



FOOD & BEVERAGE DEPARTMENT

In partnership with





Food and Beverage Division

- Employee dining
- Mini Bar
- Restaurant
- Coffee Shop
- Conferencing & Banqueting
- Outside catering
- Room service
- Bar
- Lounge

Food and Beverage In Accommodation

5-star hotels	Coffee shop, All-day dining restaurant, Fine dining restaurant, Specialty restaurant, Bar, Coffee lounge, Banqueting, Outside catering, 24hrs full room service menu, Executive lounge, In room guest amenities, Mini bar, Pool café, Employee dining
4-star hotels	Coffee shop, all-day dining restaurant, Bar & lounge, Guest amenities, Conference & banqueting, Mini bar or market, Employee dining
Budget hotels	Breakfast buffet or Restaurant, Bar, Vending machines, market, Employee dining
Bed & breakfast	Breakfast, limited set menu available at set times on request
Hostel	Snack bar, Vending

Hotel Restaurants

- Number and type depend on type/service of hotel
- Typically run by Restaurant Manager
- Must promote restaurant to hotel guests



Hotel Restaurants

Specialty restaurant

- Deal in a particular type of cuisine like Chinese, Italian or French etc.
- Each and every aspect of the restaurant is typical and related to the area of region of community whose food is being served.
- The food, service, uniform, décor etc. are ethnic and authentic of the area whose cuisine the restaurant specializes upon.
- More expensive than ordinary restaurants

Hotel Restaurants

Multi cuisine restaurant

- Deal with more than one cuisine like Indian, Chinese and Continental
- Not as exclusive as the specialty restaurants. They may be attached to a hotel or may independently exist.
- They are not as highly priced as a Specialty restaurant.



Coffee Shop

- ☐ Mostly operates round the clock.
- ☐ Service is very informal and emphasis is on pace of service.
- ☐ Serve generally snacks and very light meals.
- ☐ Prices are not as exorbitant as the restaurants.
- ☐ Usually a Californian menu meaning all the items are available al day long.

Bars

- Place to relax and socialize for both business and pleasure
- Profit percentage for beverage is higher than food profit center
- Efficiency based on pour/cost percentage
 - 16-24% pour/cost percentage
- Unlike food, beverages can be held over if not sold



Types of Hotel Bars

- Lobby bar
- Restaurant bar
- Service bar
- Catering and Banquet bar
- Pool bar
- Minibar
- Night clubs
- Sports bar
- Gastro bar or Gastro Pub



Room Service/In-Room Dining

- Typically found in larger city hotels, especially airport hotels;
- Level of service and menu vary;
- Challenges:
 - Delivery of orders on time
 - Making it a profitable department
 - Avoiding complaints



Catering Department

□ Catering

- Includes a variety of occasions when people may eat at varying times

□ Banquets

- Refers to groups of people who eat together at one time and in one place

- Terms are used interchangeably



Stewarding Department

Responsibilities of Chief Steward:

- Cleanliness of back of house
- Cleanliness of glassware, china and cutlery
- Inventory of chemical stock
- Maintenance of dishwashing machines
- Pest control

