

Curriculum for
Food & Beverage Management
(Diploma Level - 6 months)

Code: VH70S005

Overall objective of the Course

The curriculum for Food & Beverage Management has been designed to meet the needs of applicants considering entry into management and operational positions in the hospitality industry. This comprehensive curriculum provides the students with a broad understanding of food & beverage management and operations. A combination of theory and practical, the course equips the students with the skills and knowledge to undertake supervisory and managerial positions in the Hospitality Industry. It also provides an opportunity for industry practitioners to up skill and or refresh their knowledge base.

Competencies:

1. Manage Food & Beverage Operations
2. Manage Quality Assurance
3. Manage Financial Process
4. Implement Marketing Strategies
5. Facilitate Training & Development
6. Manage Human Resources
7. Maintain Client Relations
8. Exceed Guest Expectations
9. Pursue Personal Development
10. Develop professionalism
11. Communicate with co-workers
12. Observe occupational health & safety regulations
13. Work in a team
14. Manage time

Knowledge and skills proficiency details:

On successful completion of course, the trainees will attain the following knowledge & skills competencies:

1. Distinguish between commercial and non-commercial operations
2. Outline the origins and development of food service in hotels, restaurants and institutions
3. Identify and describe the three basic organizational categories of commercial food service operations
4. Identify the trends of food service
5. Identify a variety of managerial, production and service positions that are typical of the food service industry and describe the roles these positions play in providing the food service
6. Explain the purpose of an organizational chart and identify the organizational structures of various kinds of food service operations
7. Describe several critical issues that a person should consider before starting a career in food service industry
8. Define food & beverage management and list the steps in the management process
9. Describe the management tasks involved in planning, organizing, staffing, directing controlling and evaluating.
10. Contrast primary and secondary groups and describe management's role in providing hospitality to all guest groups
11. Explain marketing in terms of delivering guest-pleasing service
12. Describe the steps involved in developing a feasibility study and list the types of marketing research that should follow such a study
13. Describe the elements of a complete marketing plan focusing on the roles of sales, traditional and electronic advertising, public relations and publicity. Compare public relations and publicity for hospitality operations
14. Describe Marketing tactics that a noncommercial food service operation might use
15. Explain the importance of good nutrition and list and define the six basic nutrients
16. Describe nutrition concerns as they relate to food service functions, including menu planning, purchasing, storing, preparation, recipe development, and serving food to guests
17. Identify dietary concerns related to calories fats and cholesterol, sodium, carbohydrates food allergies and vegetarian diets
18. Identify the three basic categories of menu pricing styles and describe the two varieties of menu schedules

19. Describe the differences in breakfast, lunch and dinner menus and list some of the most common specialty menus
20. Explain the steps involved in menu planning and menu design and explain the value of periodic menu evaluation
21. Summarize the benefits of standard recipes, and explain the procedures involved in using standard recipes
22. Describe the four subjective menu pricing methods, explain the value of the two main objective pricing methods and describe the role of pricing in managing a successful, competitive food & beverage operation
23. Describe the various roles of purchasing , receiving, storing and issuing as each function relates to the food production
24. List the benefits of technology use in the production of food & beverages
25. Explain how production planning can help food service operations to meet and exceed guest expectations
26. Identify the major functions and basic principles of food production
27. Describe how to meet or exceed guest expectations in the food service operations
28. Describe what food operation can do to help protect the environment and outline manager's primary concerns during food and beverage production including various control activities used to address these concerns
29. Identify and describe four types of table service and at least two other food service categories, as well as the ingredients of an enjoyable dining experience for guest
30. Summarize pre-opening concerns and activities
31. Describe what goes into providing good service to guests and describe a sample service sequence including the procedures of serving all type of beverages
32. Identify computer hardware and software used in the service process, describe usage procedures and explain how technology is changing the way guests place orders
33. Explain revenue control procedures for food servers and beverage personnel
34. Explain and use suggestive selling and beverage-selling techniques
35. Explain and identify the causes of unsafe food and list the basic types of food borne illnesses
36. Discuss the effects that personal cleanliness can have on food quality and service
37. Outline proper food handling and dining procedures
38. Describe the role of Occupational Health and Safety procedure in keeping the workplace safe
39. Identify common food service accidents and some important ways to prevent them
40. Outline management's role in sanitation and safety programs including first aid requirements
41. Outline and describe the layout and design planning process
42. List and discuss the kitchen design factors explaining how different kitchen layouts affect work flow
43. Identify environmental or "Green" construction strategies that will help restaurants address sustainability concerns
44. Identify factors in food & beverage equipment selection and describe different types of equipment's necessary for cooking food and serving beverages
45. Describe the origins and the advantages of uniform systems of accounts
46. Explain how an operations budget is used as a standard
47. Identify the component and uses of income statements and balance sheets
48. Describe and calculate liquidity, solvency, activity, profitability and operating ratios
49. List and briefly describe fundamental accounting tasks typically performed by software programs
50. Know and implement the HR policies
51. Conduct training and development activities for the staff's continuous professional development
52. Demonstrate soft skills typically required in the hospitality industry

Job Opportunities available in the hospitality industry

Opportunities exist in supervisory and managerial roles across the hospitality industry internationally. The demand of the supervisory level professionals is multiplying day by day due to the ever-expanding hospitality industry across the world. Successful students are likely to find the best employment opportunities in important roles in the Food & Beverage division in the leading hotel chains of the world. After completion of the training, candidates can find the employment opportunities in the following channels of the hospitality industry:

1. Hotels
2. Motels
3. Restaurants
4. Catering companies
5. Bakeries
6. Clubs
7. Fast food chins
8. Cafes
9. Resorts
10. Cruise ships

11. Theme parks
12. Airlines catering
13. Institutional cafeterias

. Entry requirements

- Graduation

Minimum qualification of trainer

- Graduate Diploma in Hospitality Management
- 3 Years Teaching Experience

Medium of Instruction:

- English/Urdu

Timeframe of assessment:

Duration of Course	Six Months
Total Hours	800 hrs.
Training Hours	720 hrs.
Assessment/testing	80 hrs.
Per Week Hours	30 hrs.
Per Day Hours	05 hrs. (6 days a week)

Overview of the Program - Curriculum for Food & Beverage Management

Module Title	Learning units	Theory /hours	Institution/workplace Practical/hours	Total Hours
M1)Manage Food & Beverage Operations	LU-1.1 Develop service standards LU-1.2 Oversee service standards implementation LU1.3 Oversee menu development L1.4 Coordinate and oversee the purchasing process LU1.5 Create visual atmosphere LU1.6 Approve staff schedules LU1.7 Implement QA action plans LU1.8 Enforce F&B quality standards LU1.9 Develop up selling strategies LU1.10 Support event planning LU1.11 Oversee event execution LU1.12 Manage business communications LU1.13 Maintain opening and closing operations	100	70	170
M2)Manage Quality Assurance	LU2.1 Conduct operational inspections LU2.2 Measure service standard LU2.3 Monitor facility maintenance LU2.4 Oversee survey implementations LU2.5 Solicit Q & A feedbacks of customers LU2.6 Analyse audit results	30	10	40
3)Manage Financial Process	LU3.1 Establish financial goals LU3.2 Create an annual budge LU3.3 Analyze profit & loss statement LU3.4 Respond to profit &loss variance LU3.5 Evaluate check average LU3.6 Establish purchasing procedures LU3.7 Manage vendor relation LU3.8 Analyze monthly inventories	25	25	50
4)Implement Marketing Strategies	LU4.1 Review marketing plan LU4.2 Analyze competitive analysis LU4.3 Review source of business LU4.4 Develop advertising strategy LU4.5 Oversee web development LU4.6 Manage public relation LU4.7 Pursue promotional opportunities LU4.8 Create internal sales strategies	40	10	50
5)Facilitate Training &	LU5.1 Implement corporate training	35	5	40

