Buffet and banquet service, Guest interactions, Order taking, Complaint handling, Communication skills and etiquettes, Grooming Standards, Body language.

Unit-IV

14Hours

Menus and Courses, Specialized Catering

Instruction and importance of menus, Types of menus, French Classical menu, Cover setups for different menus, Specialized catering definition, Airline catering, Hospital catering, Cruise line catering, Railway catering, Welfare catering.

Transactional Mode:

Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration, Peer Teaching.

Suggested Reading:

- *Andrews, S. (2013). Food and beverage service: A training manual (3rd ed.). Tata McGraw-Hill Education.*
- *Lillicrap, D., Cousins, J., & Smith, R. (2014). Food and beverage service (9th ed.). Hodder Education.*
- *Roday, S. (2011). Food and beverage service. Oxford University Press.*
- *Singaravelavan, R. (2011). Food and beverage service. Oxford University Press.*
- *Negi, J. (2015). Food and beverage service. S. Chand Publishing.*

Course Title: Event Management	L	T	P	Cr.
Course Code: DFB102	3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Demonstrate comprehensive event planning and execution skills
2. Apply financial and logistical management principles to events
3. Design effective marketing and sponsorship strategies
4. Evaluate event success using industry-standard metrics.

Course Content

Unit-I

10Hours

FUNDAMENTALS OF EVENT MANAGEMENT

INTRODUCTION TO EVENT INDUSTRY: Definition and evolution of event management, scope and importance in hospitality sector, types of events: Corporate, Social, Cultural, Sports, Political

EVENT PLANNING PROCESS: Event conceptualization and feasibility study, setting objectives and goals, Creating event timelines and milestones.

Unit-II 14Hours

EVENT PLANNING AND OPERATIONS

FINANCIAL PLANNING: Budget preparation and cost estimation, revenue streams and sponsorship, financial control mechanisms.

VENUE MANAGEMENT: Site selection criteria, venue layout and design principles, infrastructure requirements (power, water, sanitation)

VENDOR COORDINATION: Selection and negotiation with vendors, catering and food & beverage management, technical support (sound, lighting, staging).

LOGISTICS MANAGEMENT: Transportation and parking arrangements, Accommodation for guests and participants, Emergency and contingency planning.

Unit-III

11Hours

MARKETING AND COMMUNICATION

Event Marketing Strategies: Developing marketing plans, digital marketing tools and techniques, traditional marketing methods.

SPONSORSHIP MANAGEMENT: Identifying potential sponsors, creating sponsorship proposals, benefits and deliverables for sponsors.

PUBLIC RELATIONS: Media relations and press releases, Celebrity and influencer management, Crisis communication strategies,

REGISTRATION AND TICKETING: Online registration systems, Ticket pricing strategies, Attendee database management.

Unit-IV

10Hours

EXECUTION AND EVALUATION

ON-SITE MANAGEMENT: Team structure and responsibilities, Guest handling and protocol, Crowd management techniques.

EVENT EXECUTION: Coordination with all stakeholders, time management during events, handling last-minute changes.

POST-EVENT ACTIVITIES: Feedback collection methods, financial settlement and auditing, thank you protocols and follow-ups.

EVENT EVALUATION: Measuring success metrics, ROI calculation methods, Documentation and report preparation

Transactional Mode:

Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration, Peer Teaching.

Suggested Reading:

- Allen, J. (2009). *Event planning: The ultimate guide to successful meetings, corporate events, fundraising galas, conferences, conventions, incentives and other special events (2nd ed.)*. Wiley.
- Bowdin, G., Allen, J., O'Toole, W., Harris, R., & McDonnell, I. (2011). *Events management (3rd ed.)*. Routledge.
- Silvers, J. R. (2012). *Professional event coordination (2nd ed.)*. Wiley.
- Swarooprani, K. (2015). *Event management in hospitality and tourism*. Oxford University Press.

