

Victoria University Of Bangladesh

Course title ~ Food & Beverage Service

Bachelor of Tourism & Hotel Management

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Batch - 53

Program - BTHM

1. A.

1. Start with the classics. In Haruki Murakami's novel Norwegian Wood, the character of Nagasawa only reads books that are more than 40 years old; if it's still in print after all that time, it's probably worth reading. A similar principle applies to cocktails. There are modern classics, true, but they are mostly indebted to the classic classics, which are classics for good reason. They are built on simple principles that, once learned, will lend structure to your own experiments.

2. Alcohol is the most important ingredient. It should go without saying, but so many people persist in the belief that a cocktail should be a liquid pudding or a naughty milkshake that it is worth repeating. A proper cocktail should not disguise its booziness; it should celebrate it. As a rule of thumb, a cocktail is 50ml of the "base" spirit (that's a double shot), plus a couple of other bits and bobs. Use a generous hand with spirits, and a stingy hand with

bits and bobs. It's easy to make a cocktail more sweet or sour or dilute; it's harder to make it sweet or sour and undilute. A lot of bartenders pour the alcohol into the shaker last for this reason – if you mess up with the cheaper ingredients, you haven't wasted the good stuff.

3. Ice is the second most important ingredient. Do not even think about throwing a cocktail party unless the contents of your freezer could sink the Titanic. Do not ever ask, as English publicans often do: “Ice with your G&T?” There is a certain kind of person who still sees ice either as overly fussy or a way of cheating them out of drink. But when ice is freely available in your own home and you have already purchased the liquor, there is no excuse. Ice serves a dual purpose in cocktails, chilling the drink as well as providing a little (but not too much) dilution. Use insufficient ice and it will melt much more quickly, resulting in insufficient chilling and too much dilution. The ice should always poke above the alcohol line in the shaker and in the glass. How much ice do I need?

4. Mixers? Where we're going, we won't need mixers. How many times have you heard someone say: “Nah, we've got a bottle of rum, but we haven't got any mixers ...” But cocktails should be comprised of ordinary fresh ingredients. Alcohol, other kinds of alcohol, ice, lemons, limes, sugar ... maybe some eggs or berries or mint ... and preferably not Diet Coke or concentrated orange juice. Study the labels of pre-made sodas and syrups carefully before you introduce them to your best bourbon. Do you really want saccharin, xanthan gum and E numbers in there?

5. Keep it simple. You do not need a whole tray of liqueurs; you do not need an orchard of fruits; you do not need some obscure variety of pisco; you certainly do not need all of these things at the same time. “Many a cocktail has been hoist on the petard of its own casual plurality,” as cocktail writer Charles H Baker once wrote. Use ingredients that you understand, generally no more than two or three a drink. Think of your core cocktails like scrambled eggs or spaghetti sauce (something you might make each week and perfect over many years), rather than lobster thermidor or game pie (something you might make once and never know if you got quite right).

6. A cocktail should be balanced. Aim for a harmonious blend of flavours, so neither sweetness nor sourness nor bitterness dominates. The question is less whether it tastes good on first sip – it’s easy to make something that makes you go: “Hot damn!” The question is more whether it still tastes good on the last sip: it’s harder to make something that makes you go: “Hot damn! Same again!” Your taste buds are your guide; keep tasting at all stages of preparation.

7. A cocktail is supposed to look nice. You don’t have to be an obsessive about it, but you should take time and care over presentation. It’s part of the ritual. A little lemon-zest twist here, a frosted glass there – it makes whoever you’re making the cocktail for feel special. Even if it’s yourself, it’s 1am, and no one came to your birthday.

8. Only shake cocktails with fruit juice in them. It’s a simple but more or less binding rule. Certain international superspies occasionally break it, *cough James Bond with his “special Martini”, cough*. However, it will serve the rest of us well. When

you break it down, there are essentially two kinds of cocktail: aromatic cocktails, which contain only alcoholic ingredients; and sour cocktails, which contain citrus fruit (or occasionally other fruits, cream, egg, coffee etc). The former (which are often dry, boozy and occasionally bitter) should be stirred with ice, which results in even dilution and a smoother texture. The latter (which are often tangy, fruity and occasionally creamy) require shaking, which results in more amalgamation, more dilution and a slightly altered texture. Both can be diluted with water, soda, tea, champagne and so on, to form a third category: long drinks. Pretty much all else is variation.