Development	<p>initiatives</p> <p>LU5.2Support reward programs</p> <p>LU5.3 Coordinate team building programs</p> <p>LU5.4 Conduct performance appraisals</p>			
6)Manage Human Resources	<p>LU6.1 Comply with HR policies</p> <p>LU6.2Update job descriptions</p> <p>LU6.3 Participate in recruiting of staff</p> <p>LU6.4 Conduct interviews</p> <p>LU6.5 Recommend termination process</p> <p>LU6.6 Comply with labour laws</p>	40		40
7)Maintain Client Relations	<p>LU7.1 Interpret client culture</p> <p>LU7.2Maintain client profiles</p> <p>LU7.3 Adhere to client contracts</p> <p>LU7.4 Manage client expectations</p> <p>LU7.5Accommodate client preferences</p> <p>LU7.6 Develop Multi-level relations</p>	40	10	50
8)Exceed Guest Expectations	<p>LU8.1 Identify guest expectation</p> <p>LU8.2 Create service standards</p> <p>LU8.3 Anticipate guest needs</p> <p>LU8.4 Respond to guest request</p> <p>LU8.5 Identify problem areas</p> <p>LU8.6 Implement solution process</p> <p>LU8.7 Conduct guest focus groups</p>	30	20	50
9)Pursue Personal Development	<p>LU9.1 Conduct self-appraisal</p> <p>LU9.2 Solicit performance feedback</p> <p>LU9.3 Establish development goals</p> <p>LU9.4 Participate in performance appraisal</p> <p>LU9.5 Implement best practices</p> <p>LU9.6 Develop a professional network</p> <p>LU9.7 Pursue cross-training opportunities</p>	40		40
10)Develop professionalism	<p>LU10.1-Participate in Training</p> <p>LU10.2-Interact with colleagues</p> <p>LU10.3- Consult with experts</p> <p>LU10.4-Participate in skill test/ competition</p>	10	10	20
11)Observe occupational health & safety regulations	<p>LU11.1-Observe health, safety and security related procedures</p> <p>LU11.2-Follow workplace health safety and security requirements</p> <p>LU11.3-Follow planning , organizing and safe work techniques Identify and evaluate potential hazards</p> <p>LU11.4-Deal with hazardous or emergency situations</p> <p>LU11.5-Observe health, safety and security related procedures</p>	15	5	20
12)Communicate with co-workers	<p>LU12.1-Adopt effective Communication and behaviour with co-workers</p> <p>LU12.2-Interpret work related instructions correctly</p> <p>LU12.3-Produce reports and prepare work related documents in a proper form</p>	10	10	20
13)Work in a team	<p>LU13.1-Perform duties and responsibilities in a positive manner to promote cooperation and good relationship</p>	20		20

	LU13.2-Seek assistance from co-workers when difficulties arise and solve through discussion 15 hours LU13.3-Respect difference in personal beliefs and values during all activities and interactions LU13.4-Contribute to group work activities LU13.5-Share information related to group members LU13.6-Provide support to achieve organizational goals			
14)Manage time	LU14.1- Manage time to complete the assigned work within the stipulated time frame LU14.2- Manage work load as required by the management LU14.3- Prioritize tasks in accordance with the importance of the tasks LU14.4- Meet the specified deadlines LU14.5- Handle the co-workers using effective time management	20		20
Total Hours		545	175	720
Assessment Hours		60	20	80
Grand Total		605	195	800

Food & Beverage Manager Curriculum Contents

Module 1: Manage Food & Beverage Operations

Objective of the Module: To be able to understand the F&B Operations

Duration: 170 hours

Theory: 100 hours

Practice: 70 hours

Learning Unit	Learning Outcome	Learning Elements	Duration (Hours)	Material Required	Learning Place
LU-1.1 Develop service standards	<p>Ability to distinguish between types of F & B service operations</p> <p>Able to implement the service standards them</p>	<p>Define moments of truth in food service operations</p> <p>Distinguish between various types of F & B service operations.</p> <p>Outline the origins and development of food service in hotels, restaurants and institutions</p> <p>Identify a variety of managerial, production and service positions in the f & b operations and describe the roles these positions play in providing the food service</p>	14	<p>Multimedia presentation on types of F & B services</p> <p>Hand outs</p>	Institution /workplace
LU-1.2 Oversee service standards implementation	<p>Understand various types of service operations</p> <p>Able to supervise food service operations</p>	<p>Identify and describe three basic organizational categories of commercial food service operations</p> <p>Identify trends of food service industry</p> <p>Define food & beverage management and list the steps in the management process</p>	13	<p>Multimedia presentation</p> <p>Hand outs</p> <p>Video</p>	Institution /workplace
LU-1.3 Oversee menu development	<p>Understand the importance of menu in food & beverage operations</p> <p>Able to provide input to develop menu</p>	<p>Describe nutrition concerns as they relate to food service function</p> <p>Explain the steps involved in menu planning and menu design</p> <p>Describe the difference in breakfast, lunch and dinner menus and list some of the most common specialty menus</p> <p>Summarize the benefits of standard recipes and explain the procedures involved in using standard recipes</p>	13	<p>Sample menus</p> <p>Hand outs</p> <p>Video</p>	Institution /workplace
LU-1.4 Coordinate and oversee the purchasing process	<p>Understand the role of purchasing in food & beverage operations</p> <p>Able to contribute to the purchasing</p>	<p>Identify the needs for purchasing as per the menu</p> <p>Identify the equipment needs of the food service operations</p> <p>Understand the process of menu planning, purchasing, storing, preparation, recipe development and serving food to guests</p>	13	Hand outs	Institution /workplace

