



BEVERAGE SERVICE

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PRACTICAL MANUAL
CLASS XI



CENTRAL BOARD OF SECONDARY EDUCATION

Shiksha Kendra, 2, Community Centre, Preet Vihar, Delhi-110 092 India

नया आगाज़

आज समय की माँग पर
आगाज़ नया इक होगा
निरंतर योग्यता के निर्णय से
परिणाम आकलन होगा।

परिवर्तन नियम जीवन का
नियम अब नया बनेगा
अब परिणामों के भय से
नहीं बालक कोई डरेगा

निरंतर योग्यता के निर्णय से
परिणाम आकलन होगा।

बदले शिक्षा का स्वरूप
नई खिले आशा की धूप
अब किसी कोमल-से मन पर
कोई बोझ न होगा

निरंतर योग्यता के निर्णय से
परिणाम आकलन होगा।

नई राह पर चलकर मंज़िल को हमें पाना है
इस नए प्रयास को हमने सफल बनाना है
बेहतर शिक्षा से बदले देश, ऐसे इसे अपनाए
शिक्षक, शिक्षा और शिक्षित
बस आगे बढ़ते जाएँ
बस आगे बढ़ते जाएँ
बस आगे बढ़ते जाएँ.....





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BEVERAGE SERVICE PRACTICAL MANUAL

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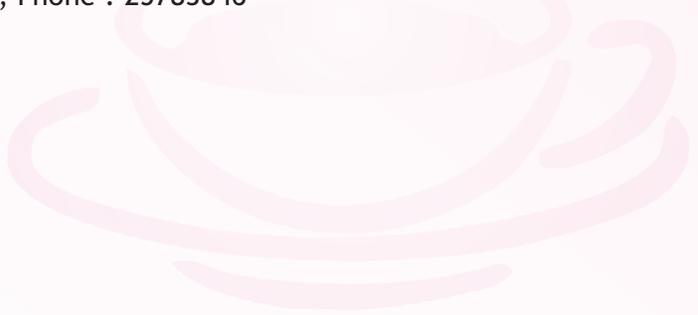
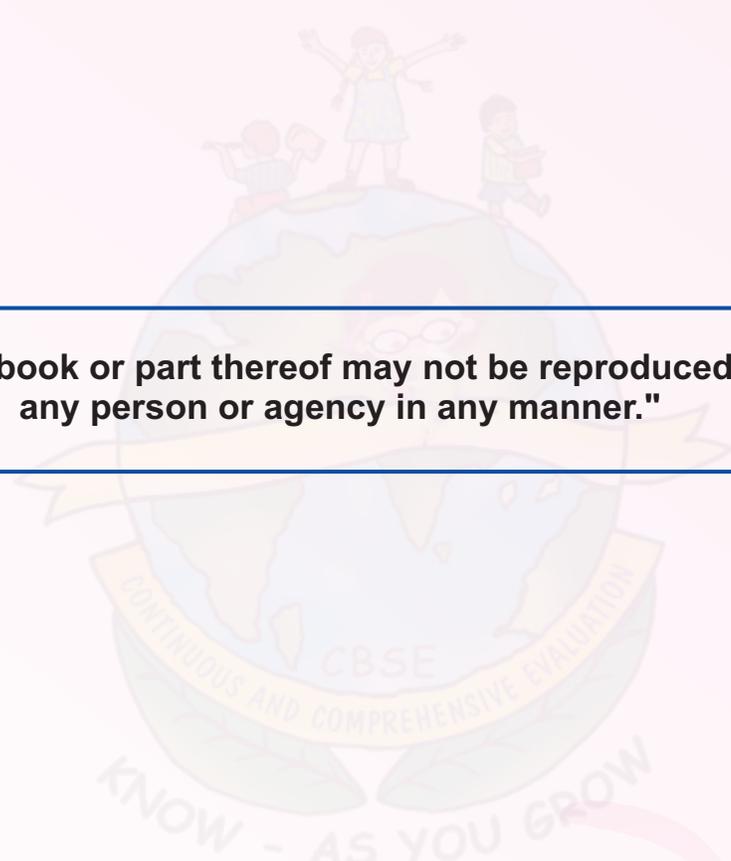
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Preface

The latest paradigm shift in the field of education emphasizes on the skill element to be enhanced in the field of vocational as well as main stream of our educational system. CBSE has been striving hard to develop the competency based vocational courses in collaboration with leading industries in various sectors of economy. In order to implement the same the Board has come out with courses that have potential job prospects for better recognition by the students and parents. It offers a flexible curriculum for inculcating skills on one hand and the linkage to the higher courses available in the similar fields on the other.