Course Title: Food & Beverage Controls	L	T	P	Cr.
Course Code: DFB103	3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Apply cost control principles, food costing methods, and purchasing strategies to optimize hotel F&B operations.
2. Execute effective receiving control procedures, documentation, and fraud prevention measures for inventory accuracy.
3. Manage storing, issuing, and stock control systems while maintaining hygiene and inventory records.
4. Implement production and sales control techniques, including standard recipes, portion costing, and pricing strategies.

Course Content

Unit-I

12Hours

FOOD COST CONTROL

Introduction to Cost Control, Define Cost Control, The Objectives and Advantages of Cost Control, Basic costing, Food costing

FOOD CONTROL CYCLE: Purchasing Control, Aims of Purchasing Policy, Job Description of Purchase Manager/Personnel, Types of Food Purchase, Quality Purchasing, Food Quality Factors for different commodities, Definition of Yield, Tests to arrive at standard yield, Definition of Standard Purchase Specification, Advantages of Standard Yield and Standard Purchase Specification, Purchasing Procedure, Different Methods of Food Purchasing, Sources of Supply, Purchasing by Contract Periodical Purchasing, Open Market Purchasing, Standing Order Purchasing R. Centralized Purchasing S. Methods of Purchasing in Hotels, Purchase Order Forms, Ordering Cost, Carrying Cost, Economic Order Quantity, Practical Problems

Unit-II 12Hours

RECEIVING CONTROL

Aims of Receiving, Job Description of Receiving Clerk/Personnel, Equipment required for receiving, Documents by the Supplier (including format), Delivery Notes, Bills/Invoices, Credit Notes, Statements Records maintained in the Receiving Department, Goods Received Book, Daily

Receiving Report, Meat Tags, Receiving Procedure, Blind Receiving, Assessing the performance and efficiency of receiving department, Frauds in the Receiving Department, Hygiene and cleanliness of area.

Unit-III

11Hours

STORING & ISSUING CONTROL

Storing Control, Aims of Store Control, Job Description of Food Store Room Clerk/personnel, Storing Control, Conditions of facilities and equipment, Arrangements of Food, Location of Storage Facilities Security, Stock Control, Two types of foods received – direct stores (Perishables/non-perishables), Stock Records Maintained Bin Cards (Stock Record Cards/Books), Issuing Control, Requisitions, Transfer Notes, Perpetual Inventory Method, Monthly Inventory/Stock Taking, Pricing of Commodities Stock taking and comparison of actual physical inventory and Book value Stock levels, Practical Problems, Hygiene & Cleanliness of area.

Unit-IV

10Hours

PRODUCTION & SALES CONTROL

Aims and Objectives, Forecasting, Fixing of Standards Definition of standards (Quality & Quantity), Standard Recipe (Definition, Objectives and various tests), Standard Portion Size (Definition, Objectives and equipment used), Standard Portion Cost (Objectives & Cost Cards), Computation of staff meals, ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price, Matching costs with sales, Billing procedure – cash and credit sales, Cashier's Sales summary sheet.

Transactional Mode:

Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration, Peer Teaching.

Suggested Reading:

- *Dittmer, P., & Keefe, D. J. (2008). Principles of food, beverage, and labor cost controls (8th ed.). Wiley.*
- *Dopson, L. R., & Hayes, D. K. (2019). Food and beverage cost control (7th ed.). Wiley.*

- *Jagmohan Negi. (2022). Food and beverage cost control. Aman Publications.*
- *Ninemeier, J. D., & Hayes, D. K. (2006). Restaurant operations management: Principles and practices. Pearson Prentice Hall.*
- *Davis, B., Lockwood, A., Alcott, P., & Pantelidis, I. (2018). Food and beverage management (6th ed.). Routledge.*

Course Title: Business Communication	L	T	P	Cr.
Course Code: DFB104	3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Understand the need, purpose, and channels of business communication for effective message delivery.
2. Identify different types of business communication and their role in organizational functions.
3. Develop proficiency in writing business letters, reports, emails, and social media responses.
4. Learn to structure, conduct, and document meetings effectively.

Course Content

Unit-I

12Hours

Business Communication

Introduction, Need and Purpose, Nature, Models, Channels of Business communication, Selection of channel.

