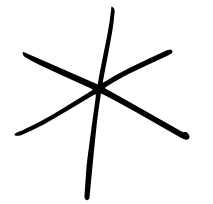




Fradel and Spies



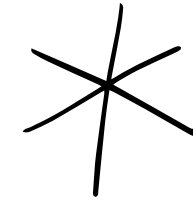
FOOD AND BEVERAGE SERVICES



Food is not just a necessity, it's a universal language that connects people, cultures, and traditions. From nourishing our bodies to sparking joy, the world of food offers endless possibilities.

Presented by INSTITUTE FOR TOURISM
PROFESSIONAL OF NIGERIA





1.0 INTRODUCTION TO FOOD AND BEVERAGE SERVICE

- Overview of the Hospitality Industry
- Role and Importance of F&B Service
- Types of F&B Establishments
- Organization Structure of the F&B Department

Food serves as the foundation of human survival, health, and community. It provides essential nutrients, supports economies, and shapes cultural identities.



Nutrition and Health

Food provides the energy and nutrients necessary to sustain life.

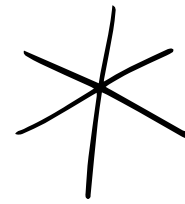
Cultural Significance

Culinary traditions often reflect the history and values of a region.

Economic Impact

The food industry creates jobs and supports agriculture worldwide.

1.2 FOOD AND BEVERAGE SERVICE EQUIPMENT



- Types of Equipment (Glassware, Cutlery, Crockery)
- Use and Maintenance of Equipment
- Linen and Tableware

01

Tableware

- **Dishware:** Plates, platters, bowls, serving plates and bowls.
- **Glassware:** Wine, cocktail, beer, water, dessert, and specialty glasses.
- **Flatware:** Knives, spoons, forks, and serving utensils.
- **Crockery:** Plates, bowls, and other ceramic tableware.

02

Beverage Service

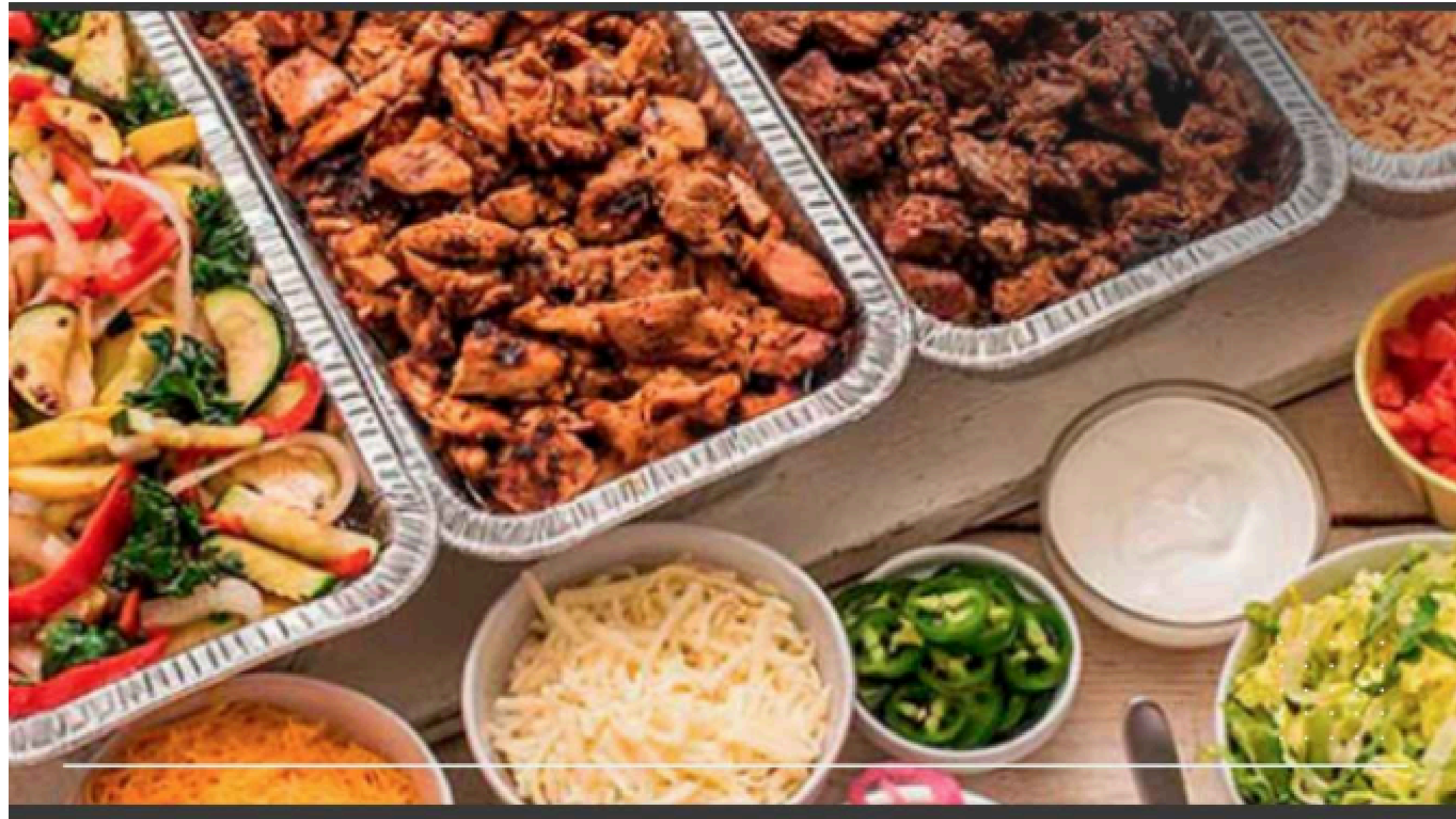
- **Beverage Dispensers:** For serving various drinks, including iced tea and juice.
- **Bar Equipment:** Shakers, jiggers, stirrers, and other tools for preparing cocktails and other beverages.
- **Commercial Refrigeration:** For storing drinks and other perishable items.