By taking stock of the unemployment situation in the country, we need to explore the possibility to revamp the vocational education in order to make it more acceptable and useful for the students. It is also a social obligation to ensure a job to everyone eligible and to make every hand self employable. India's Hotel industry is one of the fastest growing industries in the world being labour intensive. The Personnel in service of the Hotels are required to satisfy the guests to ensure that the guests patronize the hotel.

Food and Beverage Services under Hospitality and Tourism curriculum implemented from the Academic Session 2010 - 11 will not only help in finding jobs for Board pass out, but help students in preparing a multi skilled workforce for hospitality industry and serving the purpose of a basic course for hotel and hospitality sector after which higher Diploma / Undergraduate courses could be pursued.

The Curriculum of Food & Service introduced by CBSE from the academic session 2010 - 11 in class XI is competency-based and skill oriented. The focus of this vocational course is to develop employable skills in students and equipping them with a sound knowledge base in Hospitality Industry.

The Practical manual on Food & Beverage Service is based on various food and beverages served in hotels and at homes like Soups, Main Course, Dessert, Refreshing drinks, Aerated drinks, Stimulating drinks, Nourishing drinks, Mock tails (Non-alcoholic beverages). It also describes classification of food and beverages, staffing in hospitality industry and their function at numerous levels. The book succinctly puts up services that are generally rendered in Hotels and Restaurants.

Though the scope of Food & Beverage Service is very wide, yet the authors have tried their best to cover adequately the syllabus of Food Service at senior secondary level. We hope that the book will be found useful for students, in-service candidates and the teaching faculty. Any suggestion to improve the textbook is welcome from both students and faculty.

The Board is grateful for the painstaking efforts of the authors of this book.

VINEET JOSHI
CHAIRMAN



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भारत का संविधान

उद्देशिका

हम, भारत के लोग, भारत को एक ' [सम्पूर्ण प्रभुत्व-संपन्न समाजवादी पंथनिरपेक्ष लोकतंत्रात्मक गणराज्य] बनाने के लिए, तथा उसके समस्त नागरिकों को:

सामाजिक, आर्थिक और राजनैतिक न्याय,
विचार, अभिव्यक्ति, विश्वास, धर्म
और उपासना की स्वतंत्रता,
प्रतिष्ठा और अवसर की समता

प्राप्त कराने के लिए, तथा उन सब में, व्यक्ति की गरिमा और [राष्ट्र की एकता और अखण्डता] सुनिश्चित करने वाली बंधुता बढ़ाने के लिए दृढ़संकल्प होकर अपनी इस संविधान सभा में आज तारीख 26 नवम्बर, 1949 ई० को एतद्वारा इस संविधान को अंगीकृत, अधिनियमित और आत्मार्पित करते हैं।

1. संविधान (बयालीसवां संशोधन) अधिनियम, 1976 की धारा 2 द्वारा (3.1.1977) से "प्रभुत्व-संपन्न लोकतंत्रात्मक गणराज्य" के स्थान पर प्रतिस्थापित।
2. संविधान (बयालीसवां संशोधन) अधिनियम, 1976 की धारा 2 द्वारा (3.1.1977 से), "राष्ट्र की एकता" के स्थान पर प्रतिस्थापित।