LU-1.5 Create visual atmosphere	Able to provide input in developing environment according to the foodservice theme	<p>Understand the importance of display and layout in a food & beverage operation</p> <p>Explain the process necessary to plan an effective design for a food service operation including the role of planning team and a market analysis</p> <p>Describe trends in food service design</p> <p>Describe how space requirements and traffic flow patterns affect an operation's overall layout</p> <p>Describe the importance of décor, specifically color, decorations, lighting, ventilation, sound and furniture, for a successful foodservice operation</p>	13	<p>Multimedia presentation</p> <p>Hand outs</p> <p>Videos</p>	Institution /workplace
LU-1.6 Approve staff schedules	<p>Understand the HR needs of the operations</p> <p>Able to execute staff scheduling</p>	<p>Identify staff members needed in a food service operation</p> <p>Assess the workload of operations</p> <p>Describe the management tasks involved in planning, organizing and staff scheduling</p>	13	<p>Hand outs</p> <p>Multimedia presentation</p>	Institution /workplace
LU-1.7 Implement QA action plans	<p>Understand the importance of quality assurance</p> <p>Able to implement QA plans</p>	<p>Explain general tasks and issues involved in working in a food service operation, such as telephone courtesy, taking restaurant reservations, tipping policies, menus, point of sale equipment, food production and service trays</p> <p>Follow minimum standards of various styles of dining room service</p>	13	<p>Hand outs</p> <p>Multimedia presentation</p>	Institution /workplace
LU-1.8 Enforce F & B quality standards	<p>Understand the minimum standards of quality in the food & beverage operations</p> <p>Able to implement quality standards</p>	<p>Explain how restaurant servers can work as a team and meet superior performance standards</p> <p>Create a friendly atmosphere where guests can enjoy themselves</p> <p>Help co-workers as needed</p> <p>Demonstrate professional behavior within the organization</p> <p>Make sure the dining room is properly lit, has a comfortable temperature and looks clean and organized</p>	13	<p>Restaurant set up</p> <p>Multimedia presentation</p> <p>Hand outs</p> <p>Sample menu</p>	Institution /workplace
LU-1.9 Develop up selling strategies	<p>Understand the up selling in food & beverage operations</p> <p>Able to develop and implement up selling strategies</p>	<p>Develop a selling attitude</p> <p>Be enthusiastic</p> <p>Ask questions and suggest specific menus to the guests</p> <p>Suggest personal favorites</p> <p>Suggest foods and beverages that naturally go together</p>	13	<p>Hand outs</p> <p>Multimedia presentation</p>	Institution /workplace
LU-1.10 Support event planning	<p>Understand the importance of event planning</p>	<p>Describe how banquets and catered events are sold</p> <p>Employing sales strategies to sell to prospective clients and making offers</p> <p>Explain how catered events are booked and planned</p> <p>Describe function books, contracts or letters of agreement and function sheets</p>	13	<p>Multimedia presentation</p> <p>Hand outs</p>	Institution /workplace

LU-1.11 Oversee event execution	Able to implement event management strategies	<p>Explain how banquet and catering events get ready to provide service to clients</p> <p>Explain the setting up of function rooms, scheduling staff members and preparing, plating and storing food</p> <p>Describe various styles of food service</p> <p>Describe protocol issues that banquet and catering staff members must be aware of</p> <p>Describe after service issues for catered events including controls, gathering guest comments</p>	13		Institution /workplace
LU-1.12 Manage business communications	<p>Able to effectively communicate with the clients</p> <p>Able to draft business proposals</p>	<p>Explain marketing in terms of delivering guest pleasing service</p> <p>Draft business proposals in line with needs of various clients</p> <p>Describe the elements of a complete marketing plan, focusing on the roles of sales, traditional and electronic advertising</p>	13	<p>Hand outs</p> <p>Multimedia presentation</p>	Institution /workplace
LU-1.13 Maintain opening and closing operations	Has the knowledge of opening and closing operations	<p>Explain the opening checklist of service operations</p> <p>Explain the procedures of closing operations</p>	13	<p>Sample checklists</p> <p>Hand outs</p> <p>Video</p>	Institution /workplace

Module 2: Manage Quality Assurance

Objective of the Module: To be able to understand and manage the quality assurance in F&B Operations

Duration: 40 hours

Theory: 30 hours

Practical:10 hours

Learning Unit	Learning Outcome	Learning Elements	Duration (Hours)	Material Required	Learning Place
LU-2.1 Conduct operational inspections	Understand the importance of operational inspections Able to conduct operational inspections	Identify the key areas of operations Prepare, plan and implement operational inspections Describe the components of inspection	7	Samples of inspection checklists	Institution /workplace
LU-2.2 Measure service standards	Well-versed with the standards of services Able to conduct audit of the service standards	Know the key elements of service standards Describe the procedures of service operations Prepare the checklist for measuring the service standards	7	Hand outs Video Checklist of service standards	Institution /workplace
LU-2.3 Monitor facility maintenance	Understand the importance of facilities management Able to implement maintenance schedules	Describe the key elements of facility in terms of upkeep and maintenance Prepare checklist of maintenance inspection Conduct maintenance inspection	7	Hand outs Multimedia presentation Sample checklist of maintenance	Institution /workplace
LU-2.4 Oversee survey implementations	Understand the importance of quality surveys of the food service operations Able to conduct surveys	Know the procedures of quality survey Prepare plan for survey Allocate resources for survey Implement survey	5	Samples of survey form Hand outs	Institution /workplace
LU-2.5 Solicit Q & A feedbacks of customers	Understand the importance of guest feedback Able to conduct Q&A surveys with guests	Prepare Q & A feedback plans for measuring the quality of food and service Prepare materials for Q& A Train personnel for acquiring feedback from customers	7	Samples of survey forms Hand outs	Institution /workplace
LU-2.6 Analyze audit results	Able to analyze the quality audit results	Compare the feedback with benchmarked standards of food and beverage service Use the feedback and analysis for planning	7	Hand outs Sample of analysis report	Institution /workplace

Module 3: Manage Financial Goals

Objective of the Module: To understand the importance of financial goals and achieve them

Duration: 50 hours

Theory: 25 hours

Practical: 25 hours

Learning Unit	Learning Outcome	Learning Elements	Duration (Hours)	Material Required	Learning Place	Learning Unit	Learning Outcome
LU-3.1 Establish financial goals	Understand the importance of financial goals in F&B operations Able to establish financial goals	Ability to prepare annual budget Ability to set revenue targets Mobilize resources to achieve financial goals	10	Samples of budget templates Hand outs Multimedia	Institution /workplace	LU-3.1 Establish financial goals	Understand the importance of financial goals in F&B operations Able to establish financial goals
LU-3.2 Analyze profit & loss statement	Understand the importance of P&L for a successful F&B service operations Able to analyze the P&L statements	Evaluate monthly results in terms of revenue projections Analyze expense budgets Explain how an operations budget is used as a standard	10	Sample of P & L statement Hand outs Multimedia	Institution /workplace	LU-3.2 Analyze profit & loss statement	Understand the importance of P&L for a successful F&B service operations Able to analyze the P&L statements
LU-3.3 Evaluate check average	Understand the procedures of evaluating the check average	Monitor the menu prices Analyze revenues to determine check average Implement revenue control procedures	10	Sample of Check Menu card Hand outs	Institution /workplace	LU-3.3 Evaluate check average	Understand the procedures of evaluating the check average
LU-3.4 Manage vendor relations	Able to manage vendor relations for F&B service operations	Identify vendors Evaluate vendors' Maintain liaison with vendors	10	Sample vendors list Hand outs	Institution /workplace	LU-3.4 Manage vendor relations	Able to manage vendor relations for F&B service operations
LU-3.5 Analyze monthly inventories	Understand the importance of inventory system Has the ability to implement the inventory control systems	Describe the inventory procedures Prepare, plan and implement monthly inventories Identify discrepancies of the inventories of material and goods	10	Sample of inventory template Sample list of good/ingredients Hand outs	Institution /workplace	LU-3.5 Analyze monthly inventories	Understand the importance of inventory system Has the ability to implement the inventory control systems