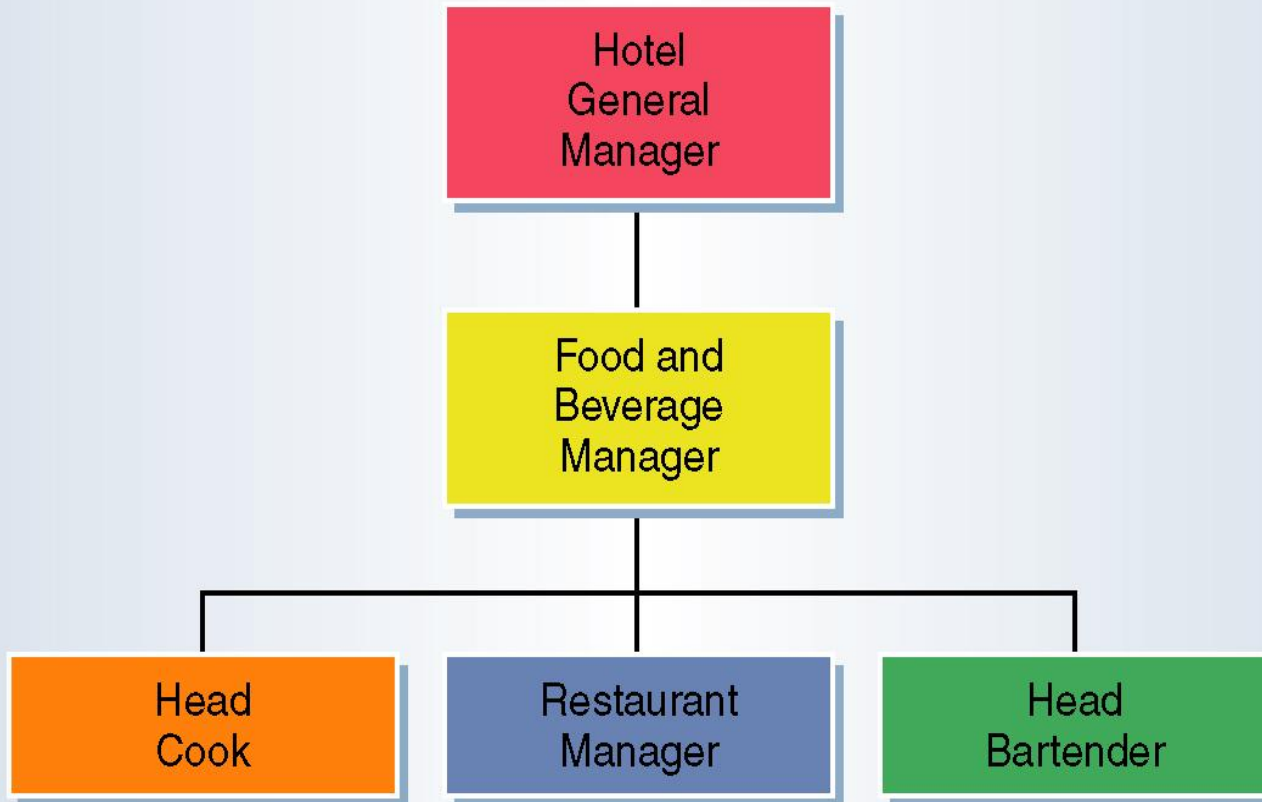




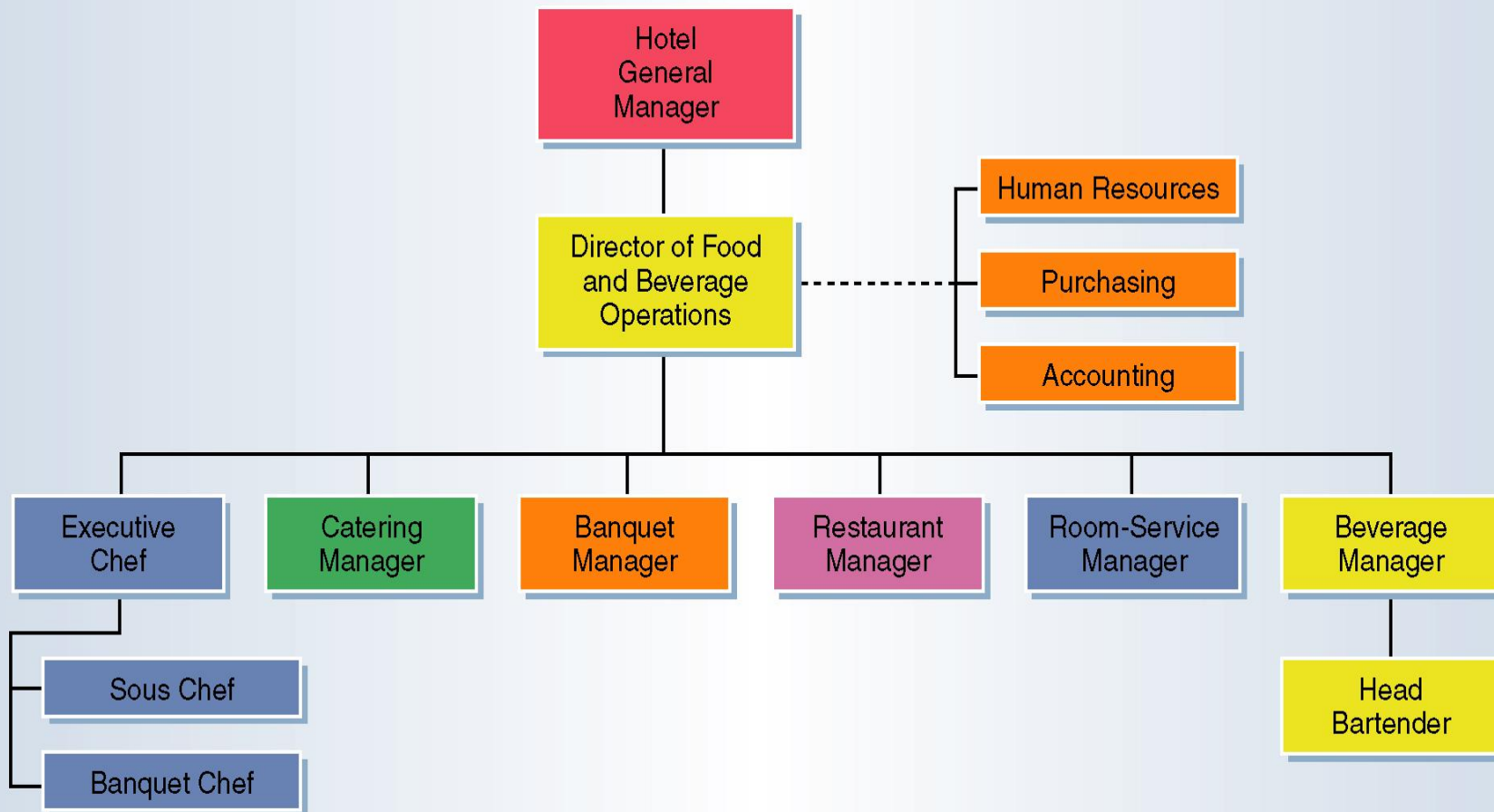
Food and Beverage Directors Objectives

Seek profitability in the F&B department by decreasing all costs, maximizing sales in all outlets, achieving budget and profit guidelines, meeting and / or exceeding long / short range goals.

