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 chains
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

<table>
<thead>
<tr>
<th>Module Title</th>
<th>Learning units</th>
<th>Theory /hours</th>
<th>Institution/workplace Practical/hours</th>
<th>Total Hours</th>
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<tbody>
<tr>
<td><strong>M1) Manage Food &amp; Beverage Operations</strong></td>
<td>LU1.1 Develop service standards</td>
<td>100</td>
<td>70</td>
<td>170</td>
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<td></td>
<td>LU1.2 Oversee service standards implementation</td>
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<td>LU1.3 Oversee menu development</td>
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<td>LU1.4 Coordinate and oversee the purchasing process</td>
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<td>LU1.5 Create visual atmosphere</td>
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<td>LU1.6 Approve staff schedules</td>
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<td>LU1.7 Implement QA action plans</td>
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<td>LU1.8 Enforce F&amp;B quality standards</td>
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<td>LU1.9 Develop up selling strategies</td>
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<td></td>
<td>LU1.10 Support event planning</td>
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<td>LU1.11 Oversee event execution</td>
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<td>LU1.12 Manage business communications</td>
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<td>LU1.13 Maintain opening and closing operations</td>
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<td><strong>M2) Manage Quality Assurance</strong></td>
<td>LU2.1 Conduct operational inspections</td>
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<td></td>
<td>LU2.2 Measure service standard</td>
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<td>LU2.3 Monitor facility maintenance</td>
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<td>LU2.4 Oversee survey implementations</td>
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<td>LU2.5 Solicit Q &amp; A feedbacks of customers</td>
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<td>LU2.6 Analyse audit results</td>
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<td><strong>3) Manage Financial Process</strong></td>
<td>LU3.1 Establish financial goals</td>
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<td></td>
<td>LU3.2 Create an annual budget</td>
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<td>LU3.3 Analyze profit &amp; loss statement</td>
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<td>LU3.4 Respond to profit &amp; loss variance</td>
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<td>LU3.5 Evaluate check average</td>
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<td>LU3.6 Establish purchasing procedures</td>
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<td>LU3.7 Manage vendor relation</td>
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<td></td>
<td>LU3.8 Analyze monthly inventories</td>
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<tr>
<td><strong>4) Implement Marketing Strategies</strong></td>
<td>LU4.1 Review marketing plan</td>
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<td></td>
<td>LU4.2 Analyze competitive analysis</td>
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<td>LU4.3 Review source of business</td>
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<td>LU4.4 Develop advertising strategy</td>
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<td>LU4.5 Oversee web development</td>
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<td>LU4.6 Manage public relation</td>
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<td>LU4.7 Pursue promotional opportunities</td>
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<td>LU4.8 Create internal sales strategies</td>
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<tr>
<td><strong>5) Facilitate Training &amp; Development</strong></td>
<td>LU5.1 Implement corporate training</td>
<td>35</td>
<td>5</td>
<td>40</td>
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</table>
| Development | initiatives | LU5.2 Support reward programs  
LU5.3 Coordinate team building programs  
LU5.4 Conduct performance appraisals |
|-------------|-------------|--------------------------------------------------------------------------------|
| 6) Manage Human Resources | LU6.1 Comply with HR policies  
LU6.2 Update job descriptions  
LU6.3 Participate in recruiting of staff  
LU6.4 Conduct interviews  
LU6.5 Recommend termination process  
LU6.6 Comply with labour laws | 40 |
| 7) Maintain Client Relations | LU7.1 Interpret client culture  
LU7.2 Maintain client profiles  
LU7.3 Adhere to client contracts  
LU7.4 Manage client expectations  
LU7.5 Accommodate client preferences  
LU7.6 Develop Multi-level relations | 40  
10  
50 |
| 8) Exceed Guest Expectations | LU8.1 Identify guest expectation  
LU8.2 Create service standards  
LU8.3 Anticipate guest needs  
LU8.4 Respond to guest request  
LU8.5 Identify problem areas  
LU8.6 Implement solution process  
LU8.7 Conduct guest focus groups | 30  
20  
50 |
| 9) Pursue Personal Development | LU9.1 Conduct self-appraisal  
LU9.2 Solicit performance feedback  
LU9.3 Establish development goals  
LU9.4 Participate in performance appraisal  
LU9.5 Implement best practices  
LU9.6 Develop a professional network  
LU9.7 Pursue cross-training opportunities | 40  
40 |
| 10) Develop Professionalism | LU10.1 Participate in Training  
LU10.2 Interact with colleagues  
LU10.3 Consult with experts  
LU10.4 Participate in skill test/competition | 10  
10  
20 |
| 11) Observe Occupational Health & Safety Regulations | LU11.1 Observe health, safety and security related procedures  
LU11.2 Follow workplace health safety and security requirements  
LU11.3 Follow planning, organizing and safe work techniques Identify and evaluate potential hazards  
LU11.4 Deal with hazardous or emergency situations  
LU11.5 Observe health, safety and security related procedures | 15  
5  
20 |
| 12) Communicate with Co-workers | LU12.1 Adopt effective Communication and behaviour with co-workers  
LU12.2 Interpret work related instructions correctly  
LU12.3 Produce reports and prepare work related documents in a proper form | 10  
10  
20 |
| 13) Work in a Team | LU13.1 Perform duties and responsibilities in a positive manner to promote cooperation and good relationship | 20  
20 |
<table>
<thead>
<tr>
<th>LU13.2</th>
<th>Seek assistance from co-workers when difficulties arise and solve through discussion 15 hours</th>
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<tbody>
<tr>
<td>LU13.3</td>
<td>Respect difference in personal beliefs and values during all activities and interactions</td>
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<td>LU13.4</td>
<td>Contribute to group work activities</td>
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<td>LU13.5</td>
<td>Share information related to group members</td>
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<td>LU13.6</td>
<td>Provide support to achieve organizational goals</td>
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<tr>
<th>14) Manage time</th>
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<tbody>
<tr>
<td>LU14.1</td>
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<td>LU14.2</td>
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<td>LU14.3</td>
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<td>LU14.4</td>
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<td>LU14.5</td>
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</tbody>
</table>