Module 4: Implement Marketing Strategies

Objective of the Module: To understand the importance of marketing in the F&B operations

Duration: 50 hours

Theory: 40 hours

Practical: 10 hours

Learning Unit	Learning Outcome	Learning Elements	Duration (Hours)	Material Required	Learning Place
LU-4.1 Review marketing plan	Understand the F&B marketing Able to design and implement marketing strategies	Describe the elements of marketing strategy Describe product positioning Identify target audience for marketing Evaluate budget allocation	6	Hand outs Multimedia Sample marketing plan	Institution /workplace
LU-4.2 Analyze competitive analysis	Understand the importance of competition Able to position the product in line with market analyses	Identify the competitors Identify trends that affect marketing and sales Identify sources of business from individual and groups	6	Hand outs Multimedia	Institution /workplace
LU-4.3 Review source of business	Understand the importance of source of business analyses Able to devise strategies for business development as per the review	Identify individual and groups producing business Analyze the potential of business in terms of categories of sources of business	8	Sample of Source of Business analyses report Hand outs Multimedia	Institution /workplace
LU-4.4 Develop advertising strategy	Able to develop and implement the advertising plans	Outline the reason of advertising Describe types of advertising Describe methods of developing and executing advertising plans	6	Sample advertising plan Hand outs Multimedia	Institution /workplace
LU4.5 Oversee web development	Understand the significance of website for promoting F&B products and services	Describe the role of Website for promoting food & beverage sales Coordinate the IT department to develop website Advertise through web and monitor the response	6	Multimedia Hand outs	
LU4.6 Manage public relation	Understand the PR management Able to use PR skills to manage public relations	Describe role of public relations to reach the prospective guests Develop and implement a public relations plan Identify the public relations agencies	6	Hand outs Multimedia	
LU4.7 Pursue promotional opportunities	Understand the components of promotional activities Able to materialize joint promotional plans	Describe the role of promotional campaigns in achieving sales targets Prepare, plan and implement promotional activities Plan joint promotional activities with different brands	6	Sample promotional plan Hand outs Multimedia	

LU4.8 Create internal sales strategies	Understand the philosophy of internal selling Able to combine together the elements of internal selling	Describe internal marketing and employee empowerment Describe 'internal' sales Describe the role of team I internal sales and discuss relationship selling, employee training Describe how employees can apply sales skills to achieve sales targets Prepare and implement employees sales incentive programs	6	List of internal sales tools Hand outs Multimedia	
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Module 5: Facilitate Training & Development

Objective of the Module: To understand the importance of training & development in the F&B operations

Duration: 40 hours

Theory:35 hours

Practical: 5 hours

Learning Unit	Learning Outcome	Learning Elements	Duration (Hours)	Material Required	Learning Place
LU-5.1 Implement corporate training initiatives	Understand the importance of training and development in F & B Service operations Able to implement the training initiatives	Identify and explain the stages of training cycle Explain how a training needs assessment is developed and conducted Describe various training methods Explain how to implement and evaluate training programs	15	Sample checklist of training need assessment tools Hand outs Multimedia	Institution /workplace
LU5.2 Support reward programs	Understand the implications of rewards program Able to design and implement reward programs	Develop and implement employee appraisal program Develop employee reward program for motivating the staff Describe budget parameters for reward programs	15	Hand outs Multimedia	Institution /workplace
LU-5.3 Coordinate team building programs	Understand the importance of team-building for a successful food service operations Able to materialize the team-building	Explain the importance of team building in food service operations Describe the role of management in team building	10	Hand outs Multimedia	Institution /workplace

	programs	Coordinate the HR department for implementing teambuilding measures			
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Module 6: Manage Human Resources

Objective of the Module: To get the knowledge of human resource management

Duration: 40 hours

Theory:40 hours

Practical: Nil

Learning Unit	Learning Outcome	Learning Elements	Duration (Hours)	Material Required	Learning Place
LU-6.1 Comply with HR policies	Understand the implications of HR policies for a successful Food service operations Able to prepare and implement HR policies	Describe the HR policies Explain the importance of HR policies Implement the HR policies	7	Hand outs Multimedia	Institution /workplace
LU-6.2 Update job descriptions	Understand the constituents of job description Able to prepare job descriptions	Explain the purpose of an organizational chart Identify the organizational structure of various kinds of food service operations Review job descriptions and update as needed	7	Sample JDs Hand outs Multimedia	Institution /workplace
LU-6.3 Participate in recruiting of staff	Understand the elements of recruiting policies Able to implement recruiting policies and procedures	Describe the role of management in recruiting right people Explain methods for identifying the HR needs for F & B operation Explain what recruiters look for when they hire job applicants and how they prepare for recruitment interviews	7	Sample formats for recruitment process Hand outs Multimedia	Institution /workplace
LU-6.4 Conduct interviews	Understand the components of interviewing Able to carry out interviewing procedures	Explain the procedures for hiring staff Explain the documentation system for applicant Explain the procedures for conducting interview and making recommendations for hiring Explain procedures for review of pre-employment documentation	7	Sample template for interview form Hand outs Multimedia	Institution /workplace
LU-6.7 Recommend termination process	Understand the types of termination	Describe the policy and procedure for termination of employment Explain the types of termination from employment	5	Hand outs Multimedia	Institution /workplace
LU-6.8 Comply with labor laws	Understand the labor laws Able to apply the labor laws at work place	Explain the importance of Labor Laws Explain the concept of Labor Unions Implement the Labor Laws	7	Hand outs Multimedia	Institution /workplace

Module 7: Maintain Client Relations

Objective of the Module: To learn public relations skills

Duration: 50 hours

Theory: 40 hours

Practical: 10 hours

Learning Unit	Learning Outcome	Learning Elements	Duration (Hours)	Material Required	Learning Place
LU-7.1 Interpret client culture	Understand the spirit of client-culture Able to prepare client-culture strategies	Describe the concept of customer services Explain the need and importance of client culture in F & B operations Describe the key elements of customer service	16	Hand outs Multimedia	Institution /workplace
LU-7.2 Maintain client profiles	Understand the elements of client profiles Able to develop plans for preparing client profiles	Explain the importance of client relations management Explain the procedures of maintaining client profiles Explain the use of client profiles for F & B operations Explain how to Develop Multi-level relations	18	Hand outs Multimedia	Institution /workplace
LU-7.3 Adhere to client contracts	Able to prepare and execute client contracts	Describe the importance of contracts with clients Explain the procedures for developing client contracts Describe how to manage client expectations Explain how to accommodate client preferences	16	Sample contract Hand out Multimedia	Institution /workplace

Module 8: Exceed Guest Expectations

Objective of the Module: To understand the importance of quality guest services and guests' expectations