9. All the pieces matter. Every single component you add to the cocktail makes a difference. David A Embury, the great amateur cocktail-maker, insisted that no drink was better than its worst ingredient. That, to me, is a denial of the basic point of making a cocktail – your labour and ingenuity adds value – but you see the principle. The brand of rum you buy makes a difference; the particular limes you choose make a difference; the time of year you buy your limes makes a difference. There are fewer variables in making a daiquiri than in, say, cooking meatballs, so what you put into the glass matters (and how much, and what kind of glass). On the other hand, see rule 10.

10. But they also don't matter. By which I mean you are making cocktails, not safety-specing an Airbus, so who really gives a damn? The main task in hand when drinking cocktails is to have a fun time. If you're out of bourbon and use scotch, no one will die. If you get the proportions slightly wrong, use more orange next time – you don't learn unless you make mistakes. If you can only afford supermarket gin, who cares? It's still gin. There is nothing

more boring than someone who is boring about things that aren't boring. On the other hand, see rule nine.

B.

Five Factors That Affect Wine Quality

Knowledge is power in all aspects of life, and this includes winemaking. Before you venture into making any type of wine, you should understand factors that can affect the outcome of your efforts. When you take time to learn at least some of the influencing factors, you increase your chance of success with the flavour, clarity and overall quality of your batch of wine. To start your education on this matter, we offer five factors that affect wine quality in the following details.

1. Ripeness Level of Grapes

How ripe the grapes are will affect their sweetness and acidity level. The further in the growing process that the grapes are harvested the higher the sweetness, but the lower the acidity level. In some cases, you will need to artificially acidify your wine when you use these grapes to ensure the right flavour.

2. Cold Soaking

Cold soaking allows the grape skins to stay in contact with the must without encouraging fermentation and happens prior to alcohol developing in the wine. Also, cold soaking encourages rich colour development as well as the ideal fruitiness for the intended wine without any bitter tannins. Maceration time is the length of time that the grape skins stay with the must.

3. Fermentation Temperatures

Another thing that influences the colour and flavour of wine is the fermentation temperature. Colder fermentation temperatures of no higher than 50-degrees C are ideal for rosé and white wines while hotter fermentation temperatures of between 80-degrees to 100-degrees C are suitable for red wines. Since each type of wine needs a different rate of yeast metabolism and alcohol production, it is important to use the right fermentation temperature for your intended wine batch for favourable results.

4. Type of Aging Containers

Today, there are different types of containers available for aging your wine in than just the traditional oak barrels. Of course, you can still choose to use these or you can select acacia ones or even steel tanks. While the oak and acacia impart their own unique characteristics to the wine by allowing a certain amount of oxygen into it, the steel tanks severely limit the wine's exposure to oxygen and are ideal for zesty white wines for this reason. You also can add oak alternatives to steel tanks to reap the best of both methods.

5. Capping Method

Which type of cap that you seal the wine bottle with also has affects wine quality. Examples of this include natural corks that compress into the wine bottle with ease to form a tight seal but allow air to interact with the wine during the aging process or

screw caps that prevent air from entering into the wine. The drawback to natural corks is the fact that you can get a bad batch that can cause cork taint. This imparts a mouldy aroma to your wine. With the screw caps, you have an increased risk of sulfides creating unpleasant aromas since they due limit the oxygen interaction with the wine.

For further details about these fine factors that affect wine quality, consult with Grapeworks Consumables. Our company is a reliable source for a wide assortment of winemaking supplies, equipment and machinery.

2.

Food service skills encompass a wide range of abilities involving food preparation, customer service and restaurant management. Cooks, servers, bartenders and hosts are all positions that use food service skills.

Food service employees need specific restaurant and food preparation knowledge to succeed in the industry. Here are some of the key industry-specific skills food service employees use:

- Food preparation
- Waiting tables
- Food knowledge
- Point of sales system
- Reservation system
- Operating kitchen equipment
- Sanitizing procedures

Bartending

Menu preparation

Examples of more food service skills

Those who work in food service use a wide range of skills to complete their duties in a restaurant or professional kitchen. They must work with a team of other food service employees to create a positive dining experience for guests. A career in food service prepares you with many necessary skills applicable to any workplace.

