

VICTORIA UNIVERSITY
OF BANGLADESH

FOOD AND BEVERAGE SERVICE

HM 508

PROGRAM: BTHM

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FINAL EXAM

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Question No: 01(a)

Define Cocktails. Write down the points to note in making cocktail.

Answer to the question no 01 (a)

A cocktail is any beverage, appetizer, or hors d'oeuvres that's made with two or more ingredients. Liquid cocktails usually have at least one kind of alcohol in them and food cocktails are typically finger food that's served cold.

The word cocktail comes from the Creole apothecary Antoine Peychaud and the drinks he used to serve in New Orleans. Around the mid-1800s, Peychaud used to serve mixed brandy drinks in a French eggcup.

The French version of the word eggcup is courtier, which Peychaud's customers shortened to "cocktail." Over time, this word was Americanized even further until it became "cocktail" and this version has stuck ever since. Based on this, the word cocktail refers both to the drink itself and the glass it's served in.

The term cocktail is now recognized to mean all drinks. A cocktail is normally a short drink of up to about 10cl (3-4oz)- anything large being called a 'mixed drink' or long drink.

Types of cocktails

-Blended drinks

-Cobblers

-Fizzes

Making cocktails

A true cocktail is made by one of two methods: Shaking or Stirring.

Point to note in making cocktail

1. Ice should always be clear and clean
2. Do not overfill the cocktail shaker.
3. Effervescent drinks should never be shaken.
4. To avoid spillage, do not fill glasses to brim.
5. When egg white or yolk is an ingredient, first break the egg into separate containers.

6. To shake, use short and snappy actions.
7. Always place ice in the shaker or mixing glass first, followed by non – alcoholic and then alcoholic beverages.
8. To stir, stir briskly until blend in cold.
9. As a general rule the mixing glass is used for those cocktails based on liqueurs or wines.
10. Shakers are used for cocktails which might include then the Boston shaker should always be used.
11. Always add the garnish after the cocktail has been made and add it to the glass.
12. Always measure out ingredients, inaccurate amounts spoil the balance of the blend and taste.
13. Naver use the same ice twice.

Question No: 01 (b)

Mention the factors that influence that quality of wine and discuss the various types of wine.

Answer to the question no 01 (b)

The factors that influence that quality of wine

The same vine variety, grown in different regions and processed in different ways, will produce wines of differing characteristics. The factors that affect the quality and final taste of wines include:

- 1 Climate and microclimate.
- 2 Nature of the soil and subsoil.
- 3 Vine family and grape species.
- 4 Method of cultivation - viticulture.
- 5 Composition of the grape(s).

- 6 Yeast and fermentation
- 7 Method of wine making – vinification
- 8 luck of the year - vintage.
- 9 Ageing and maturing process.
- 10 Method of shipping or transportation.
- 11 Storage temperature.

Classification of wine types

Still (or light) wine

This is the largest category. The alcoholic strength may be between 8% and 15% by volume.

The wines may be:

Red: produced by being fermented in contact with grape skins (from which the wine gets its color). Normally dry wines.

White- usually produced from white grapes, but the grape juice (must) is usually fermented away from the skins. Normally dry to very sweet.

Rose: can be made in three ways - from black grapes fermented on the skins for up to 48 hours; by mixing red and white wines together; or by- pressing grapes so that some color is extracted. Rose wine may be dry or semi-sweet. Rose wines are called 'blush' wines in the USA. Wines made wholly from red grapes.

Sparkling wines

Sparkling wines are available from France, Spain (Cava), Italy (Prosecco), Germany (Sekt) and many other countries.

The most famous sparkling wine is Champagne. This is made by the method champenoise (secondary fermentation in the bottle) in an area of northeastern France.

Effervescent wines made outside this area are called vins mousse or sparkling wines. A summary

of the four methods for making sparkling wines is given in Table 4.6.