Unit-II 12Hours

Organizational Communication

Types of Business Communication, purpose, functions - Written communications, memos, circulars, notices, advertisements, press notes, Inter and intra departmental communication.

Unit-III

11Hours

Communicating With Outside World

Business letters of different types, social media responses (TripAdvisor, Google Reviews), Report writing (incident reports, shift handovers), email writing and manners - Communicating within groups, nature, purpose, merits, demerits - Role of wit and humor.

Unit-IV

10Hours

Handling Meetings

Types of meetings - Structuring a meeting: agenda and minutes - Conducting a meeting, Minutes of meeting, Formal

environment and language of the meeting.

Transactional Mode:

Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration, Peer Teaching.

Suggested Reading:

- Guffey, M. E., & Loewy, D. (2024). *Business communication: Process and product (10th ed.)*. Cengage Learning.
- Flatley, M. E., Rentz, K., & Lentz, P. (2023). *Business communication (4th ed.)*. McGraw-Hill Education.
- Locker, K. O., & Kaczmarek, S. K. (2023). *Business communication: Building critical skills (8th ed.)*. McGraw-Hill.
- Lehman, C. M., & DuFrene, D. D. (2023). *Business communication (18th ed.)*. Cengage Learning.
- Murphy, H. A., Hildebrandt, H. W., & Thomas, J. P. (2023). *Effective business communications (11th ed.)*. McGraw-Hill.

Course Title: Hygiene and Sanitation	L	T	P	Cr.
Course Code: DFB105	3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Explain the types of microorganisms relevant to food microbiology and their roles in food contamination and spoilage.
2. Demonstrate safe food handling practices across all stages of food preparation and apply personal hygiene standards.
3. Interpret the principles of HACCP and describe the role and compliance standards of FSSAI in food safety regulation.
4. Classify types of waste and evaluate appropriate methods of garbage disposal in accordance with municipal laws and sanitation guidelines.

Course Content

Unit-I

12Hours

Food Microbiology and Food Contamination and Spoilage

Introduction, Microorganism groups important in food microbiology - Viruses - Bacteria - Fungi (Yeast & Molds) - Algae - Parasites, Factors affecting the growth of microbes, Beneficial role of Microorganisms, Classification of Food, Contamination and Cross Contamination, Spoilages of Various Food with the Storing Method

Unit-II 12Hours

Sanitary Food Handling and Safe Food Handler

Receiving, Storage, Preparation, Cooking, Holding, and Service of food, Food handler: Personal Hygiene discussing all the standard, Hand Washing Procedure, First Aid definition, types of cuts, wounds, lacerations with reasons and precautions.

Unit-III

11Hours

Hazard Analysis Critical Control Point and FSSAI

Introduction to HACCP, History of HACCP, Principles of HACCP, HACCP plan development and implementation, Introduction to

FSSAI, Role of FSSAI, FSSAI Compliance, Integration of HACCP with FSSAI regulations.

Unit-IV

10Hours

Garbage Disposal

Types of garbage, Types of bins, Methods of garbage disposal, Advantages and disadvantages, Municipal Laws and Swachh Abhiyan, Importance of garbage disposal, Waste management, Sustainability and garbage disposal.

Transactional Mode:

Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration, Peer Teaching.

Suggested Reading:

- Jay, J. M., Loessner, M. J., & Golden, D. A. (2005). *Modern food microbiology (7th ed.)*. Springer Science+Business Media.
- Forsythe, S. J. (2020). *The microbiology of safe food (3rd ed.)*. Wiley-Blackwell.
- Frazier, W. C., & Westhoff, D. C. (1995). *Food microbiology (4th ed.)*. McGraw-Hill Education.
- Marriot, N. G., & Gravani, R. B. (2006). *Principles of food sanitation (5th ed.)*. Springer.
- Motarjemi, Y., & Lelieveld, H. L. M. (Eds.). (2014). *Food safety management: A practical guide for the food industry*. Academic Press.