भाग 4 क मूल कर्तव्य

51 क. मूल कर्तव्य - भारत के प्रत्येक नागरिक का यह कर्तव्य होगा कि वह -

- (क) संविधान का पालन करे और उसके आदर्शों, संस्थाओं, राष्ट्रध्वज और राष्ट्रगान का आदर करे;
- (ख) स्वतंत्रता के लिए हमारे राष्ट्रीय आंदोलन को प्रेरित करने वाले उच्च आदर्शों को हृदय में संजोए रखे और उनका पालन करे;
- (ग) भारत की प्रभुता, एकता और अखंडता की रक्षा करे और उसे अक्षुण्ण रखे;
- (घ) देश की रक्षा करे और आह्वान किए जाने पर राष्ट्र की सेवा करे;
- (ङ) भारत के सभी लोगों में समरसता और समान भ्रातृत्व की भावना का निर्माण करे जो धर्म, भाषा और प्रदेश या वर्ग पर आधारित सभी भेदभाव से परे हों, ऐसी प्रथाओं का त्याग करे जो स्त्रियों के सम्मान के विरुद्ध हैं;
- (च) हमारी सामासिक संस्कृति की गौरवशाली परंपरा का महत्त्व समझे और उसका परीक्षण करे;
- (छ) प्राकृतिक पर्यावरण की जिसके अंतर्गत वन, झील, नदी, और वन्य जीव हैं, रक्षा करे और उसका संवर्धन करे तथा प्राणिमात्र के प्रति दयाभाव रखे;
- (ज) वैज्ञानिक दृष्टिकोण, मानववाद और ज्ञानार्जन तथा सुधार की भावना का विकास करे;
- (झ) सार्वजनिक संपत्ति को सुरक्षित रखे और हिंसा से दूर रहे;
- (ञ) व्यक्तिगत और सामूहिक गतिविधियों के सभी क्षेत्रों में उत्कर्ष की ओर बढ़ने का सतत प्रयास करे जिससे राष्ट्र निरंतर बढ़ते हुए प्रयत्न और उपलब्धि की नई उंचाइयों को छू ले।

THE CONSTITUTION OF INDIA

PREAMBLE

WE, THE PEOPLE OF INDIA, having solemnly resolved to constitute India into a **SOVEREIGN SOCIALIST SECULAR DEMOCRATIC REPUBLIC** and to secure to all its citizens :

JUSTICE, social, economic and political;

LIBERTY of thought, expression, belief, faith and worship;

EQUALITY of status and of opportunity; and to promote among them all;

FRATERNITY assuring the dignity of the individual and the ² [unity and integrity of the Nation];

IN OUR CONSTITUENT ASSEMBLY this twenty-sixth day of November, 1949, do **HEREBY TO OURSELVES THIS CONSTITUTION.**

1. Subs, by the Constitution (Forty-Second Amendment) Act. 1976, sec. 2, for "Sovereign Democratic Republic (w.e.f. 3.1.1977)
2. Subs, by the Constitution (Forty-Second Amendment) Act. 1976, sec. 2, for "unity of the Nation (w.e.f. 3.1.1977)

THE CONSTITUTION OF INDIA

Chapter IV A

Fundamental Duties

ARTICLE 51A

Fundamental Duties - It shall be the duty of every citizen of India-

- (a) to abide by the Constitution and respect its ideals and institutions, the National Flag and the National Anthem;
- (b) to cherish and follow the noble ideals which inspired our national struggle for freedom;
- (c) to uphold and protect the sovereignty, unity and integrity of India;
- (d) to defend the country and render national service when called upon to do so;
- (e) to promote harmony and the spirit of common brotherhood amongst all the people of India transcending religious, linguistic and regional or sectional diversities; to renounce practices derogatory to the dignity of women;
- (f) to value and preserve the rich heritage of our composite culture;
- (g) to protect and improve the natural environment including forests, lakes, rivers, wild life and to have compassion for living creatures;
- (h) to develop the scientific temper, humanism and the spirit of inquiry and reform;
- (i) to safeguard public property and to abjure violence;
- (j) to strive towards excellence in all spheres of individual and collective activity so that the nation constantly rises to higher levels of endeavour and achievement.

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BEVERAGES SEMI ANNUAL



Beverage Service

PRACTICAL MANUAL

Class - XI





Chapter 1 Drawing Glassware

Objective: At the end of this chapter learners would be able to:

1. recognize the glasses
2. know the capacity of glasses
3. differentiate between glasses
4. understand that which drink is served in which glass

Equipments required:

1. Different types of glass wares
2. Show window to display the glass wares
3. Cupboard to store the glass wares

Teaching Aids:

1. Projector LCD / OHP, Site Visit to star hotels in the vicinity
2. Practical and Demonstration
3. White Board with marker

Different type of glasses is used for serving different drinks. The same drink may also be served in different type of glasses according to the occasion, quantity, convenience, etc.

Glasses are transparent, scratch free and scratch resistant. Handmade glasses are heavier and more expensive than machine made glasses. Machine made glasses are thinner lighter and finer in nature.