Duration: 50 hours

Theory: 30 hours

Practical: 20 hours

Learning Unit	Learning Outcome	Learning Elements	Duration (Hours)	Material Required	Learning Place
LU-8.1 Identify guest expectation	Understand the significance of guest expectations in the F&B operations Able to prepare and implement strategies to meet guest expectations	Describe the importance of guest in F & B Operations List the key expectations of guests Describe how to meet and exceed the guest expectations	8	Hand outs Video Multimedia	Institution /workplace
LU-8.2 Create service standards	Understand the components of excellence in food service operations Able to implement the	Outline proper food handling and dining procedures Explain the significance of team in delivering the	7	Hand outs Multimedia Video	Institution /workplace

	service standards	desired standards of service			
LU-8.3 Anticipate guest needs	Able to foresee the needs from the guests Able to reciprocate guest needs	Describe various guest needs Explain the importance of addressing guest needs Describe procedures to address guest needs	7	Sample Checklist of guest needs Hand outs Multimedia	Institution /workplace
LU-8.4 Respond to guest request	Able to foresee the special requests from guests	Explain the importance of guest requests Explain how to respond to the guest requests Describe the importance of staff training as to handling guest requests	7	Hand outs Multimedia	Institution /workplace
LU-8.5 Identify problem areas	Understand the problem areas in food service operations Able to address these problem areas to ensure flawless service operations	Explain as to how to measure the quality of services Explain how to identify gaps in service and guest expectation	7	Hand outs Multimedia Video	Institution /workplace
LU-8.6 Implement solution process	Understand the solutions and ability to implement them in letter and spirit	Describe ways and means to solve problems Explain s to how to implement the solutions Explain the role of team in solution implementation process	7	Hand outs Multimedia	Institution /workplace
LU-8.7 Conduct guest focus groups	Understand the importance of objective feedback about the service operations Able to conduct such group surveys	Explain the need and importance of focused group surveys Prepare and plan focus group surveys Analyze feedback from the groups	7	Sample templates for guest focus group surveys Hand outs Multimedia	Institution /workplace

Module 9: Pursue Personal Development

Objective of the Module: To get the knowledge of continuous development of the employees

Duration: 40 hours

Theory: 40 hours

Practical: 0 hours

Learning Unit	Learning Outcome	Learning Elements	Duration (Hours)	Material Required	Learning Place
LU-9.1 Conduct self-appraisal	Understand the system of self-appraisal Able to use the system of self-appraisal	Describe general performance appraisal Describe functions of performance appraisal Explain the use of performance appraisal system	6	Sample templates for self-appraisal Hand outs Multimedia	Institution /workplace
LU-9.2 Solicit performance feedback	Understand the significance of performance feedback Able to design and implement the performance feedback system	Explain the performance feedback system Describe the importance of performance feedback Implement the performance feedback system	6	Sample templates for performance Feedback Hand outs Multimedia	Institution /workplace

LU-9.3 Establish development goals	Understand the importance of development goals	Describe the need and importance of goal setting in development Explain as to how to set development short term, medium term and longer goals	6	Hand outs Multimedia	Institution /workplace
LU-9.4 Participate in performance appraisal		Identify and discuss potential problems in performance appraisal Describe the principal types of rating systems used in appraising employee performance Explain the implementation process of appraisal	6	Sample templates of performance appraisal Hand outs Multimedia	Institution /workplace
LU-9.5 Implement best practices	Understand the philosophy of best practices Able to identify the best practices for adapting	Explain the importance of best practices How to adapt the best practices How to train the team for implementing best practices	6	Hand outs Multimedia	Institution /workplace
LU-9.6 Develop a professional network	Identify the elements of professional networking Able to implement professional networking plans	Define professional network Explain the importance of professional network Explain as to how to become part of the professional network	4	Hand outs Multimedia	Institution /workplace
LU-9.7 Pursue cross-training opportunities	Understand the process of cross-training Able to design and implement cross-training programs	Describe the importance of cross-training Explain procedures for selecting team members to put on cross-training Explain how to prepare and implement cross training plan	6	Hand outs Multimedia	Institution /workplace

Module 10 Title: Develop professionalism

Objective of the Module: To be able to adopt safety precautions

Duration: 20 hours

Theory: 10 hours

Practical: 10 hours

Learning Unit	Learning Outcome	Learning Elements	Duration (Hours)	Material Required	Learning Place
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LU-10.1 Participate in Training	<p>Able to understand the importance of training</p> <p>Able and motivated to participate in training</p>	<ul style="list-style-type: none"> Explain importance and advantages of getting technical and professional trainings 	5	<p>Handouts</p> <p>Multimedia</p>	Classroom
LU-10.2 Interact with colleagues	<p>Able to understand the social norms in a factory</p> <p>Able to interact with colleagues effectively and constructively</p>	<ul style="list-style-type: none"> Explain and demonstrate effective communication skills and interaction with colleagues 	5	<p>Handouts</p> <p>Multimedia</p>	Classroom
LU-10.3 Consult with experts	<p>Able to take guidance from experts / seniors</p>	<ul style="list-style-type: none"> Explain how to take guidance from experts/seniors 	5	<p>Handouts</p> <p>Multimedia</p>	Classroom
LU-10.4 Participate in skill test/ competition	<p>Able to understand the importance of the skill test for future growth/career</p> <p>Able to participate in skill test/ competition</p>	<ul style="list-style-type: none"> Explain the importance of evaluation by skill test/competition for further training and development 	5	<p>Handouts</p> <p>Multimedia</p>	Classroom

Module 11 Title: Observe occupational health and safety practices

Objective of the Module: To be able to adopt occupational health and safety practices

Duration: 20 hours

Theory: 15 hours

Practical: 5 hours

Learning Unit	Learning Outcome	Learning Elements	Duration (Hours)	Material Required	Learning Place
LU-11.1 Observe health, safety and security related procedures	Able to understand and apply the principles of occupational health and safety practices in a company	Explain and demonstrate occupation, health and safety practices working at a station	5	Handouts Multimedia Video	Classroom
LU-11.2 Follow workplace health safety and security requirements	Able to follow workplace health safety and security requirements	Explain and demonstrate workplace health, safety and security requirement	5	Handouts Multimedia Handouts Multimedia	Classroom
LU-11.3 Follow planning , organizing and safe work techniques Identify and evaluate potential hazards	Able to follow planning, organizing safe work techniques	Explain about safe work techniques	5	Handouts Multimedia	Classroom
LU11.-4 Deal with hazardous or emergency situations	Able to deal with the hazardous or emergency situations when arise	Demonstrate to deal with the hazardous or emergency situations	5	Handouts Multimedia	Classroom

Module 12 Title: Communicate with co-workers

Objective of the Module: To be able to communicate with co-workers effectively

Duration: 20 hours

Theory: 10 hours

Practical: 10 hours

Learning Unit	Learning Outcome	Learning Elements	Duration (Hours)	Material Required	Learning Place
LU-12.1 Adopt effective Communication and behavior with co-workers	Able to understand the concept of effective communication and conducive behavior with co-workers	Explain about communication channels and its importance for conducive behavior with co-workers	7	Handouts Multimedia Video	Classroom
LU-12.2 Interpret work related instructions correctly	Able to understand and interpret work related instructions accurately as required	Explain work related instruction correctly	7	Handouts Multimedia	Classroom
LU-12.3 Produce reports and prepare work related documents in a proper form	Able to produce reports and required work related documents as per requirement	Explain report writing skills as per requirements	6	Handouts Multimedia	Classroom