Course Title: Food Service Operations (Practical)	L	T	P	Cr.
Course Code: DFB106	0	0	8	4

Total Hours: 120

Learning Outcomes: After completion of this course, the learner will be able to:

1. Identify and differentiate between various types of food & beverage service equipment and their uses.
2. Demonstrate proper care, cleaning, and mise-en-place practices for maintaining hygiene and service readiness.
3. Execute standard procedures in table setup, service techniques, and linen use for various meal periods and service styles.
4. Organize buffet and banquet service layouts and perform complete service sequences with professional etiquette.

Course Content

1. Familiarization with F&B Equipment:

- Types of cutleries
- Types of crockery
- Types of glassware
- Types of hollowware
- Types of flatware
- Types of buffet ware

2. Care and Cleaning of F&B Equipment:

- Importance of sanitation and hygiene
- Care, cleaning and polishing of F&B equipment
- Mise-en-place and mise-en-scene for different meal periods
- Pantry preparations and service

3. Use of Linen in Restaurant:

- Laying and relaying of table cloth
- Napkin folding

4. Types of Service:

- Handling of service spoon and service fork
- Water service
- Service using trays and salvers
- Silver service
- Clearance

5. Table Setups:

- Laying and service of special Table d'hôte menu
- Laying and service of breakfast set up on trays

6. Service Sequence:

- Service Sequence- Greeting, seating, order taking, serving and bill presenting
- Briefing and de briefing

7. Buffet Service:

- Organizing buffets
- Banquet seating plan practice

8. Silver Polishing

Transactional Mode:

Demonstration, Role-Play, Workshops, Industrial visits, Stimulations, Video-Based teaching.

Suggested Reading:

- *Krishna G., & Prasad V. (2012) F&B Service Simplified: Food and Beverage. Pearson Education*
- *Dennis R. Lillicrap. & John.A. Cousins (2015) Food & Beverage Service, Publisher: ELBS, Germany.*
- *Andrews Sudhir (2018) Food & Beverage Service Training Manual, Tata McGraw Hill, New Delhi.*
- *Brown Grahm (2019) The Waiter Handbook Forth Edition, Publisher: Global Books & Subscription Services, New Delhi.*
- *Negi Dr. J M (2017) Food & Beverage Management & Control by, Kanishka Publications, New Delhi*

Semester – II

Course Title: Beverage Service Operations	L	T	P	Cr.
Course Code: DFB201	4	0	0	4

TotalHours:60

LearningOutcomes:Aftercompletionofthiscourse,thelearnerwillbeable to:

1. Classify various non-alcoholic beverages and demonstrate correct preparation and service techniques.
2. Differentiate between types of wines and perform appropriate service procedures including pairing with food.
3. Explain the production methods and classifications of spirits and liqueurs, and apply responsible service standards.
4. Organize a functional bar setup and prepare standard cocktails with professionalism and attention to guest service.

CourseContent**UNIT-I16Hours****Non-Alcoholic Beverages**

Introduction to non-alcoholic beverages, Classification of non-alcoholic beverages, Tea: Types, Origin, Preparation methods, and Processing, Coffee:Types, Origin, Preparation methods, and Processing, Mocktails, Service equipment.

UNIT-II**16Hours****Alcoholic Beverages**

Introduction to alcoholic beverages, Classification of alcoholic beverages, Fermentation: Introduction and Process, Distillation: Introduction, Process and Types of distillation, Glassware, Proofs: Types and uses of proofs,Introduction to fermented alcoholic beverages.

UNIT-II**16Hours****Fermented Alcoholic Beverages**

Wine: Introduction to Wines, Classification of Wines, Wine Production, Old World vs. New World Wines, Grape Varieties and Wine Regions, Wine Service.

UNIT-IV

12Hours

Spirits and Bar Operations

Introduction to Spirits, Types of Spirits and their production methods, Liqueurs and Aperitifs, Service techniques, Bar Layout and Equipment, Cocktails, Bar Management.

TransactionalMode:

Team Teaching, Project Based Teaching, Brain Storming, Demonstration based analysis.