A goblet consists of three parts: Base, Stem and Bulb / Bowl. All the parts are made separately and then joined together. The rim of the glass is finely ground and smooth. The un-smooth or un finely ground glass rim may be not very convenient to use and at times as it may cut the lips while drinking or cut fingers / hand while polishing. The diameter of the glass's rim should be big enough to trap lips and nose. Otherwise, the drink may spill from the sides while drinking. The thickness and length of the stem of the goblet depends upon the shape and size of the bowl / bulb and on the purpose of the glass.





The capacity of the beverage can be measured in three units and these are:

- a) Ounce (Oz.)
- b) Millilitres (ml.)
- c) Centilitres (cl.)

$$1 \text{ Oz} = 28.5 \text{ ml.}$$

$$30 \text{ ml.} = 3 \text{ cl.}$$

DIAGRAMS OF GLASSWARE:

1. RED WINE GLASS OR CLARET GLASS:

CAPACITY: $7 \text{ O}_z = 210 \text{ ml.} = 21 \text{ Cl.}$

SERVICE: $4.5 \text{ O}_z = 135 \text{ ml.} = 13.5 \text{ Cl.}$

Claret is the other name of red wine glass. Red wines are served at room temperature.

2. A.P. TULIP OR WHITE WINE GLASS:

CAPACITY: $6 \text{ O}_z = 180 \text{ ml.} = 18 \text{ Cl.}$

SERVICE: $4.5 \text{ O}_z = 135 \text{ ml.} = 13.5 \text{ Cl.}$

3. CHAMPAGNE FLUTE:

CAPACITY: $6 \text{ O}_z = 180 \text{ ml.} = 18 \text{ Cl.}$

SERVICE: $4.5 \text{ O}_z = 135 \text{ ml.} = 13.5 \text{ Cl.}$

4. CHAMPAGNE TULIP:

CAPACITY: $6 \text{ O}_z = 180 \text{ ml.} = 18 \text{ Cl.}$

SERVICE: $4.5 \text{ O}_z = 135 \text{ ml.} = 13.5 \text{ Cl.}$

5. CHAMPAGNE COUPE:

CAPACITY: $6 \text{ O}_z = 180 \text{ ml.} = 18 \text{ Cl.}$

SERVICE: $4.5 \text{ O}_z = 135 \text{ ml.} = 13.5 \text{ Cl.}$

Champagne coupe is used when champagne is served without food.





6. CHAMPAGNE SAUCER:

CAPACITY: $5 O_z = 150 \text{ ml.} = 15 \text{ Cl.}$

SERVICE: $4.5 O_z = 135 \text{ ml.} = 13.5 \text{ Cl.}$

Champagne saucer is used when champagne is served in celebrations to raise a toast.

7. PORT GLASS:

CAPACITY: $3 O_z = 90 \text{ ml.} = 9 \text{ Cl.}$

SERVICE: $2 - 2.5 O_z = 60 - 75 \text{ ml.} = 6 - 7.5 \text{ Cl.}$

8. SHERRY GLASS:

CAPACITY: $3 O_z = 90 \text{ ml.} = 9 \text{ Cl.}$

SERVICE: $2 - 2.5 O_z = 60 - 75 \text{ ml.} = 6 - 7.5 \text{ Cl.}$

9. BRANDY GLASS / BALLOON / SNIFFER / BRANDY IN HAILER:

CAPACITY: $8 O_z = 240 \text{ ml.} = 24 \text{ Cl.}$

SERVICE: $1 - 2 O_z = 30 - 60 \text{ ml.} = 3 - 6 \text{ Cl.}$

Brandy balloon is used for the service of cognac brandy only.

10. ROLLY POLLY:

CAPACITY: $8 O_z = 240 \text{ ml.} = 24 \text{ Cl.}$

SERVICE: $4.5 O_z = 135 \text{ ml.} = 13.5 \text{ Cl.}$

Rolly Polly is used for serving the cocktail 'Bloody Mary'.