Sweetness in sparkling wine

The dryness or sweetness of the wine is indicated on the label:

Extra brut- very dry

■ Demi-sec-medium sweet

Brut - dry

■ Demi doux - sweeter

Sec - medium dry

■ Doux – luscious

Fortified (liqueur) wines

Fortified wines such as sherry, port and Madeira have been strengthened by the addition of alcohol, usually a grape spirit. These are now known within the EU as liqueur wines or vins de liqueur. Their alcoholic strength may be between 15% and 22% by volume. Examples are:

- sherry (from Spain) 15- 18- 20% - Fino (dry), Amontillado (medium), Oloroso (sweet).
- Port (from Portugal) 18- 22% - ruby, tawny, vintage character, late bottled vintage, Vintage
- Madeira (made on the Portuguese island of Madeira) 18- 20% - Sercial (dry), Verdelho (medium), Bual (sweet), Malmsey (very sweet).

- Marsala (dark sweet wine from Marsala in Sicily) 18%.
- Malaga (from Malaga, Andalusia, Spain) 18- 20%.

Aromatized wines

These are flavored and fortified wines.

Question No: 02

Elaborately explain the six basic technical skills to table service and assisted service.

Answer to the question no 02

There are six basic technical food and beverage service skills: These are identified below, together, with examples of their application.

Technical skill

Holding- and using a service spoon and fork, and other service equipment

Examples of application

For the service of food at a customer's table, especially for silver service, and for serving at a buffet.

Technical skill

Carrying plates

Examples of application

When placing and clearing plates from a customer's table

Technical skill

Using a service salver (round tray)

Examples of application

For carrying glasses, carrying tea and coffee services, as an under liner for entree dishes and for potato and vegetable dishes.

Technical skill

Using a service plate

Examples of application

For carrying items to and from a table, including clean cutlery, clearing side plates and knives, crumbing down, clearing accompaniments.

Technical skill

Carrying glasses

Examples of application

Carrying clean glasses by hand or on a salver and for clearing dirty glasses from a service area.

Technical skill

Carrying and using large trays

Examples of application

For bringing equipment or food and beverage items to the service area and for clearing used equipment from the service area.

These basic technical skills are used specifically for table service and assisted service.

However, these skills are also used when providing other forms of service, for example, when carrying trays for room service or using a service salver for bar service. More detailed descriptions are given below.

Holding and using a service spoon and fork

Expertise in this technique can only be achieved with practice. The purpose of the service spoon and fork is to enable the waiter to serve food from a flat or dish on to the customer's plate quickly and to present the food on the plate well.

- The service fork should be positioned above, or on top of, the service spoon.
- The key to developing this skill is the locking of the ends of the service spoon and fork with the small finger and the third finger
- The spoon and fork are maneuvered with the thumb and the index and second fingers. Using this method food items may be picked up from the serving dish in between the service spoon and service fork.
- Alternatively, the service fork may be turned to mound with the shape of the items being served, for example, when serving bread rolls

There are occasions where two service forks may be used, for example when serving fillets of fish, as this makes the service of this food item easier.

When using a serving spoon and fork for serving at a sweet or cheese trolley, or at buffet or gueridon, the spoon and fork are held one in each hand.

Carrying plates

Clean plates can be carried in a stack, using both hands, or using a tray. When carrying clean

plates which are to be placed on the customer's table, a single hand is used to hold the plates (Usually the left hand) and the right hand is used to place the plates at each cover on the customer's- table. If the plates are hot then the plates are held with a service cloth placed on the palm of the left hand. A separate service cloth is then used in the right hand to hold the hot plates when placing them in front of the customer.

When carrying plates of pre-plated foods and when clearing plates from a customer's table, a single hand is used to hold the plates (usually the left hand) and the right hand is used to place and remove plates from the customer's table. Special hand positions are used as follows:

- illustrates the initial hand position for the first plate. Care must be taken to ensure that the first plate is held firmly as succeeding plates are built up from here. The second plate will rest firmly on the forearm and the third and fourth fingers.
- the second plate positioned on the left (holding)hand.