SuggestedReading:

- *Andrews, S. (2013). Food and beverage service: A training manual (3rd ed.). Tata McGraw-Hill Education.*
- *Lillicrap, D., Cousins, J., & Smith, R. (2014). Food and beverage service (9th ed.). Hodder Education.*
- *Kinton, R., & Cesarani, V. (2012). The theory of catering (11th ed.). Hodder Education.*
- *Singh, A. (2018). Bar and beverage management. Aman Publications.*
- *Cousins, J., & Lillicrap, D. (2016). Beverage service (12th ed.). Hodder Education.*
- *Chakravarti, A. (2005). Wine and spirits: Understanding and managing bar service. Wisdom Publications.*

Course Title:Store Management	L	T	P	Cr.
Course Code: DFB202	4	0	0	4

TotalHours:60

LearningOutcomes:Aftercompletionofthiscourse,thelearnerwillbeable to:

1. Explain the fundamental concepts and significance of store management in the hospitality industry.
2. Apply inventory control techniques to maintain optimal stock levels and minimize losses.
3. Demonstrate effective procurement procedures and vendor management strategies.
4. Utilize technology and best practices to enhance store operations and ensure compliance with legal standards.

CourseContent

UNIT-I16Hours

Introduction to Store Management

Definition, Concept and Importance of Store Management, Types of Stores: Centralized and decentralized, Dry stores, cold storage, and bonded stores, Store Layout and Design, Space utilization, Store Documentation: Requisition forms, Bin cards and stock registers.

UNIT-II

16Hours

Inventory and Stock Control

Introduction to inventory, Objectives and importance, Types of inventories: raw materials, work-in-progress, finished goods, Stock Control Techniques: ABC analysis, Economic Order Quantity (EOQ), Just-In-Time (JIT) inventory, Stock Taking and Verification, Loss Prevention, Waste management.

UNIT-III15Hours

Procurement and Vendor Management

Introduction to purchasing, Purchasing Procedures, Vendor Selection and Evaluation, maintaining supplier relationships, Receiving and Inspection, Storage and Issuing: FIFO and LIFO methods, Issuing procedures and documentation.

UNIT-IV

13Hours

Documentation, Cost Control & Store Audit

Essential store records: Purchase Order (PO), GRN, Stock Card, Issue Slips, Budgeting and forecasting in store planning, Cost control practices related to stores, Internal and external audits: purpose, process, and documentation, Legal compliance, safety standards, and quality assurance, Software tools for store management

TransactionalMode:

Team Teaching, Project Based Teaching, Brain Storming, Demonstration based analysis.

SuggestedReading:

- *Gopalakrishnan, P., & Sundaresan, M. (2009). Materials management: An integrated approach (2nd ed.). PHI Learning.*
- *Sharma, D. D. (2010). Purchasing and store management (3rd ed.). Himalaya Publishing House.*
- *Dobler, D. W., & Burt, D. N. (1996). Purchasing and supply management: Text and cases (6th ed.). McGraw-Hill Education.*
- *Arnold, J. R. T., Chapman, S. N., & Clive, L. M. (2011). Introduction to materials management (7th ed.). Pearson Education.*
- *Bowersox, D. J., Closs, D. J., & Cooper, M. B. (2010). Supply chain logistics management (3rd ed.). McGraw-Hill Education*

Course Title: Bar Management	L	T	P	Cr.
Course Code: DFB203	3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Understand the fundamental concepts and operations of bar management within the hospitality sector.
2. Identify various types of beverages and demonstrate appropriate preparation and service techniques.
3. Manage bar inventory effectively, implementing cost control measures and utilizing technology.
4. Develop customer service strategies and marketing plans to enhance bar profitability and guest satisfaction.

Course Content

UNIT-I 12 Hours

Introduction to Bar Management

Introduction to Bar, Overview of Bar Operations, Types of Bars, Dispense Bar, Bar Layout and Design, Roles and Responsibilities of Bar staff, Legal and Ethical Considerations.

UNIT-II

12 Hours

Beverage Knowledge and Mixology

Basic classification of Beverages, Spirits and Liqueurs, Wine and Beer, Cocktail Preparation, Mocktail preparation, Bar Tools and Equipment.