11. TRADITIONAL BEER GLASS:

CAPACITY: $10 O_z = 300 \text{ ml.} = 30 \text{ Cl.}$

SERVICE: $8.5 O_z = 255 \text{ ml.} = 25.5 \text{ Cl.}$

12. PONY TUMBLER:

CAPACITY: $5 O_z = 150 \text{ ml.} = 15 \text{ Cl.}$

SERVICE: $4 O_z = 120 \text{ ml.} = 12 \text{ Cl.}$

Pony Tumbler is used for serving aerated drinks, fresh and canned fruit juices, etc.





13. HI-BALL GLASS:

CAPACITY: $8 O_z = 240 \text{ ml.} = 24 \text{ Cl.}$

SERVICE: $6 O_z = 180 \text{ ml.} = 18 \text{ Cl.}$

Hi Ball glass is used to serve whisky with some mixer like water, soda, cola, etc. and water.

14. COLLINS / ZOMBIE:

CAPACITY: $12 O_z = 360 \text{ ml.} = 36 \text{ Cl.}$

SERVICE: $10 O_z = 300 \text{ ml.} = 30 \text{ Cl.}$

Zombie / Collin glass is used to serve the cocktails like: Tom Collins, John Collins, etc.

15. OLD FASHIONED WHISKY GLASS:

CAPACITY: $8 O_z = 240 \text{ ml.} = 24 \text{ Cl.}$

SERVICE: $1 - 2 O_z = 30 - 60 \text{ ml.} = 3 - 6 \text{ Cl.}$

Old Fashioned whisky glass is used to serve whisky straight / neat or on the rocks. It is also used to serve other than Cognac brandies.

16. LIQUEUR GLASS:

CAPACITY: $1.25 O_z = 37.5 \text{ ml.} = 3.75 \text{ Cl.}$

SERVICE: $1 O_z = 30 \text{ ml.} = 3 \text{ Cl.}$





Fig 1: Some common Tumblers

- | | | |
|-----------------|------------------|-------------|
| 1. Rolly Polly | 2. High Ball | 3. Slim Jim |
| 4. Pony Tumbler | 5. Old Fashioned | 6. Collins |



Fig 2: Common Goblets

- | | | |
|-------------------|-------------------|---------------------|
| 1. Brandy Balloon | 2. Beer Goblet | 3. Champagne Tulip |
| 4. Club Goblet | 5. Red Wine Glass | 6. Champagne Saucer |





Chapter 2 *Service of Water/Bottled Water/Mineral Water*

Objectives: At the end of this chapter learners would be able to:

1. differentiate between different types of water and brand name of mineral / bottled water.
2. hold and serve the glasses at the table.
3. hold and serve the water jug / bottled water / Mineral Water bottle
4. clear the glasses from the table.
5. clean, polish and wipe the glasses.

Equipments Required:

1. Different types of glasses.
2. Different types of trays like round, rectangular, etc. with covers
3. Water jugs, mineral water bottles.
4. Tables with table cloth and table spreads like moulton, slip cloth, etc.

Teaching Aid:

1. Projector LCD / OHP, Site Visit to star hotels in the vicinity
2. Practical and Demonstration
3. White Board with marker

Water is served in Hi Ball glass / water goblet. Water glass is always placed on the table as a part of the cover. Water is always served chilled or as desired by the guest. The glass is served / placed on the right hand side of the guest and on the tip of the large knife. The potable water is poured / served from the right hand side. The water jug is held in right hand and the left hand is kept behind. In some restaurants the water jug is kept on the quarter plate and the left hand is used to hold the plate and with the right hand the water is served in the glass. In case there is a monogram then water is never served above monogram. Otherwise the water should never be served till rim as it will be difficult to drink water. During the entire service the water should immediately be refilled as soon as guest has consumed approximately 1/3rd of the glass.





When water is served from bottle then the waiter must ensure that the desired / ordered mineral water or water bottle is only brought to serve. Ensure that the bottle water is chilled or as desired by the guest. The bottled water is always opened in front of the guest. The water is served directly from the bottle. After service the bottle can be kept at side board and water is re-served from the bottle as and when glass is partly empty or as and when guest desires. In case guest wants the bottle to be placed on the table then it is kept just above the water goblet / glass on the right hand side.

Coaster is placed below the glass as this will absorb the water drops from the glass containing chilled water.