|  | 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

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Learning Outcome</th>
<th>Learning Elements</th>
<th>Duration (Hours)</th>
<th>Material Required</th>
<th>Learning Place</th>
</tr>
</thead>
</table>
| LU-1.1 Develop service standards | Ability to distinguish between types of F & B service operations  
Able to implement the service standards them | Define moments of truth in food service operations  
Distinguish between various types of F & B service operations.  
Outline the origins and development of food service in hotels, restaurants and institutions  
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 | 14 | Multimedia presentation on types of F & B services  
Hand outs | Institution /workplace |
| LU-1.2 Oversee service standards implementation | Understand various types of service operations  
Able to supervise food service operations | Identify and describe three basic organizational categories of commercial food service operations  
Identify trends of food service industry  
Define food & beverage management and list the steps in the management process | 13 | Multimedia presentation  
Hand outs  
Video | Institution /workplace |
| LU-1.3 Oversee menu development | Understand the importance of menu in food & beverage operations  
Able to provide input to develop menu | Describe nutrition concerns as they relate to food service function  
Explain the steps involved in menu planning and menu design  
Describe the difference in breakfast, lunch and dinner menus and list some of the most common specialty menus  
Summarize the benefits of standard recipes and explain the procedures involved in using standard recipes | 13 | Sample menus  
Hand outs  
Video | Institution /workplace |
| LU-1.4 Coordinate and oversee the purchasing process | Understand the role of purchasing in food & beverage operations  
Able to contribute to the purchasing | Identify the needs for purchasing as per the menu  
Identify the equipment needs of the food service operations  
Understand the process of menu planning, purchasing, storing, preparation, recipe development and serving food to guests | 13 | Hand outs | Institution /workplace |
| LU-1.5 | Create visual atmosphere | Able to provide input in developing environment according to the foodservice theme | Understand the importance of display and layout in a food & beverage operation. Explain the process necessary to plan an effective design for a food service operation including the role of planning team and a market analysis. Describe trends in food service design. Describe how space requirements and traffic flow patterns affect an operation’s overall layout. Describe the importance of décor, specifically color, decorations, lighting, ventilation, sound and furniture, for a successful foodservice operation. | 13 | Multimedia presentation | Hand outs Videos | Institution / workplace |
| LU-1.6 | Approve staff schedules | Understand the HR needs of the operations | Identify staff members needed in a food service operation. Assess the workload of operations. Describe the management tasks involved in planning, organizing and staff scheduling. | 13 | Hand outs Multimedia presentation | Institution / workplace |
| LU-1.7 | Implement QA action plans | Understand the importance of quality assurance | 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. Follow minimum standards of various styles of dining room service. | 13 | Hand outs Multimedia presentation | Institution / workplace |
| LU-1.8 | Enforce F &B quality standards | Understand the minimum standards of quality in the food & beverage operations | Explain how restaurant servers can work as a team and meet superior performance standards. Create a friendly atmosphere where guests can enjoy themselves. Help co-workers as needed. Demonstrate professional behavior within the organization. Make sure the dining room is properly lit, has a comfortable temperature and looks clean and organized. | 13 | Restaurant set up Multimedia presentation | Hand outs Sample menu | Institution / workplace |
| LU-1.9 | Develop up selling strategies | Understand the up selling in food & beverage operations | Develop a selling attitude. Be enthusiastic. Ask questions and suggest specific menus to the guests. Suggest personal favorites. Suggest foods and beverages that naturally go together. | 13 | Hand outs Multimedia presentation | Institution / workplace |
| LU-1.10 | Support event planning | Understand the importance of event planning | Describe how banquets and catered events are sold. Employing sales strategies to sell to prospective clients and making offers. Explain how catered events are booked and planned. Describe function books, contracts or letters of agreement and function sheets. | 13 | Multimedia presentation | Hand outs | Institution / workplace |
| LU-1.11 Oversee event execution | Able to implement event management strategies | Explain how banquet and catering events get ready to provide service to clients. Explain the setting up of function rooms, scheduling staff members and preparing, plating and storing food. Describe various styles of food service. Describe protocol issues that banquet and catering staff members must be aware of. Describe after service issues for catered events including controls, gathering guest comments. | 13 | Institution / workplace |
| LU-1.12 Manage business communications | Able to effectively communicate with the clients. Able to draft business proposals. | Explain marketing in terms of delivering guest pleasing service. Draft business proposals in line with needs of various clients. Describe the elements of a complete marketing plan, focusing on the roles of sales, traditional and electronic advertising. | 13 | Hand outs Multimedia presentation Institution / workplace |
| LU-1.13 Maintain opening and closing operations | Has the knowledge of opening and closing operations. | Explain the opening checklist of service operations. Explain the procedures of closing operations. | 13 | Sample checklists Hand outs Video 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

