

**Module Title: Food and Beverage Service****Module Code: B1186****Level: BAICA – 3<sup>rd</sup> Semester...Lesson Plan**

<b>Unit</b>	<b>Topic</b>	<b>Description</b>	<b>Detailed Activities</b>
1	Introduction to Food & Beverage Service Industry	Introduces the concept, scope, objectives, and importance of food and beverage service in hospitality. Explains the role of F&B service in guest satisfaction and employment opportunities, with relevance to Nepalese hospitality industry.	1. Definition, Scope, and Objectives of F and B Service 2. Overview of Hospitality and Food Service Industry 3. Employment Opportunities in F and B Service
2	Food and Beverage Service Staff	Explains organizational structure, staff hierarchy, roles, responsibilities, grooming, and professional conduct of F&B service personnel.	1. Organizational Chart of F and B Department 2. Duties of Restaurant Manager, Head Waiter, Waiter, Commis, and Support Staff 3. Personal Hygiene and Grooming Standards
3	Food & Beverage Service Equipment	Covers classification, uses, care, and handling of service equipment such as crockery, cutlery, glassware, hollowware, and linen.	1. Identification and Classification of Service Equipment 2. Use and Care of Equipment 3. Safety and Hygiene Practices
4	Ancillary Sections	Describes the role and functions of ancillary sections that support F&B operations, ensuring smooth coordination between service and production areas.	1. Functions of Still Room, Pantry, Kitchen, and Store 2. Interdepartmental Coordination 3. Flow of Food and Beverages
5	Styles of Food Service	Explains classical and modern styles of food service and their suitability for different types of establishments.	1. Waiter Service, Assisted Service, Self-Service and Styles 2. Sequence of Service for Each Style 3. Advantages and Limitations

6	Menu Knowledge and Planning	Introduces menu origin, functions, types, and classical French courses, focusing on menu writing and planning principles.	<ol style="list-style-type: none"> <li>1. Origin and Functions of Menu</li> <li>2. Types of Menus</li> <li>3. Classical French Courses</li> </ol>
7	Order Taking and Billing Methods	Explains systematic order taking procedures, service sequence, billing systems, and modes of payment used in F&B outlets.	<ol style="list-style-type: none"> <li>1. Order Taking Procedures and Waiting at Table</li> <li>2. KOT/BOT and Electronic Order Systems</li> <li>3. Billing Methods and Payment Modes</li> </ol>
8	Guest Handling and Service Situations	Focuses on guest interaction, complaint handling, service recovery, and managing difficult service situations professionally.	<ol style="list-style-type: none"> <li>1. Types of Guests and Expectations</li> <li>2. Complaint Handling Techniques</li> <li>3. Communication Skills</li> </ol>