UNIT-III 11 Hours

Bar Operations and Inventory Management

Bar Setup and Maintenance, Inventory Control, Cost Control Measures: Pricing strategies, waste reduction, and profit maximization, Technology in Bar Management.

UNIT-IV

10 Hours

Customer Service and Marketing

Guest Interaction, Promotional Strategies: Happy hours, themed nights, and loyalty programs, Staff Training and Development, Trends in Bar Management, Sales mix in terms of Bar, Complaint handling.

Transactional Mode:

Team Teaching, Project Based Teaching, Brain Storming, Demonstration based analysis.

Suggested Reading:

- *Murphy, J. (2013). Principles and practices of bar and beverage management: Raising the bar. Goodfellow Publishers.*
- *Katsigris, C., & Thomas, C. (2012). The bar and beverage book (5th ed.). John Wiley & Sons.*
- *Ghiselli, R. F., La Lopa, J. M., & Schmidgall, R. S. (2001). Purchasing for hospitality operations. Educational Institute of the American Hotel & Lodging Association.*
- *Walker, J. R. (2017). The restaurant: From concept to operation (8th ed.). John Wiley & Sons.*
- *Lillicrap, D., & Cousins, J. (2014). Food and beverage service (9th ed.). Hodder Education*

Course Title:Hotel Operations	L	T	P	Cr.
Course Code: DFB204	3	0	0	3

TotalHours:45

LearningOutcomes:Aftercompletionofthiscourse,thelearnerwillbeable to:

1. Explain the structure and functions of key departments in a hotel and their contribution to overall service delivery.
2. Demonstrate effective interdepartmental communication and coordination for seamless guest service.
3. Analyze the guest service cycle and the role of facility readiness in ensuring guest satisfaction.
4. Evaluate sustainable practices, emerging technologies, and trends in hotel operations.

CourseContent

UNIT-I12Hours

Hotel Industry and Departmental Functions

Introduction to hotel industry, Structure of the Hotel Industry, Role of different departments, Balanced level of service delivery, Standard Operating Procedures (SOPs) and its importance, Interpersonal relationships and team dynamics.

UNIT-II

12Hours

Interdepartmental Relationships

Interdepartmental communications, VIP guest handling, Uniform supply chain, cleanliness of areas,Interdepartmental Meetings and Communication, Service Standards maintenance.

UNIT-III

11Hours

Guest Service Cycle and Facility Management

Guest Expectations, Facility Readiness for service, Safety and Hygiene Compliance, Inventory control, Service management, Standardized timeline for service.

UNIT-IV

10Hours

Sustainability, Technology, and Trends in Hotel Operations

Guest Interaction, Promotional Strategies,Loyalty programs, Staff Training and Development, Trends in hotel industry, Sales mix, Complaint handling.

Transactional Mode:

Team Teaching, Project Based Teaching, Brain Storming, Demonstration based analysis.

Suggested Reading:

- *Andrews, S. (2013). Food and beverage service: A training manual (2nd ed.). Tata McGraw-Hill.*
- *Walker, J. R. (2016). Introduction to hospitality (7th ed.). Pearson Education.*
- *Andrews, S. (2013). Front office management and operations. Tata McGraw-Hill.*
- *Negi, J. (2008). Professional housekeeping. S. Chand Publishing.*

Course Title: Hotel Law	L	T	P	Cr.
Course Code: DFB205	3	0	0	3

Total Hours: 45

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Determine the classification of contracts and essential of valid acceptance.
2. Apply the skills related to the food legislation and laws of India.
3. Evaluate the procedure of liquor licensing which required to serve liquor in the outlet.
4. Examine the establishment acts and government policies related to opening the F & B outlet.

Course Content

Unit-I

12 Hours

THE INDIAN CONTRACT ACT

Definition of Contract-essential elements of a valid contract, classification of contracts, voidable contract, void contract illegal agreement, express contract, implied contract, executed contract, executor contract. Offer: definition. Essentials of a valid offer when does as offer come to an end. Acceptance, essentials of valid acceptance communication of offer acceptance revocation-when complete.