Fig 1: A sideboard with water jugs

Chapter 3

Service of Tea

Objectives: At the end of this chapter learners would be able to:

1. distinguish between tea cup and coffee cup
2. hold and serve tea cups and tea saucers
3. serve tea as well as pre mixed tea
4. clean and wipe the tea cups and tea saucers
5. understand that tea cups are served hot
6. clean tea pot, milk pot and sugar pot
7. know that how much portion of tea is to be served

Equipments Required:

1. Tea cups, tea saucers, tea pots, milk pots, hot water pots, sugar pots, sugar tongs, tea spoons.
2. Tea salvers, tea pot holders, tray covers, etc.
3. Rectangular trays with covers.
4. Tea makers for Instant tea making in restaurant

Teaching Aid:

1. Projector LCD / OHP, Site Visit to star hotels in the vicinity
2. Practical and Demonstration
3. White Board and marker

Tea is served from the right hand side. In case guest has ordered only tea then tea cup along with tea saucer and tea spoon is placed in the centre of the cover. The handle of the cup should be at 45 degree



Fig 1: Tea Service on Table





angle and the spoon should be under the handle of the cup placed diagonally. But if some snacks are also served along with tea then tea cup is placed on the right side of the cover, just adjacent the small knife and about 2 - 3 inches inside the edge of the table. The tea cup in French is 'Tasse' and its capacity is 6 2/3 ozs.



Fig 2: Tea layout on table

Tea pot containing hot tea along with milk pot and sugar pot is brought together. In case tea leaves are used

then waiter must bring a tea strainer. Before serving tea, guest is asked whether he would like to have black tea or white tea (tea with milk). Sugar is served first after asking the guest, and then hot tea is served with a request to the guest - say when (means how much tea is to be poured so sufficient space is left in the cup to serve milk). The milk is served at the end. After serving the tea ensure guest has found his tea perfect and if he desires more milk, sugar, tea, etc. can be served to make his cup of tea most acceptable to the guest. Hot water should also be brought while serving tea, if the guest finds the tea very strong, then hot water can be mixed to dilute the tea. In case of room service, it is must to carry the hot water in a pot / thermos as the tea may get very strong before service.



Fig 3: Tray Setup for Tea Service

Tea can also be served with lemon. The lemon wedges are served on quarter plate with a small fork so the guest may help himself. The quarter plate containing wedges is place on the right hand side of the tea cup. In case of lemon tea, no milk is served. Usually lemon tea is served light or should be served with separate hot water.



GOLDEN RULES OF TEA MAKING:

The guest may order any specific type or brand of tea depending upon his choice and pocket. Good tea bars / tea stores keep Indian, Chinese, Sri Lanka and other special types of tea and tea blends.

The quantity of tea leaves used to produce a good cup of tea depends upon the type of tea and the taste of the guest.

85 - 113.4 grams of dry tea is used to produce 9 litres of tea (about 45 cups)

1 litre of milk is used to prepare 9 litres of tea (about 45 cups)

225 grams of sugar is used to prepare 9 litres of tea (about 45 cups)

The quantity of tea should be measured, in case of loose tea, to produce the standard tea at all times. It is advisable to use the tea bags to produce the standard cup of tea.

To make a good cup of tea following golden rules should be followed:

1. Tea cup, tea pot, should be heated before pouring tea in them.
2. Measure the tea leaves exactly.
3. Use freshly boiled potable water.
4. The boiling water should be poured in pre-heated tea pot / tea cup.
5. The tea should be allowed to brew for 3 - 6 minutes depending upon the type of tea and the guest's taste.
6. Strain / Remove the tea leaves before serving / drinking.
7. All pots, utensils, cups etc. should be clean and odour free.



Fig 4: Tea Cup





Chapter 4

Service of Coffee

Objectives: At the end of this chapter learners would be able to:

1. distinguish between tea cup and coffee cup
2. hold and serve coffee cups and coffee saucers.
3. serve coffee as well as pre mixed coffee.
4. clean and wipe the coffee cups and coffee saucers
5. understand that coffee cups are served hot.
6. clean coffee pot, milk pot and sugar pot
7. know that how much portion of coffee is to be served

Equipments Required:

1. Coffee cups, Coffee saucers, Coffee pots, milk pots, hot water pots, sugar pots, sugar tongs, coffee spoons.
2. Coffee salvers, Coffee pot holders, tray covers, etc.
3. Rectangular trays with covers.
4. Coffee makers for Instant Coffee making in restaurant
5. Cona Coffee makers