To be able to clear properly ensures efficiency, avoids the possibility of accidents and creates the minimum of inconvenience to customers. Well-developed clearing techniques enable more to be cleared, in less time and in fewer journeys between sideboard or workstation and the customer's table. In addition, clearing properly allows for the stacking of dirties neatly and safely the sideboard or workstation.

Using a service salver

A service salver is a round, normally silver or stainless steel tray (but now also sometimes of wood or plastic). A napkin (folded flat) is placed on the tray to help prevent items slipping on the tray as they are being carried. There are also special non-slip mats that are now used instead of napkins. The service salver may be used to:

- carry clean glasses to, and remove dirty glasses from, a customer's table
- carry clean cutlery to and from, a customer's table
- place clean cutlery on the table
- place clean cups and saucers on the table

- provide an under flat when silver serving vegetables.

Carrying glasses

When carrying clean glasses on the service salver they should be placed the right way up to reduce the risk of the toppling over. When being placed on the table, the waiter should hold the salver in the left hand behind the customer and then place the glass at the top right-hand corner of the cover and the right way up. The waiter should only hold glasses by the stem to ensure that the bowl of the wine-glass is not touched, otherwise finger marks will be left on the glass bowl.

Carrying clean cutlery

When placing clean cutlery on a table, or removing it, the items can be carried on a service salver. This is more efficient, hygienic and safer, and generally more professional, than carrying these items in bunches in the hands. The blades of the knives should be placed under the arch in the middle of the forks, and if carrying sweet spoons and forks¹ the prongs of the fork should under the arch in the middle of the spoon.

Carrying trays

Trays are used for:

- carrying food from the kitchen to the restaurant sideboard
- service in rooms and lounges
- clearing from sideboards
- clearing from tables (when the customer is not seated at the table)
- carrying equipment.

The correct method of holding and carrying an oblong tray is to position the tray lengthways onto the forearm and to support it by holding the tray with the other hand.

Question No: 03(a)

How to serve the wine? Discuss with example.

Answer to the question no 03(a)

The sommelier or wine waiter should be able to advise and suggest wines to the host as required.

This means that the wine waiter must have a good knowledge of the wines contained within the wine list and be able to identify examples of wines that will pair well with the menu dishes. Immediately the food order has been taken the wine list should again be presented to the host so that they may order wine for their party to accompany the meal they have ordered.

There are six key aspects to be taken into account when serving wines.

- 1 The wine waiter must be able to describe the wines and their characteristics honestly bluffing should be avoided.,
- 2 Always serve the wine before the food. Avoid waiting too long to serve the food after the wine has been served.
- 3 Serve wines properly temperature it is better to tell the customer that the wine is not at the right temperature for service, rather than resorting to quick heating or cooling methods as these can damage the wine.
- 4 Treat wine with respect and demonstrate a high level of technical skill, supported by the use of high-quality service equipment. As the customer is paying for the wine and the service, they therefore have the right to expect their chosen wine to be treated with care.
- 5 Do not overfill glasses. Fill glasses to the right level, usually to the widest part of the bowl or to two-thirds full, whichever is the lesser. Sparkling wine served in a flute is usually filled to about two-thirds to three-quarters of the glass. Doing so helps the wine to be better appreciated and looks better too.
- 6 Avoid unnecessary topping up it does not sell more wine and it often irritates customers.

Another reason for being cautious about topping up wine glasses is that the customer may be driving. If wine is constantly topped up the customer may not notice how much they are consuming. In general, it is preferable to ask the customer about topping up their wine.

Question No: 03(b)

Mention the reasons by which a magistrate can revoke or refuse to grant license.

Answer to the question no 03(b)

Question No: 04(a)

Write down the function of food and beverage revenue control system.

Answer to the question no 04(a)

A control system covering the sale of all food and beverages in a foodservice operation is essential to maximize returns. The type of control system used will vary from one operation to another.

In a large establishment a control and accounts department would be in overall charge of the efficient running and working of the control systems used. In a smaller establishment this may be taken over by an assistant manager, who would personally carry out the daily and weekly checks that were necessary. All control systems should be as simple as possible, making it easier for the food and beverage service staff to operate, and for the control and accounts department staff to check for any errors and omissions and have them rectified.