Unit- II

12 Hours

FOOD LEGISLATION

Principles of food laws-acts regarding prevention of food adulteration, definition, authorities under the act, procedure of Taking a sample purchase right, warranties, guest control order or food services order in force from time to time. Essential commodities act, ISI, AGMARK

Unit- III

11 Hours

LIQUOR LEGISLATION

Types of Licenses, Drinking in the Licensed Premises and Different Types of

Permits. Industrial Legislation factories Act, Payment of Wages Act, Industrial Disputes Act, Apprentices Act, Provident Fund Act, Trade Unions Act (each Act to be discussed in brief with reference to hotel industry)

Unit- IV

11 Hours

Shops and Establishment Act, Introduction, definition, adult, family, commercial establishment employer, employee, exemption, registration, daily and weekly working hours-overtime-annual leave with wages.

Transactional Mode:

Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration, Peer Teaching.

Suggested Reading:

- *Atherton, T. & Atherton, T. (2011) Tourism Travel and Hospitality Law, Law Book Company. Australia.*
- *Liuzzo, A, (2019). Essentials of business law. McGraw-Hill. New Delhi.*
- *Kubasek, N. (2019) Dynamic business law: the essentials. McGraw-Hill. New Delhi.*
- *Langvardt, A, (2019) Business law: the ethical, global and e-commerce environment. McGraw-Hill. New Delhi.*
- *Barnes, A. (2018). Law for Business. McGraw-Hill. New Delhi*

Course Title: Beverage Service Operations (Practical)	L	T	P	Cr.
Course Code: DFB206	0	0	8	4

Total Hours: 120

Learning Outcomes: After completion of this course, the learner will be able to:

1. Demonstrate professional service techniques for tea, coffee, and non-alcoholic beverages using standard equipment and variations.
2. Perform proper service of wines, spirits, liqueurs, and beers, including correct glassware, temperatures, and food pairings.
3. Prepare and present classical cocktails, garnishes, and bar mixes following industry standards.
4. Apply responsible service practices by identifying and managing problem situations in beverage operations.

Course Content

1. Tea & Coffee:

- Service of Tea and coffee
- Service of Non-alcoholic beverages
- Serving from the coffee machine
- Service of coffee variations

2. Wine:

- Wine service – Service of Table wines,
- Sparkling wine, Aromatized wines and Fortified wines.
- Food and wine harmony
- Wine appreciation

3. Spirits:

- Service of hard liquors
- Service of liqueurs

4. Preparation and service of classical cocktails

5. Service of different types of beer

6. Raising of toast

7. Setting up a bar

8. Preparation of garnishes and mixes for the bar

9. Responsible Service of Liquor:

- Preventing trouble
- Complaints and Refusal of Service
- Potential Problem Situations
- Reacting to Trouble

- Recording Incidents

Transactional Mode:

Demonstration, Role-Play, Workshops, Industrial visits, Stimulations, Video-Based teaching.

Suggested Reading:

- Andrews, S. (2013). *Food and beverage service: A training manual (3rd ed.)*. Tata McGraw-Hill Education.
- Lillicrap, D., Cousins, J., & Smith, R. (2014). *Food and beverage service (9th ed.)*. Hodder Education.
- Kinton, R., & Cesarani, V. (2012). *The theory of catering (11th ed.)*. Hodder Education.
- Singh, A. (2018). *Bar and beverage management*. Aman Publications.
- Cousins, J., & Lillicrap, D. (2016). *Beverage service (12th ed.)*. Hodder Education.
- Chakravarti, A. (2005). *Wine and spirits: Understanding and managing bar service*. Wisdom Publications.

On-the-Job Training

Course Content

1. Evaluation of Students for Professional Training

- A total training of 24 weeks in the Department of Food & Beverage Service in Hotels, Restaurants, or QSR's.
- The student must maintain: -
 - Attendance/Punctuality
 - Proficiency in organizing departmental task
 - Initiative/responsibility
 - Interpersonal relations
 - Behavior/attitude

2. Submission Post Completion of Internship

- Training Completion Certificate
- Log-Book

Post the submission of Training Completion Certificate the student will be provided the Trade Diploma in Food & Beverage Service.