Module 13 Title: Work in a team

Objective of the Module: To be able to work in a team

Duration: 20 hours

Theory: 20 hours

Practical: 0 hours

Learning Unit	Learning Outcome	Learning Elements	Duration (Hours)	Material Required	Learning Place
LU-13.1 Perform duties and responsibilities in a positive manner to promote cooperation and good relationship	Ability to understand the job duties and responsibilities so as to cooperate with co-workers effectively	Explain job description form and its link with co-workers for good relationship.	4	Handouts Multimedia	Classroom
LU-13.2 Seek assistance from co-workers when difficulties arise and solve through discussion	Able to understand the problem solving and conflict resolution techniques Able to seek assistance from peers in difficulties for their solution	Explain problem solving and conflict resolution techniques	4	Handouts Multimedia	Classroom
LU-13.3 Respect difference in personal beliefs and values during all activities and interactions	Able to understand the ethical and cultural norms with in a factory Able to respect beliefs and values of co-workers which working	Explain about ethical standards and social norms which working in a factory	3	Handouts Multimedia	Classroom

LU-13.4 Contribute to group work activities	Able to understand the concept of team work Able to contribute in group work activities	Explain benefits of team work and its application with in factory	3	Handouts Multimedia	Classroom
LU-13.5 Share information related to group members	Able to share correct information while working with group members	Explain importance of sharing of information and disadvantages of incorrect information	3	Handouts Multimedia	LU-13.5 Share information related to group members
LU-13.6 Provide support to achieve organizational goals	Be able to support the organizational objectives for better results	Explain responsibilities to support organizational objectives for better results.	3	Handouts Multimedia	LU-13.6 Provide support to achieve organizational goals

Module 14 Title: Manage time

Objective of the Module: To be able to manage time effectively

Duration: 20 hours

Theory: 20 hours

Practical: 0 hours

Learning Unit	Learning Outcome	Learning Elements	Duration (Hours)	Material Required	Learning Place
LU-14.1 Manage time to complete the assigned work within the stipulated time frame	Able to understand self-management and time management skills Able to management time as per the requirement	Explain time management and self-management skills	4	Handouts Multimedia	Classroom
LU-14.2 Manage work load as required by the management	Able to understand the work load management techniques as per the requirement	Explain work load management techniques	4	Handouts Multimedia	Classroom
LU-14.3 Prioritize tasks in accordance with the importance of the tasks	Able to prioritize the task i.e. high, medium and low priority tasks.	Explain importance and methods of task prioritization at work place	4	Handouts Multimedia	Classroom
LU-14.4 Meet the specified deadlines	Able to meet the required and specified deadlines of	Explain how to meet the required and specified	4	Handouts Multimedia	Classroom

	a task	deadline of a task			
LU-14.5 Handle the co-workers using effective time management	Able to handle co-workers by using effective time management techniques	Explain how to handle co-workers with effective time management for better coordination and productivity	4	Handouts Multimedia	Classroom

Curriculum Assessment

Module 1: Manage Food & Beverage Operations

Objective of the Module: To be able to understand the F&B Operations

Duration: 170 hours

Theory: 100 hours

Practical: 70 hours

Learning Unit	Theory hours	Practical hours	Recommended Formative Assessment	Recommended Methodology	Scheduled Dates
LU-1.1 Develop service standards	100 hours	70 hours	The trainee will Explain the process of developing service standards Demonstrate the minimum standards of service	<ul style="list-style-type: none"> • Oral • Practical/ Demonstration • MCQs • Written test 	
LU-1.2 Oversee service standards implementation			The trainee will Explain the procedures to implement the minimum standards of service		
LU-1.3 Oversee menu development			The trainee will Explain the components of menu development Prepare a sample menu		
LU-1.4 Coordinate and oversee the purchasing process			The trainee will Explain the process and procedures of purchasing		
LU-1.5 Create visual atmosphere			The trainee will Describe the components of creative visual atmosphere		
LU-1.6 Approve staff schedules			The trainee will Explain the procedures of staff schedules		
LU-1.7 Implement QA action plans			The trainee will Explain the elements of Q&A action plans		
LU-1.8 Enforce F&B quality standards			The trainee will Describe the system of developing and implementing F&B operations quality standards		
LU-1.9 Develop up selling strategies			The trainee will Describe the process of developing the up-selling strategies		
LU-1.10 Support event planning			The trainee will Explain about the strategies of event planning		
LU-1.11 Oversee event execution			The trainee will Describe the procedures to implement and execute the events		
LU-1.12 Manage business communications			The trainee will Demonstrate the business communication skills Describe the process of business communication		
LU-1.13 Maintain opening and closing operations			The trainee will Explain the process and		

			procedures of the opening and closing operation		
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Module 2: Manage Quality Assurance

Objective of the Module: To be able to understand and manage the quality assurance in F&B Operations

Duration: 40 hours

Theory: 30 hours

Practical: 10 hours

Learning Unit	Theory hours	Practical hours	Recommended Formative Assessment	Recommended Methodology	Scheduled Dates
	30 hours	10 hours		<ul style="list-style-type: none"> • Oral • Practical/ Demonstration • MCQs • Written test 	
LU-2.1 Conduct operational inspections			<p>Trainee will</p> <p>Describe the procedures of operational inspections</p> <p>Demonstrate the checklist of operational inspections</p>		
LU-2.2 Measure service standard			<p>Trainee will</p> <p>Demonstrate the checklist of measuring service standards</p> <p>Explain the standards of measuring the quality of service</p>		
LU-2.3 Monitor facility maintenance			<p>Trainee will</p> <p>Describe the procedures of facility maintenance</p>		
LU-2.4 Oversee survey implementations			<p>Trainee will</p> <p>Explain the need and importance of the surveys</p> <p>Describe the process and procedures for the survey implementation</p>		
LU-2.5 Solicit Q & A feedbacks of customers			<p>The trainee will</p> <p>Explain the importance of Q&A feedbacks of customers</p> <p>Describe the process of Q&A feedbacks of customers</p>		
LU-2.6 Analyze audit results			<p>The trainee will</p> <p>Explain the process of analyzing quality audit results</p>		

Module 3: Manage Financial Process

Objective of the Module: To understand the importance of financial goals and achieve them

Duration: 50 hours

Theory: 25 hours

Practical: 25 hours

Learning Unit	Theory hours	Practical hours	Recommended Formative Assessment	Recommended Methodology	Scheduled Dates
LU-3.1 Establish financial goals	25 hours	25 hours	The trainee will Describe the importance of financial goals Describe the process of setting financial goals	<ul style="list-style-type: none"> • Oral • Practical/ Demonstration • MCQs • Written test 	At the end of module
LU-3.2 Analyze profit & loss statement			The trainee will Describe the key elements of P&L statement		
LU-3.3 Evaluate check average			The trainee will Explain the procedures of calculating check average Describe the importance of check average		
LU-3.4 Establish purchasing procedures			The trainee will Describe the purchasing procedures		
LU-3.5 Manage vendor relation			The trainee will Explain the importance of vendors in F&B operations Describe the procedures to establish relations with vendors		
LU-3.6 Analyze monthly inventories			The trainee will Describe the procedures of inventory control systems		