03

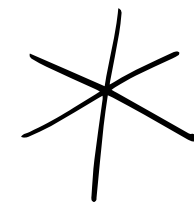
Food Service

- **Chafing Dishes:** Used to keep food warm during service.
- **Trolleys:** For transporting and serving food, beverages, and tableware.
- **Banquets:** Equipment and services for large events and gatherings.

1.3 FOOD AND BEVERAGE SERVICE METHODS



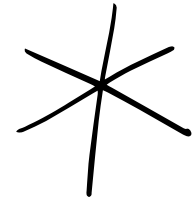
- Types of Service (Table Service, Buffet, Banquet, Room Service, etc.)
- Standard Operating Procedures (SOPs)
- Customer Handling and Order Taking



1.4 MENU PLANNING AND DESIGN

- Types of Menus (À la Carte, Table d'Hôte, Cyclic, etc.)
- Principles of Menu Planning
- Beverage and Food Pairing





1.5 Beverages – Alcoholic & Non-Alcoholic



- Classification of Beverages
- Coffee, Tea, Juices, and Soft Drinks
- Alcoholic Beverages (Beer, Wine, Spirits, Cocktails)
- Bar Management and Mixology Basics



1.6 Restaurant Operations and Management

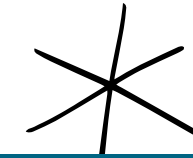


- Restaurant Layout and Setup
- Reservation and Seating Arrangements
- Table Setting and Napkin Folding
- Billing and Payment Procedures

The food industry evolves rapidly, adapting to consumer preferences and societal changes. Emerging trends highlight sustainability, health, and convenience.



1.7 HYGIENE AND SAFETY IN FOOD AND BEVERAGE SERVICE

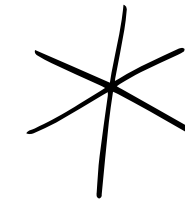


- Personal Hygiene and Grooming Standards
- Food Safety Regulations and HACCP
- Handling of Accidents and Emergencies

1.8 CUSTOMER SERVICE AND COMMUNICATION SKILLS

- Guest Handling Techniques
- Complaint Handling and Conflict Resolution
- Communication and Interpersonal Skills

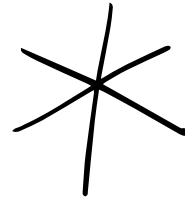




ENSURING SAFETY

Maintaining food safety prevents foodborne illnesses and ensures quality. It involves cleanliness, proper storage, and safe preparation techniques.





LET'S CONNECT

For more information, inquiries, or collaboration opportunities, please use the contact details below. Together, we can explore the fascinating world of food.

Presented by INSTITUTE FOR TOURISM
PROFESSIONALS OF NIGERIA

08124225232, 08131333593,
07064859111

www.tourism.org.ng

tourismproinstitute@yahoo.com

14, Ubiaja Crescent, Samuel Ladoke
Akintola Boulevard, Garki 2, Abuja