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<th>Learning Unit</th>
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<th>Learning Elements</th>
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</table>
| 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

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<th>Learning Unit</th>
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<th>Learning Place</th>
<th>Learning Unit</th>
<th>Learning Outcome</th>
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</table>
| LU-3.1        | Establish financial goals | Ability to prepare annual budget  
Able 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 |
|               |                  | Evaluate monthly results I 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 |
| 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 | 10 | Sample of Check Menu card  
Hand outs | Institution /workplace | LU-3.3 | Evaluate check average |
| LU-3.3        | Evaluate check average | Monitor the menu prices  
Analyze revenues to determine check average  
Implement revenue control procedures | 10 | Sample vendors list  
Hand outs | Institution /workplace | LU-3.4 | Manage vendor relations for F&B service operations |
|               |                  | Identify vendors  
Evaluate vendors’  
Maintain liaison with vendors | 10 | Sample of inventory template  
Sample list of good/ingredients  
Hand outs | Institution /workplace | LU-3.5 | Analyze monthly inventories |
| LU-3.4        | Manage vendor relations | Understand the importance of inventory system  
Has the ability to implement the inventory control systems | 10 | Sample vendors list  
Hand outs | Institution /workplace | LU-3.5 | Analyze monthly inventories |
|               |                  | 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 | 10 | Sample of inventory template  
Sample list of good/ingredients  
Hand outs | Institution /workplace | LU-3.5 | Analyze monthly inventories |
### 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

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</table>
| 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 |
| LU-4.5 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 | |
| LU-4.6 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 | |
| LU-4.7 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 | |
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