Here are some of the main skills used in food service outside of specific industry knowledge:

Customer service

Food service is centered on the customer experience. Servers, cooks and hosts all play a role in creating a friendly atmosphere that welcomes guests. Maintaining customer satisfaction through food preparation, table service and dining experiences is an essential skill in the food service industry.

Time management

The food service industry is a fast-paced environment where timing matters. Foods must be served quickly to maintain a certain temperature for both the enjoyment and health of customers. Servers need to keep track of the time between when a patron orders their food to when it arrives. All food service staff work under strict time guidelines whether they are visible to diners or in the kitchen.

Organization

Maintaining inventory, kitchen supplies and table items are all part of the responsibilities of a food service employee. All food service locations visible to guests need to be kept clean and organized to meet health codes and create a welcoming atmosphere for diners.

Attention to detail

Food service employees need a critical eye to inspect food, remember customer orders and prepare dishes according to meet every guest's needs. Memorizing menu items and descriptions also proves that you can accurately focus on details.

Communication

Those working in food service need strong communication skills to interact with coworkers and customers. Servers need to communicate with kitchen employees regarding their guests. Those working in the kitchen need to communicate among themselves to ensure food is prepared correctly. Active listening and taking feedback are necessary qualifications for food service employees.

Adaptability

Things can change in a moment in food service. Servers, cooks and other industry workers need to adapt to new circumstances to complete their jobs. From handling the business of a restaurant at peak times to working with different ingredients, food service professionals must be ready to change their work methods at any time.

Hospitality

Food service workers who interact with guests need to maintain a friendly demeanor as they engage with diners. Hosts who greet diners and take seating reservations use interpersonal skills to make guests feel comfortable.

Teamwork

The food service industry relies on groups of employees working together to create a dining experience for guests. Servers, cooks and hosts depend on one another to complete their jobs and must be able to overcome challenges as a team to meet common goals in a food service venue.

How to improve food service skills

Food service skills can be improved through practice and specific training. Here are some ways to enhance your food service skills:

1. Work as a host

Learn how to engage dining guests and practice communication skills as you greet guests, take reservations, seat parties and answer general questions about the restaurant. You can increase your customer service skills dealing with any conflicts that arise from seating concerns or wait times.

2. Become a server

Servers have to manage food orders, serve customers and work with a team of cooks, hosts and other servers to ensure guests have a positive dining experience.

3. Work in the kitchen

Though you may not see guests, cooks and those involved in food preparation gain valuable skills working in the busy environment of a professional kitchen. Managing cook times for multiple dishes that all need to be served at once is one way to build a range of qualifications from attention to detail to time management.

4. Earn certifications

Gaining certifications as a food service employee will add to your industry knowledge and increase your professional abilities. Here are some ways you can add certifications to increase your food service skills:

Servsafe Food Handler:** This nationally recognized certification covers food safety through topics like foodborne illness and contamination, food preparation and storage, safe kitchen cleaning and managing food allergies. You can take online or in-person classes to prepare and take the exam for this certificate. Remember, you will need to renew a Servsafe certification by retesting every five years.**

Certification to serve alcohol: Several states require food service professionals to obtain a certification before they can serve alcohol. There are multiple certifications available that cover topics from responsible service procedures to recognizing the effects of alcohol in customers. Certifications include the ServSafe Alcohol Serving Certification, Training for Intervention ProcedureS (TIPS), Alcohol Server and Selling Certification, and the Way to Serve Interactive Alcohol Server Certification. Most certifications require renewal after a certain period of time.

5. Become a food service manager

Once you've gained enough experience in the food service industry, you can add management to your skill set by applying for a position to oversee a team of employees and interact with customers on a higher level. Food service employees at the management level are responsible for the health and safety standards of a venue, scheduling employees, overseeing food service operations and ensuring customers receive excellent service.

3. A

1. Present the Wine List

red wine glass

Not every restaurant needs to serve dozens of wines or hire an in-house sommelier to be successful at selling wine. As long as you create a balanced wine list with a range of price points, you can make it work for you. For instance, if you own a casual eatery with a busy lunchtime crowd, a smaller wine list is appropriate. If you offer full dinner service, your guests may expect a more diverse wine list. Check out our wine list guide to learn more about creating the perfect list of wines.

When all guests are seated, follow these steps to present the wine list:

Hand each guest a wine list - Present the wine list to each guest from their right side. Never place a wine list on the table. Instead, hand a list to each guest personally when they are comfortably seated.