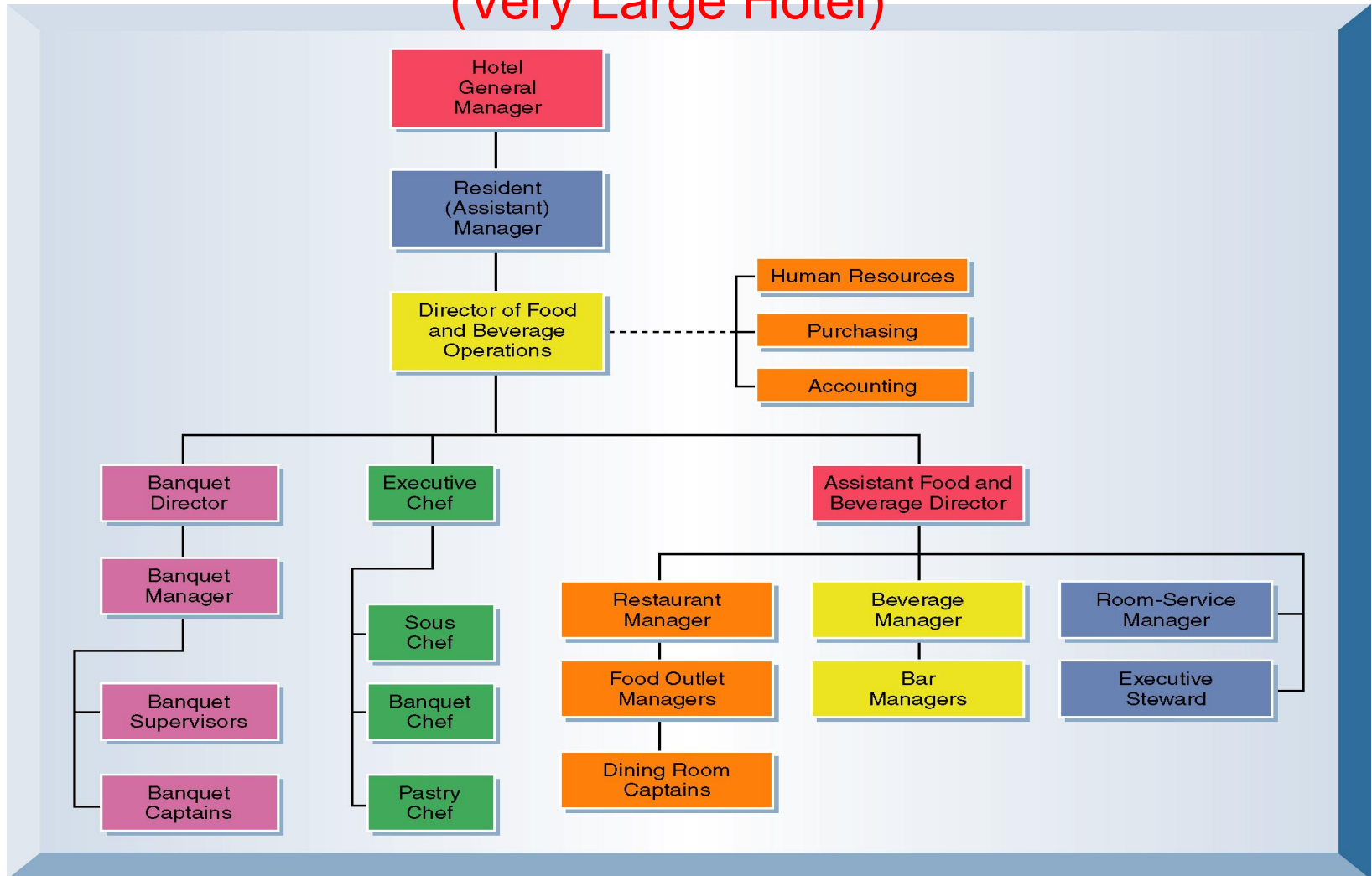
Management Positions in Food and Beverage Service (Small Hotel)



Management Positions in Food and Beverage Service (Large Hotel)



Management Positions in Food and Beverage Service (Very Large Hotel)





Food and Beverage Directors Duties

You are employed as a Food and Beverage Manager with a major hotel in . Make a list of the duties that you think you would be responsible for during the course of one week's work.

Food and Beverage Directors Operations Functions

- Provide the highest quality in food, beverage and service in all outlets.
- At least one daily walk through of all F&B areas
- Maintain existing programs and develop new programs
- Daily talks with all staffs and managers
- Maintain high quality image through effective housekeeping and sanitation
- Maintain physical security for all outlets and inventories
- Know local competition and industry trends
- Change menus based on seasonality and product availability

Food and Beverage Directors Operations Functions

- Directs and coordinates all activities of personnel and departmental responsibilities
- Daily contacts with staff and performance reviews
- Marketing of each F&B outlet
- Achieve budgeted sales and maximum profitability
- Maintain fair wage and salary administration



Any Questions?