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Learning Outcome</th>
<th>Learning Elements</th>
<th>Duration (Hours)</th>
<th>Material Required</th>
<th>Learning Place</th>
</tr>
</thead>
<tbody>
<tr>
<td>LU5.1 Implement corporate training initiatives</td>
<td>Understand the importance of training and development in F &amp; B Service operations</td>
<td>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</td>
<td>15</td>
<td>Sample checklist of training need assessment tools, Hand outs, Multimedia</td>
<td>Institution /workplace</td>
</tr>
<tr>
<td>LU5.2 Support reward programs</td>
<td>Understand the implications of rewards program</td>
<td>Develop and implement employee appraisal program, Develop employee reward program for motivating the staff, Describe budget parameters for reward programs</td>
<td>15</td>
<td>Hand outs, Multimedia</td>
<td>Institution /workplace</td>
</tr>
<tr>
<td>LU5.3 Coordinate team building programs</td>
<td>Understand the importance of team-building for a successful food service operations</td>
<td>Explain the importance of team building in food service operations, Describe the role of management in team building</td>
<td>10</td>
<td>Hand outs, Multimedia</td>
<td>Institution /workplace</td>
</tr>
</tbody>
</table>

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

List of internal sales tools
Hand outs
Multimedia
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

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Learning Outcome</th>
<th>Learning Elements</th>
<th>Duration (Hours)</th>
<th>Material Required</th>
<th>Learning Place</th>
</tr>
</thead>
<tbody>
<tr>
<td>LU-6.1 Comply with HR policies</td>
<td>Understand the implications of HR policies for a successful Food service operations</td>
<td>Describe the HR policies Explain the importance of HR policies Implement the HR policies</td>
<td>7</td>
<td>Hand outs Multimedia</td>
<td>Institution / workplace</td>
</tr>
<tr>
<td>LU-6.2 Update job descriptions</td>
<td>Understand the constituents of job description Able to prepare job descriptions</td>
<td>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</td>
<td>7</td>
<td>Sample JDs Hand outs Multimedia</td>
<td>Institution / workplace</td>
</tr>
<tr>
<td>LU-6.3 Participate in recruiting of staff</td>
<td>Understand the elements of recruiting policies Able to implement recruiting policies and procedures</td>
<td>Describe the role of management in recruiting right people Explain methods for identifying the HR needs for F &amp; B operation Explain what recruiters look for when they hire job applicants and how they prepare for recruitment interviews</td>
<td>7</td>
<td>Sample formats for recruitment process Hand outs Multimedia</td>
<td>Institution / workplace</td>
</tr>
<tr>
<td>LU-6.4 Conduct interviews</td>
<td>Understand the components of interviewing Able to carry out interviewing procedures</td>
<td>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</td>
<td>7</td>
<td>Sample template for interview form Hand outs Multimedia</td>
<td>Institution / workplace</td>
</tr>
<tr>
<td>LU-6.5 Recommend termination process</td>
<td>Understand the types of termination</td>
<td>Describe the policy and procedure for termination of employment Explain the types of termination from employment</td>
<td>5</td>
<td>Hand outs Multimedia</td>
<td>Institution / workplace</td>
</tr>
<tr>
<td>LU-6.6 Comply with labor laws</td>
<td>Understand the labor laws Able to apply the labor laws at work place</td>
<td>Explain the importance of Labor Laws Explain the concept of Labor Unions Implement the Labor Laws</td>
<td>7</td>
<td>Hand outs Multimedia</td>
<td>Institution / workplace</td>
</tr>
</tbody>
</table>

Programs: Coordinate the HR department for implementing team building measures.
Module 7: Maintain Client Relations  
Objective of the Module: To learn public relations skills  
Duration: 50 hours  
Theory: 40 hours  
Practical: 10 hours

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Learning Outcome</th>
<th>Learning Elements</th>
<th>Duration (Hours)</th>
<th>Material Required</th>
<th>Learning Place</th>
</tr>
</thead>
</table>
| LU-7.1 Interprett client culture | Understand the spirit of client-culture | Describe the concept of customer services  
Able to prepare client-culture strategies | 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

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Learning Outcome</th>
<th>Learning Elements</th>
<th>Duration (Hours)</th>
<th>Material Required</th>
<th>Learning Place</th>
</tr>
</thead>
</table>
| 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 |
## 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