Help guests with questions - Be prepared to answer any questions related to food pairings, wine quality, and wine vintages.

Take the order - After the table has chosen a wine, repeat the order back for confirmation.

Wines by the glass - Orders for individual glasses of wine are sent to the bar. After the bartender pours the wine, deliver the single glass to the table along with any other beverages. Single glasses don't require the full wine service.

Wine bottles - Depending on the method of wine storage your restaurant uses, a manager may need to unlock a wine cabinet to retrieve full bottles.

2. Prepare the Wine Glasses

After the table has ordered a wine bottle, you'll need to choose the right glassware. Wine glasses are designed to enhance the style of wine you're serving. To learn more about the different types of wine glasses available, check out our wine glass buying guide. Retrieve the glasses and

prepare them for service while the guests look at their dinner menus.

Select the wine glassware - Choose wine glasses that coordinate with the style of wine, whether it's red, white, or sparkling.

Inspect the glassware - Make sure each wine glass is free of chips, stains, or blemishes.

Polish the glassware - Always give the wine glasses a final polish with a clean cloth. Make sure not to leave any fingerprints on the bowl of the glass. Wearing gloves can help with this.

Place the glassware on a tray - Once the glassware is clean and polished, handle it by the stem and place it on a tray.

Deliver the wine glasses - Place a wine glass to the right of each guest, being careful to only touch the stem. The position of the wine glass should be identical for each guest. If a guest refuses the glass, discreetly take it away.

3. Wine Serving Temperature

Each style of wine should be served at the appropriate temperature. Wine refrigerators make it easy to control the temperature of your wines down to the degree. If you

aren't using temperature control, you may need to make some adjustments to bring your wines down to the right serving temp after guests order a bottle. You may also find that guests have their own preferences when it comes to wine temperature. Be prepared to make adjustments to your wine temps, but follow this general temperature guideline:

Red Wine Temperature - Serve red wine just below room temperature at 62 to 68 degrees Fahrenheit. If your red wines are stored without temperature control, consider chilling them slightly before serving to bring the temp down a few degrees.

White Wine Temperature - White wines and roses should be served chilled to between 50 and 60 degrees Fahrenheit.

Sparkling Wine Temperature - Keep sparkling wine stored at 50 to 55 degrees Fahrenheit, but serve it chilled to 40 to 50 degrees Fahrenheit. If guests order a bottle of sparkling wine, chill it immediately to bring the temp down.

4. Opening Wine Bottle

how to serve wine

Opening a wine bottle at the table can be intimidating if you aren't familiar with using a wine key. All eyes are on

you and if you struggle with the foil or the cork, it takes away from the guest experience. One of the best ways to improve your wine service is to make sure all servers can handle a wine key with confidence.

What Is a Wine Key?

A wine key is a type of corkscrew that is easy to use and fits in a server's apron pocket. Wine keys are also made with a built-in foil cutter. To use a wine key successfully, place the lever against the lip of the bottle to create leverage.

How to Open a Wine Bottle

To open a wine bottle correctly, always handle the bottle in the air and never place it down on a table. Follow these steps to uncork a wine bottle with a wine key:

Before using the wine key, present the bottle to the guest who ordered the wine. Hold the bottle so the label is clearly visible and announce the vineyard, grape, location, and vintage. Once the guest has confirmed the bottle is correct, you can begin uncorking the wine.

Cut the foil around half an inch from the lip of the bottle using a foil cutter or the small knife in a waiter's style wine key. This ensures the wine doesn't touch the foil and can help prevent dripping.

Open the wine key so the corkscrew and lever are both pointed towards the cork.

Insert the corkscrew, or worm, into the center of the cork and twist.

Continue twisting the corkscrew down until the first notch on the lever meets the lip of the bottle.

With the lever pressed against the lip of the bottle, pull the corkscrew up. The leverage created will pull the cork about halfway out of the bottle.

Now the second notch on the lever will be in line with the lip of the bottle.

Using the leverage created by the second notch, pull the cork all the way out. If the notch is in place, the cork will pull easily away from the bottle.

Wipe off the top of the bottle and the cork. This helps remove cork debris and dust from storage.

Present the cork to the guest in case they want to confirm the branding on the cork matches the bottle.

Pour a small sample of the wine for the guest and wait for approval before you begin pouring for the table.