Module 4: Implement Marketing Strategies

Objective of the Module: To understand the importance of marketing in the F&B operations

Duration: 50 hours

Theory: 40 hours

Practical: 10

Learning Unit	Theory hours	Practical hours	Recommended Formative Assessment	Recommended Methodology	Scheduled Dates
LU-4.1 Review marketing plan	40 hours	10 hours	The trainee will Describe the importance of marketing strategy for food & beverage operations Describe the key elements of marketing strategy	<ul style="list-style-type: none"> • Oral • Practical/ Demonstration • MCQs • Written test 	At the end of module
LU-4.2 Analyze competitive analysis			The trainee will Describe the product positioning strategy Explain the process of analysis		
LU-4.3 Review source of business			The trainee will Explain the process of source of business analysis Describe the importance of business analysis		
LU-4.4 Develop advertising strategy			The trainee will Describe the importance of advertising strategy Describe the components of advertising strategy		
LU4.5 Oversee web development			The trainee will Explain the importance of website Describe key elements of website for F&B promotion		
LU4.6 Manage public relation			The trainee will Explain the importance of public relations in the F&B operations Describe key skills for public relations		
LU4.7 Pursue promotional opportunities			The trainee will Describe the importance of promotional opportunities Describe key elements of promotional campaigns		
LU4.8 Create internal sales strategies			The trainee will Describe the importance of internal sales strategies Describe key elements of internal sales strategies		

Module 5: Facilitate Training & Development

Objective of the Module: To understand the importance of training & development in the F&B operations

Duration: 40 hours

Theory: 35 hours

Practical: 5 hours

Learning Unit	Theory hours	Practical hours	Recommended Formative Assessment	Recommended Methodology	Scheduled Dates
LU-5.1 Implement corporate training initiatives	35 hours	5 hours	The trainee will Describe the importance of training Describe various systems of training and development	<ul style="list-style-type: none"> • Oral • Practical/ Demonstration • MCQs • Written test 	At the end of module
LU-5.2 Support reward programs			The trainee will Describe the significance of reward programs Describe key element of reward program Explain impacts of the reward program		
LU-5.3 Coordinate team building programs			The trainee will Describe the importance of team building Describe the strategies of team building Explain key elements of team-building		
LU-5.4 Conduct performance appraisals			The trainee will Describe the importance of performance appraisal Describe key elements of appraisal system		

Module 6: Manage Human Resources

Objective of the Module: To get the knowledge of human resource management

Duration: 40 hours

Theory: 40 hours

Practical: 0 hours

Learning Unit	Theory hours	Practical hours	Recommended Formative Assessment	Recommended Methodology	Scheduled Dates
LU-6.1 Comply with HR policies	40 hours	0 hours	The trainee will Describe the importance of HR policies Describe key components of the HR policies	<ul style="list-style-type: none"> • Oral • Practical/ Demonstration • MCQs • Written test 	At the end of module
LU-6.2 Update job descriptions			The trainee will Describe the role of job description in an organizational structure Describe the key elements of developing a job description		
LU-6.3 Participate in recruiting of staff			The trainee will Describe techniques of recruiting staff Describe the policy and procedure for recruiting of staff		

LU-6.4 Conduct interviews			The trainee will Describe the process of interviewing Describe the key elements of interviewing		
LU-6.5 Recommend termination process			The trainee will Describe the policy and procedure for termination of employment Explain the types of termination from employment		
LU-6.6 Comply with labor laws			The trainee will Explain the importance of labor laws Explain the concept of Labor Unions and its advantages and disadvantages		

Module 7: Maintain Client Relations

Objective of the Module: To learn public relations skills

Duration: 50 hours

Theory: 40 hours

Practical: 10 hours

Learning Unit	Theory hours	Practical hours	Recommended Formative Assessment	Recommended Methodology	Scheduled Dates
LU-7.1 Interpret client culture	40 hours	10 hours	The trainee will Describe the key elements of customer service Describe the importance of client-culture	<ul style="list-style-type: none"> • Oral • Practical/ Demonstration • MCQs • Written test 	At the end of module
LU-7.2 Maintain client profiles			The trainee will Describe the process of maintaining the client profiles Describe the documentation for maintaining client profiles Explain the significance of client profiles		
LU-7.3 Adhere to client contracts			The trainee will Describe the components of client contract		

Module 8: Exceed Guest Expectations

Objective of the Module: To understand the importance of quality guest services and guests' expectations

Duration: 50 hours

Theory: 30 hours

Practical: 20 hours

Learning Unit	Theory hours	Practical hours	Recommended Formative Assessment	Recommended Methodology	Scheduled Dates
LU-8.1 Identify guest expectation	30 hours	20 hours	The trainee will Describe the importance of guest in F & B Operations List the key expectations of guests Describe how to meet and exceed the guest expectations	<ul style="list-style-type: none"> • Oral • Practical/ Demonstration • MCQs • Written test 	At the end of module
LU-8.2 Create service standards			The trainee will Outline proper food handling and dining procedures		

			Explain the significance of team in delivering the desired standards of service		
LU-8.3 Anticipate guest needs			The trainee will Describe various guest needs Explain the importance of addressing guest needs Describe procedures to address guest needs		
LU-8.4 Respond to guest request			The trainee will Explain the importance of guest requests Explain how to respond to the guest requests Describe the importance of staff training as to handling guest requests		
LU-8.5 Identify problem areas			The trainee will Explain as to how to measure the quality of services Explain how to identify gaps in service and guest expectation		
LU-8.6 Implement solution process			The trainee will Describe ways and means to solve problems Explain s to how to implement the solutions Explain the role of team in solution implementation process		
LU-8.7 Conduct guest focus groups			The trainee will Explain the need and importance of focused group surveys The trainee will Describe plans for focus group surveys Explain the importance of analysis of feedback from the focus groups		

Module 9: Pursue Personal Development

Objective of the Module: To get the knowledge about repairing of button hole machine