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Learning Outcome</th>
<th>Learning Elements</th>
<th>Duration (Hours)</th>
<th>Material Required</th>
<th>Learning Place</th>
</tr>
</thead>
</table>
| LU-9.1 Conduct self-appraisal | Understand the system of self-appraisal | Describe general performance appraisal  
Able to use the system of self-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 | Explain the performance feedback system  
Able to design and implement the performance feedback system | 6 | Sample templates for performance feedback  
Hand outs  
Multimedia | Institution /workplace |
<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Objective of the Module: Develop professionalism</th>
<th>Duration: 20 hours</th>
<th>Theory: 10 hours</th>
<th>Practical: 10 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>LU-9.3 Establish development goals</td>
<td>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</td>
<td>6</td>
<td>Hand outs Multimedia</td>
<td>Institution /workplace</td>
</tr>
<tr>
<td>LU-9.4 Participate in performance appraisal</td>
<td>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</td>
<td>6</td>
<td>Sample templates of performance appraisal Hand outs Multimedia</td>
<td>Institution /workplace</td>
</tr>
<tr>
<td>LU-9.5 Implement best practices</td>
<td>Understand the philosophy of best practices Able to identify the best practices for adapting</td>
<td>6</td>
<td>Hand outs Multimedia</td>
<td>Institution /workplace</td>
</tr>
<tr>
<td>LU-9.6 Develop a professional network</td>
<td>Identify the elements of professional networking Able to implement professional networking plans</td>
<td>Define professional network Explain the importance of professional network Explain as to how to become part of the professional network</td>
<td>4</td>
<td>Hand outs Multimedia</td>
</tr>
<tr>
<td>LU-9.7 Pursue cross-training opportunities</td>
<td>Understand the process of cross-training Able to design and implement cross-training programs</td>
<td>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</td>
<td>6</td>
<td>Hand outs Multimedia</td>
</tr>
<tr>
<td>LU-10.1 Participate in Training</td>
<td>Able to understand the importance of training</td>
<td>• Explain importance and advantages of getting technical and professional trainings</td>
<td>5</td>
<td>Handouts Multimedia</td>
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<tr>
<td></td>
<td>Able and motivated to participate in training</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>LU-10.2 Interact with colleagues</th>
<th>Able to understand the social norms in a factory</th>
<th>• Explain and demonstrate effective communication skills and interaction with colleagues</th>
<th>5</th>
<th>Handouts Multimedia</th>
<th>Classroom</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Able to interact with colleagues effectively and constructively</td>
<td></td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LU-10.3 Consult with experts</th>
<th>Able to take guidance from experts / seniors</th>
<th>• Explain how to take guidance from experts/seniors</th>
<th>5</th>
<th>Handouts Multimedia</th>
<th>Classroom</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>LU-10.4 Participate in skill test/ competition</th>
<th>Able to understand the importance of the skill test for future growth/career</th>
<th>• Explain the importance of evaluation by skill test/competition for further training and development</th>
<th>5</th>
<th>Handouts Multimedia</th>
<th>Classroom</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Able to participate in skill test/ competition</td>
<td></td>
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</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Learning Outcome</th>
<th>Learning Elements</th>
<th>Duration (Hours)</th>
<th>Material Required</th>
<th>Learning Place</th>
</tr>
</thead>
<tbody>
<tr>
<td>LU-11.1</td>
<td>Observe health, safety and security related procedures</td>
<td>Able to understand and apply the principles of occupational health and safety practices in a company</td>
<td>5</td>
<td>Handouts Multimedia Video</td>
<td>Classroom</td>
</tr>
<tr>
<td>LU-11.2</td>
<td>Follow workplace health safety and security requirements</td>
<td>Able to follow workplace health safety and security requirements</td>
<td>5</td>
<td>Handouts Multimedia</td>
<td>Classroom</td>
</tr>
<tr>
<td>LU-11.3</td>
<td>Follow planning, organizing and safe work techniques Identify and evaluate potential hazards</td>