Systems for revenue control

The systems that are used to support the various order taking and billing methods are summarized below.

- Manual systems: using hand-written duplicate or triplicate checks for ordering from kitchen and Bar and for informing the cashier. Often used with a cash bill or cash register. This system is found in many high-level restaurants and in popular catering.
- Pre-checking system: orders are entered directly onto a keyboard that then prints each order check with a duplicate and retains a record of all transactions. The keyboard may be pre-set or pre-priced. This system may be found in many full-service restaurants and in popular catering.
- Electronic cash registers: allows for a wider range of functions including sales analysis. ECRs may be installed as stand-alone or linked systems. These systems are found in store restaurants, cafeterias and bars.
- Point-of-sale control systems: have separate keyboard terminals in the various service areas,

which are linked to remote printers or visual display units (VDUs) in the kitchen, bar etc. The terminals can be fixed or set in docking stations for hand-held use. In hotels, this equipment may also be linked to the hotel accounting systems. This system is also found in many modern restaurants.

■ Computerized systems: enable a number of serving terminals, intelligent tills and remote printers to be controlled by a master unit compatible with standard computer hardware

Depending on software, the functions may also include a variety of performance measures such as planning and costing, sales analysis, gross profit reporting, stock control ordering and forecasting, VAT returns, payroll, staff scheduling and account information. These systems are often found in hotels, fast food and chain restaurants.

■ Satellite stations: remote terminals linked by telephone to a central processor to enable sales performance to be analyzed (usually overnight) and reported back. These systems are found in fast food and chain restaurant operations.

Question No: 04(b)

How to minimize customer relation problem and how to handling complaints?
Explain.

Answer to the question no 04(b)

Minimizing customer relations problems

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Below is a series of questions' that the supervisor should consider in order to minimize customer relations problems.

■ Why is that member of staff not smiling or being courteous to customers?

- If a waiter is not smiling their feet might be hurting and no amount of telling them to smile will

change this. Their shoes might be the problem.

In the society in which we live, we are trained from an early age to be polite. We all know how-to say 'please' and 'thank you'. In foodservice operations the use of 'sir', 'madam', 'please',

'Excuse me'

· and 'thank you' is expected. If it is not being done, the supervisor needs to ask: Is the member Of staff in the wrong job? If they are in the right job, then what is the problem?

- that are the problems of each department in working with other departments?

- How does each department's problems affect the others?

- What are the difficulties. that a customer could patience?

For example, lack of information or direction signs.

- Is the emphasis in the work areas put on the customer?

For example, a barman eating behind the bar takes the emphasis away from the customer.

- What problems can be solved by physical changes?

For example, staff congregating round a central sideboard will face inwards and not outwards to observe customers.

- What problems exist because information to customers is insufficient other than that

Which can be obtained from staff?

- Are members of staff given enough informatio¹ about the establishment and locality before they meet customers?

- Are foreseen problems minimized?

For example, are large parties organized in advance?

- Are members of staff informed of set procedures for foresee¹ problems?

For example, running out of food items.

- Are complaints used as an opportunity to show care for customers?

- Are there set procedures for dealing with.

complaints?

- Are there set procedures for dealing with, difficult customers?

For example, customers who are quarrelsome, drunk, or non-compliant with establishment requirements such as smoking, dress codes or the use of mobile phones.

- How can staff be encouraged to identify and propose solutions for their problems?

Handling complaints

Should a problem arise and the customer makes a complaint the following steps should be taken.

- 1 Do not interrupt the customer let them have their say and make their point.
- 2 Apologies but only for the specific problem or complaint.
- 3 Restate the complaint briefly back to the customer to show you are listened and understood.
- 4 Agree by thanking the customer for bringing the matter to your attention. This shows you are looking at the problem from the customer's perspective.
- 5 Act quickly, quietly and professionally. Never:
 - lose your temper
 - take it personally
 - argue
 - blame another member of staff or another department.

Valid complaints provide important feedback for a foodservice operation and should be used to improve service.