Duration: 40 hours

Theory: 40 hours

Practical: 0 hours

Learning Unit	Theory hours	Practical hours	Recommended Formative Assessment	Recommended Methodology	Scheduled Dates
LU-9.1 Conduct self-appraisal	40 hours	0 hours	The trainee will Describe general performance appraisal Describe functions of performance appraisal Explain the use of performance appraisal system	<ul style="list-style-type: none"> • Oral • Practical/ • Demonstration • MCQs • Written test 	At the end of module
LU-9.2 Solicit performance feedback			The trainee will Explain the performance feedback system Describe the importance of performance feedback Implement the performance		

			feedback system		
LU-9.3 Establish development goals			<p>The trainee will</p> <p>Describe the need and importance of goal setting in development</p> <p>Explain as to how to set development short term, medium term and longer goals</p>		
LU-9.4 Participate in performance appraisal			<p>The trainee will</p> <p>Describe potential problems in performance appraisal</p> <p>Describe the principal types of rating systems used in appraising employee performance</p> <p>Explain the implementation process of appraisal</p>		
LU-9.5 Implement best practices			<p>The trainee will</p> <p>Explain the importance of best practices</p> <p>How to adapt the best practices</p> <p>How to train the team for implementing best practices</p>		
LU-9.6 Develop a professional network			<p>The trainee will</p> <p>Define professional network</p> <p>Explain the importance of professional network</p> <p>Explain as to how to become part of the professional network</p>		
LU-9.7 Pursue cross-training opportunities			<p>The trainee will</p> <p>Describe the importance of cross-training</p> <p>Explain procedures for selecting team members to put on cross-training</p> <p>Explain how to prepare and implement cross training plan</p>		

Module 10 Title: Develop Professionalism

Objective of the Module: To be able to adopt professional approach while working in the hospitality industry

Duration: 20 hours

Theory: 10 hours

Practical: 10 hours

Learning Unit	Theory hours	Practical hours	Recommended Formative Assessment	Recommended Methodology	Scheduled Dates
M10-LU-1 Participate in Training	10 hours	10 hours	Trainee will: Explain and demonstrate occupation, health and safety practices working at a station	<ul style="list-style-type: none"> • Oral • Practical/ • Demonstration • MCQs • Written test 	At the end of module
M10-LU-2 Interact with colleagues			Trainee will: Explain and demonstrate workplace health, safety and security requirement		
M10-LU-3 Consult with experts			Trainee will: Explain about safe work techniques		
M10-LU-4 Participate in skill test/ competition			Trainee will: Demonstrate to deal with the hazardous or emergency situations		

Module 11: Observe occupational health and safety practices

Objective of the Module: To be able to adopt occupational health and safety practices

Duration: 20 hours

Theory: 15 hours

Practice: 5 hours

Learning Unit	Theory hours	Practical hours	Recommended Formative Assessment	Recommended Methodology	Scheduled Dates
M11-LU-1 Observe health, safety and security related procedures	15 hours	5 hours	Trainee will: Explain and demonstrate occupation, health and safety practices working at a station	<ul style="list-style-type: none"> • Oral • Practical/ Demonstration • MCQs • Written test 	At the end of module
M11-LU-2 Follow workplace health safety and security requirements			Trainee will: Explain and demonstrate workplace health, safety and security requirement		
M11-LU-3 Follow planning , organizing and safe work techniques Identify and evaluate potential hazards			Trainee will: Explain about safe work techniques		
M11-LU-4 Deal with hazardous or emergency situations			Trainee will: Demonstrate to deal with the hazardous or emergency situations		
M11-LU-1 Observe health, safety and security related procedures			Demonstrate to deal with the hazardous or emergency situations		

Module 12: Communicate with guests and co-workers

Objective of the Module: To be able to communicate with guests and co-workers effectively

Duration: 20 hours

Theory: 10 hours

Practice: 10 hours

Learning Unit	Theory hours	Practical hours	Recommended Formative Assessment	Recommended Methodology	Scheduled Dates
M12-LU-1 Adopt effective Communication and behavior with co-workers	10 hours	10 hours	Trainee will: Explain about communication channels and its importance for conducive behavior with co-workers	<ul style="list-style-type: none"> • Oral • Practical/ Demonstration • MCQs • Written test 	At the end of module
M12-LU-2 Interpret work related instructions correctly			Trainee will: Explain work related instruction correctly		
M12-LU-3 Produce reports and prepare work related documents in a proper form			Trainee will: Explain report writing skills as per requirements		

Module 13: Work in a team

Objective of the Module: To be able to work in a team

Duration: 20 hours

Theory: 20hours

Practical: 0 hours

Learning Unit	Theory hours	Practical hours	Recommended Formative Assessment	Recommended Methodology	Scheduled Dates
M13-LU-1 Perform duties and responsibilities in a positive manner to promote cooperation and good relationship	20 hours	0 hours	Trainee will: Explain job description form and its link with co-workers for good relationship.	<ul style="list-style-type: none"> • Oral • Practical/ Demonstration • MCQs • Written test 	At the end of module
M13-LU-2 Seek assistance from co-workers when difficulties arise and solve through discussion			Trainee will: Explain problem solving and conflict resolution techniques		
M13-LU-3 Respect difference in personal beliefs and values during all activities and interactions			Trainee will: Explain about ethical standards and social norms which working in a factory		
M13-LU-4 Contribute to group work activities			Trainee will: Explain benefits of team work and its application with in factory		
M13-LU-5 Share information related to group members			Trainee will: Explain importance of sharing of information and disadvantages of incorrect information		
M13-LU-6 Provide support to achieve organizational goals			Trainee will: Explain responsibilities to support organizational objectives for better results.		

Module 14: Manage time

Objective of the Module: To be able to manage time effectively

Duration: 20 hours

Theory: 20 hours

Practical: 0 hours

Learning Unit	Theory hours	Practical hours	Recommended Formative Assessment	Recommended Methodology	Scheduled Dates
M14-LU-1 Manage time to complete the assigned work within the stipulated time frame	20 hours	0 hours	Trainee will: Explain time management and self-management skills	<ul style="list-style-type: none"> • Oral • Practical/ Demonstration • MCQs • Written test 	At the end of module
M14-LU-2 Manage work load as required by the management			Trainee will: Explain work load management techniques		
M14-LU-3 Prioritize tasks in accordance with the importance of the tasks			Trainee will: Explain importance and methods of task		

			prioritization at work place		
M14-LU-4			Trainee will:		
Meet the specified deadlines			Explain how to meet the required and specified deadline of a task		
M14-LU-5 Handle the co-workers using effective time management			Trainee will:		
			Explain how to handle co-workers with effective time management for better coordination and productivity		

List of Equipment/Tools

(For a Class of 25 Students)

NAME OF TRADE	Food & Beverage Manager
Duration of Course	6 Months

Sr. No	Nomenclature of Equipment/Tools	Quantity
1	Space for a training restaurant (400sft)	1
2	Complete crockery and cutlery (sets)	32
3	Restaurant tables (4pax)	8
4	Restaurant Chairs	32
5	Linen	
6		

List of Consumable Materials

(For a Class of 25 Students)

Sr. No	Name of Material/Items	Quantity/Student	For 25 students
1			
2			
3			
4			
5			
6			
7			
8			
9			

Reference Material

1. Occupational Health and Safety Standards
2. Communication Skill
3. Team work
4. Food & Beverage Management Manual

Additional Information for Food & Beverage Manager

Worker traits

Self-confident
Polite
Physically strong
Punctual

Entry Requirements

Graduation

**Duration of Training
Required**

6-Months

Career Paths

F&B Manager

Future Trends

Demanding

Related Knowledge

HACCPs

Knowledge of appropriate temperature for particular foods

Know to Use appropriate utensils and tools for cooking

Know to use appropriate crockery for serving specific dishes

Be aware of Merits and demerits of various cooking processes

Functioning of all related equipment's

Tools/Equipment