<td>Able to follow planning, organizing safe work techniques</td>
<td>5</td>
<td>Handouts Multimedia</td>
<td>Classroom</td>
</tr>
<tr>
<td>LU11.4</td>
<td>Deal with hazardous or emergency situations</td>
<td>Able to deal with the hazardous or emergency situations when arise</td>
<td>5</td>
<td>Handouts Multimedia</td>
<td>Classroom</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Learning Outcome</th>
<th>Learning Elements</th>
<th>Duration (Hours)</th>
<th>Material Required</th>
<th>Learning Place</th>
</tr>
</thead>
<tbody>
<tr>
<td>LU-12.1</td>
<td>Adopt effective Communication and behavior with co-workers</td>
<td>Explain about communication channels and its importance for conducive behavior with co-workers</td>
<td>7</td>
<td>Handouts Multimedia Video</td>
<td>Classroom</td>
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<tr>
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<tr>
<td>LU-12.2</td>
<td>Interpret work related instructions correctly</td>
<td>Explain work related instruction correctly</td>
<td>7</td>
<td>Handouts Multimedia</td>
<td>Classroom</td>
</tr>
<tr>
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<tr>
<td>LU-12.3</td>
<td>Produce reports and prepare work related documents in a proper form</td>
<td>Explain report writing skills as per requirements</td>
<td>6</td>
<td>Handouts Multimedia</td>
<td>Classroom</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Learning Outcome</th>
<th>Learning Elements</th>
<th>Duration (Hours)</th>
<th>Material Required</th>
<th>Learning Place</th>
</tr>
</thead>
<tbody>
<tr>
<td>LU-13.1</td>
<td>Perform duties and responsibilities in a positive manner to promote cooperation and good relationship</td>
<td>Explain job description form and its link with co-workers for good relationship</td>
<td>4</td>
<td>Handouts Multimedia</td>
<td>Classroom</td>
</tr>
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<tr>
<td>LU-13.2</td>
<td>Seek assistance from co-workers when difficulties arise and solve through discussion</td>
<td>Explain problem solving and conflict resolution techniques</td>
<td>4</td>
<td>Handouts Multimedia</td>
<td>Classroom</td>
</tr>
<tr>
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<tr>
<td>LU-13.3</td>
<td>Respect difference in personal beliefs and values during all activities and interactions</td>
<td>Explain about ethical standards and social norms which working in a factory</td>
<td>3</td>
<td>Handouts Multimedia</td>
<td>Classroom</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Learning Outcome</th>
<th>Learning Elements</th>
<th>Duration (Hours)</th>
<th>Material Required</th>
<th>Learning Place</th>
</tr>
</thead>
<tbody>
<tr>
<td>LU-14.1</td>
<td>Manage time to complete the assigned work within the stipulated time frame</td>
<td>Able to understand self-management and time management skills</td>
<td>4</td>
<td>Handouts Multimedia</td>
<td>Classroom</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Able to management time as per the requirement</td>
<td></td>
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</tr>
<tr>
<td>LU-14.2</td>
<td>Manage work load as required by the management</td>
<td>Able to understand the work load management techniques as per the requirement</td>
<td>4</td>
<td>Handouts Multimedia</td>
<td>Classroom</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Explain work load management techniques</td>
<td></td>
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</tr>
<tr>
<td>LU-14.3</td>
<td>Prioritize tasks in accordance with the importance of the tasks</td>
<td>Able to prioritize the task i.e. high, medium and low priority tasks.</td>
<td>4</td>
<td>Handouts Multimedia</td>
<td>Classroom</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Explain importance and methods of task prioritization at work place</td>
<td></td>
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</tr>
<tr>
<td>LU-14.4</td>
<td>Meet the specified deadlines</td>
<td>Able to meet the required and specified deadlines of</td>
<td>4</td>
<td>Handouts Multimedia</td>
<td>Classroom</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Explain how to meet the required and specified</td>
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<tr>
<td>a task</td>
<td>deadline of a task</td>
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</tr>
</tbody>
</table>
| **LU-14.5**  
Handle the co-workers using effective time management | Able to handle co-workers by unsung 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