5. How to Pour Wine

white wine glass

When the wine bottle is open and the host has approved, it's time to start pouring for the table. Follow these steps to provide a seamless wine pour:

Before making the first pour, take note of how many guests will be drinking. An average 750 ml bottle of wine will provide approximately five pours. Adjust the pour amount based on the number of guests and never fill a glass more than halfway.

Wrap the bottle in a clean white napkin or use white waiter's gloves while handling the bottle. This helps with temperature control for chilled wines.

Traditionally, the oldest woman at the table is served first. The server continues around the table in a clockwise pattern until all women are served, then makes another lap to pour for the men. Today, some find this to be an outdated practice. A more contemporary alternative is to start pouring with the person to the left of the host, regardless of gender, and move clockwise. Either way, the guest who ordered the wine is always served last.

Always pour from the guest's right side. Finish each pour with a twisting motion and wipe the lip of the bottle to avoid dripping.

Place the bottle to the right of the host with the label facing outwards and ask permission to remove the cork from the table.

For chilled wines, ask the guests if they would like a bucket of ice for the table or if they prefer the bottle to be stored in a wine chiller.

Return to the table periodically to refill wine glasses. When the bottle is empty, ask the table if they would like to order another wine bottle.

4. A.

A food and beverage control system is a means of computerizing best practice within a restaurant or catering operation. It gives managers a better idea of the flow of food through the restaurant, enabling them to plan cash flow and stock control more effectively. At the sharp end, it provides chefs with a more structured way of planning menus, taking into account nutritional and financial considerations.

Importance of food and beverage control system

In areas like manufacturing,...show more content...

Creating a database of suppliers and ingredients will enable you to manage ingredient pricing more effectively.

- Nutrition

More applicable for specialist dining establishments (such as those in hospitals) or catering companies, the ability to provide nutritional information on the food you serve can offer you a competitive edge, and reassure customers particularly in areas such as school dinners, for example.

- Recipe management

Many chefs either work from memory without any clear recipe, or have incomplete recipes that they do not follow.

Codifying recipes helps you to manage your ingredients more effectively, while building in standard estimates for wastage (such as the yield after peeling and chopping vegetables, or the wastage caused by evaporation and transfer of a cream sauce from bowl to bowl). This will help you to price your food more accurately. If you know exactly what a meal costs to make, you can price it more accurately to undercut the competition while still making a quantifiable profit.

B.

1. Use advanced technology to keep on top of safety issues

One of the most effective ways a business can reduce the number of customer complaints is to arm itself with high powered software that ensures safety standards and quality control is kept up to date at all times. This eliminates any potential problems before they emerge as grounds for customer dissatisfaction.

Implementing comprehensive management software such as QADEX offers a simple dashboard on which to oversee all aspects of food safety, quality management, compliance, customers and new product development. The Customer Complaints module gives business owners and managers

complete control over the grievance process, allowing users to easily log complaints, track outstanding complaints, manage the non-conformance process, customize letter templates and automatically chase up any outstanding or unresolved investigations.

2. Provide exceptional customer service

Customer service teams creating happy customers are the key to ensuring the successful continuation of any business. Providing clients with an unparalleled level of customer service is a highly effective way to make them feel valued and important (increasing customer satisfaction). This is hugely helpful in diffusing any complaints and ensuring customers leave with a positive impression of the business and with positive customer experiences.

3. Be sure to deliver on promised standards

One of the simplest ways to reduce customer complaints is to ensure that customers receive exactly what they have paid for (delivery on what the customer expects). Anything less represents valid ground for protests and objections. There are two major ways that businesses can ensure they are delivering advertised standards of service.

The first is to make sure that the product or service description is accurate and not overly exaggerated. The second is to maintain meticulous level of quality control that are overseen by all staff members.

4. Ask for feedback

Communicating with customers and actively asking for their opinions is a great way to identify problems before they begin to escalate. Not only will customers feel as though the business cares about their wants and needs but it also represents an opportunity to identify issues that other customers may have experienced but were not forthcoming enough to raise. Customer feedback is a great tool in the battle to reduce complaints if utilised correctly.

5. Find the root of the problem

No matter how small or seemingly insignificant the complaint, it is essential for businesses to improve their the method of handling customer grievances by tracking down the root of the problem and actively address any areas that are resulting in customer dissatisfaction. Finding out why the customer's complained will ensure that the issue is 100% dealt with and will not snowball into something bigger and more damaging at a later stage.