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Theory hours</th>
<th>Practical hours</th>
<th>Recommended Formative Assessment</th>
<th>Recommended Methodology</th>
<th>Scheduled Dates</th>
</tr>
</thead>
</table>
| 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 | 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 |  |  |
## 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

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Theory hours</th>
<th>Practical hours</th>
<th>Recommended Formative Assessment</th>
<th>Recommended Methodology</th>
<th>Scheduled Dates</th>
</tr>
</thead>
</table>
| LU-2.1 Conduct operational inspections | 30 hours | 10 hours | Trainee will  
Describe the procedures of operational inspections  
Demonstrate the checklist of operational inspections | • Oral  
• Practical/Demonstration  
• MCQs  
• Written test | |
| LU-2.2 Measure service standard | | | | | |
| LU-2.3 Monitor facility maintenance | | | | | |
| LU-2.4 Oversee survey implementations | | | | | |
| LU-2.5 Solicit Q & A feedbacks of customers | | | The trainee will  
Explain the importance of Q&A feedbacks of customers  
Describe the process of Q&A feedbacks of customers | | |
| LU-2.6 Analyze audit results | | | The trainee will  
Explain the process of analyzing quality audit results | | |
## 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

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Theory hours</th>
<th>Practical hours</th>
<th>Recommended Formative Assessment</th>
<th>Recommended Methodology</th>
<th>Scheduled Dates</th>
</tr>
</thead>
</table>
| 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 | - Oral  
- Practical/Demonstration  
- MCQs  
- Written test | At the end of module |
| LU-3.2 Analyse 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 Analyse 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 hours

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Theory hours</th>
<th>Practical hours</th>
<th>Recommended Formative Assessment</th>
<th>Recommended Methodology</th>
<th>Scheduled Dates</th>
</tr>
</thead>
</table>
| LU-4.1 Review marketing plan | 40 hours | 10 hours | The trainee will Describe the importance of marketing strategy for food & beverage operations | • 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 | | |
| LU-4.3 Review source of business | | | The trainee will Explain the process of analysis | | |
| LU-4.4 Develop advertising strategy | | | The trainee will Explain the process of source of business analysis |
| | | | Describe the importance of business analysis |
| LU-4.5 Oversee web development | | | The trainee will Explain the importance of website |
| | | | Describe key elements of website for F&B promotion |
| LU-4.6 Manage public relation | | | The trainee will Explain the importance of public relations in the F&B operations |
| | | | Describe key skills for public relations |
| LU-4.7 Pursue promotional opportunities | | | The trainee will Describe the importance of promotional opportunities |
| | | | Describe key elements of promotional campaigns |
| LU-4.8 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

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Theory hours</th>
<th>Practical hours</th>
<th>Recommended Formative Assessment</th>
<th>Recommended Methodology</th>
<th>Scheduled Dates</th>
</tr>
</thead>
</table>
| 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 | • 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

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Theory hours</th>
<th>Practical hours</th>
<th>Recommended Formative Assessment</th>
<th>Recommended Methodology</th>
<th>Scheduled Dates</th>
</tr>
</thead>
</table>
| 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 | • 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 | | |
### Module 7: Maintain Client Relations

**Objective of the Module:** To learn public relations skills

**Duration:** 50 hours  
**Theory:** 40 hours  
**Practical:** 10 hours

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Theory hours</th>
<th>Practical hours</th>
<th>Recommended Formative Assessment</th>
<th>Recommended Methodology</th>
<th>Scheduled Dates</th>
</tr>
</thead>
</table>
| LU-7.1 Interprett client culture | 40 hours | 10 hours | The trainee will  
Describe the key elements of customer service  
Describe the importance of client-culture | • 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

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Theory hours</th>
<th>Practical hours</th>
<th>Recommended Formative Assessment</th>
<th>Recommended Methodology</th>
<th>Scheduled Dates</th>
</tr>
</thead>
</table>
| 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 | • 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 | | |
<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Theory hours</th>
<th>Practical hours</th>
<th>Recommended Formative Assessment</th>
<th>Recommended Methodology</th>
<th>Scheduled Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>LU-8.3 Anticipate guest needs</td>
<td>40 hours</td>
<td>0 hours</td>
<td>The trainee will describe various guest needs</td>
<td>• Oral</td>
<td>At the end of module</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Explain the importance of addressing guest needs</td>
<td>• Practical/ Demonstration</td>
<td></td>
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<td></td>
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<td></td>
<td>Describe procedures to address guest needs</td>
<td>• MCQs</td>
<td></td>
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<tr>
<td>LU-8.4 Respond to guest request</td>
<td></td>
<td></td>
<td>The trainee will explain the importance of guest requests</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Explain how to respond to the guest requests</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Describe the importance of staff training as to handling guest requests</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LU-8.5 Identify problem areas</td>
<td></td>
<td></td>
<td>The trainee will explain how to measure the quality of services</td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Explain how to identify gaps in service and guest expectation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LU-8.6 Implement solution process</td>
<td></td>
<td></td>
<td>The trainee will describe ways and means to solve problems</td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Explain how to implement the solutions</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Explain the role of team in solution implementation process</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LU-8.7 Conduct guest focus groups</td>
<td></td>
<td></td>
<td>The trainee will explain the need and importance of focused group surveys</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>The trainee will describe plans for focus group surveys</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Explain the importance of analysis of feedback from the focus groups</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Theory hours</th>
<th>Practical hours</th>
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<th>Scheduled Dates</th>
</tr>
</thead>
</table>
| M10-LU-1 Participate in Training | 10 hours | 10 hours | Trainee will: Explain and demonstrate occupation, health and safety practices working at a station | - 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

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Theory hours</th>
<th>Practical hours</th>
<th>Recommended Formative Assessment</th>
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</tr>
</thead>
<tbody>
<tr>
<td>M11-LU-1 Observe health, safety and security related procedures</td>
<td>15 hours</td>
<td>5 hours</td>
<td>Trainee will: Explain and demonstrate occupation, health and safety practices working at a station</td>
<td>• Oral  • Practical/Demonstration  • MCQs  • Written test</td>
<td>At the end of module</td>
</tr>
<tr>
<td>M11-LU-2 Follow workplace health safety and security requirements</td>
<td>15 hours</td>
<td>5 hours</td>
<td>Trainee will: Explain and demonstrate workplace health, safety and security requirement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M11-LU-3 Follow planning, organizing and safe work techniques identify and evaluate potential hazards</td>
<td>15 hours</td>
<td>5 hours</td>
<td>Trainee will: Explain about safe work techniques</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M11-LU-4 Deal with hazardous or emergency situations</td>
<td>15 hours</td>
<td>5 hours</td>
<td>Trainee will: Demonstrate to deal with the hazardous or emergency situations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M11-LU-1 Observe health, safety and security related procedures</td>
<td>15 hours</td>
<td>5 hours</td>
<td>Demonstrate to deal with the hazardous or emergency situations</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Learning Unit</th>
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<th>Scheduled Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>M12-LU-1 Adopt effective Communication and behavior with co-workers</td>
<td>10 hours</td>
<td>10 hours</td>
<td>Trainee will: Explain about communication channels and its importance for conducive behavior with co-workers</td>
<td>• Oral  • Practical/Demonstration  • MCQs  • Written test</td>
<td>At the end of module</td>
</tr>
<tr>
<td>M12-LU-2 Interpret work related instructions correctly</td>
<td>10 hours</td>
<td>10 hours</td>
<td>Trainee will: Explain work related instruction correctly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M12-LU-3 Produce reports and prepare work related documents in a proper form</td>
<td>10 hours</td>
<td>10 hours</td>
<td>Trainee will: Explain report writing skills as per requirements</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Module 13: 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

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Theory hours</th>
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</tr>
</thead>
</table>
| 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. | • 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

<table>
<thead>
<tr>
<th>Learning Unit</th>
<th>Theory hours</th>
<th>Practical hours</th>
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<th>Recommended Methodology</th>
<th>Scheduled Dates</th>
</tr>
</thead>
</table>
| 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 | • 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 | | |
| M14-LU-4 | Meet the specified deadlines |
| M14-LU-5 | Handle the co-workers using effective time management |

**Prioritization at work place**

Trainee will:
Explain how to meet the required and specified deadline of a task

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)

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Nomenclature of Equipment/Tools</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Space for a training restaurant (400sft)</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>Complete crockery and cutlery (sets)</td>
<td>32</td>
</tr>
<tr>
<td>3</td>
<td>Restaurant tables (4pax)</td>
<td>8</td>
</tr>
<tr>
<td>4</td>
<td>Restaurant Chairs</td>
<td>32</td>
</tr>
<tr>
<td>5</td>
<td>Linen</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## List of Consumable Materials

(For a Class of 25 Students)

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Name of Material/Items</th>
<th>Quantity/Student</th>
<th>For 25 students</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
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<tr>
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<tr>
<td>9</td>
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</tr>
</tbody>
</table>

## Reference Material

1. Occupational Health and Safety Standards
2. Communication Skill
3. Team work
## Additional Information for Food & Beverage Manager

<table>
<thead>
<tr>
<th>Worker traits</th>
<th>Entry Requirements</th>
<th>Duration of Training Required</th>
<th>Career Paths</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-confident</td>
<td>Graduation</td>
<td>6-Months</td>
<td>F&amp;B Manager</td>
</tr>
<tr>
<td>Polite</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physically strong</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Punctual</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 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