Teaching Aid:

1. Projector LCD / OHP, Site Visit to star hotels in the vicinity
2. Practical and Demonstration
3. White Board and marker

Coffee is served from the right hand side. In case guest has ordered only Coffee then coffee cup along with coffee saucer and coffee spoon is placed in the centre of the cover. The handle



Fig 1: Coffee Service on Table





of the cup should be at 45 degree angle and the spoon should be under the handle of the cup placed diagonally. But if some snacks are also served along with coffee then coffee cup is placed on the right side of the cover, adjacent the small knife and about 2 - 3 inches inside the edge of the table. When coffee is served after lunch or dinner then it is served in coffee cup (half the size of tea cup) but if coffee is served at any other time then it is served in the tea cup. The capacity of tea cup is 6 2/3 ozs. But the capacity of coffee cup is 3 1/3 ozs. Tea Cup in French is 'Tasse' and coffee cup in French is 'Demi Tasse'.



Fig 2: Tray Setup for Coffee Service

Coffee pot containing hot coffee along with milk pot and sugar pot is brought together. Coffee can also be served with cream. In case guest orders for coffee with cream then creamer along with fresh cream is served with coffee instead of milk. Before serving coffee, guest is asked whether he would like to have black coffee or white coffee (coffee with milk). Sugar is served first after asking the guest, and then hot coffee is served with a request to the guest - say when (means how much coffee is to

be poured so sufficient space is left in the cup to serve milk). The milk is served at the end. In case of coffee is served with cream, then the cream from the creamer is served at the end instead of milk. After serving the coffee ensure guest has found his coffee perfect and if he desires more milk, sugar, coffee, etc. can be served to make his cup of coffee most acceptable to the guest. Hot water should also be brought while serving coffee, if the guest finds the coffee very strong then hot water can be mixed to dilute the coffee.

The Espresso coffee is served pre plated. The sugar is brought separately. Normally espresso coffee is served black but in case guest desires to have milk or cream then it can be served. The Indian Espresso Coffee served at most of the places in India is served with milk and is frothed. At Cafe coffee day, Barista, etc the espresso coffee is served black.

RULES OF MAKING GOOD COFFEE:

Methods of brewing coffee can vary from instant coffee brewed by the cup to large quantity that may cope with large functions. Coffee beans are roasted and ground



according to requirements. The beans that are freshly ground are used for best coffee flavour and strength, It comes from the oils within the coffee beans. The freshly ground coffee will always have layers of suspended particles no matter how carefully one may filter it. Probably Instant Coffee is the only coffee which will have negligible suspended particles and is the most perfect colloidal solution. Filters used are paper filter of 3 - 10 microns of perforations. The paper filters are kept in metal bowl which is perforated so that coffee in quantity can be held and drips down to lower bowl slowly.

The rules to be observed when making coffee in bulk are as follows:

1. Buy the required quality of coffee beans.
2. Roast the coffee beans to desired degree to have the best and the required flavour
3. Ground seeds just before use.
4. To have the desired fineness of the coffee powder use the right grinding machine.
5. Ensure all utensils, machines, equipments, etc. are clean before use.
6. Measure the coffee powder and water to have the right quality of coffee drink
7. The infusion time should be fixed according to the type of coffee powder being used and the method of coffee making.
8. The coffee should never be allowed to boil as it spoils the taste and develops bitterness.
9. Strain and serve hot / cold.
10. Milk, cream, sugar etc. should be served separately.
11. Coffee should be best served at 82 degree centigrade (180 degree Fahrenheit) and milk at 68 degree centigrade (155 degree Fahrenheit).

Characteristics of good coffee:

- 1 Good flavour
- 2 Good colour
- 3 Good body
- 4 Good aroma
- 5 Good appearance



Fig 3: Coffee Mug





Reasons for producing bad coffee

Reasons for bitter coffee:

- 1 Too much coffee used. Use the right quantity of coffee.
- 2 Infusion / brewing time is very long or brewed at high temperature.
- 3 Coffee is not roasted to required degree.
- 4 Sediments are not strained properly or Coffee is not strained properly.
- 5 Coffee may have been left for very long before use.

Reasons for Weak coffee:

- 1 Water is not boiled properly.
- 2 Quantity of coffee used is not sufficient.
- 3 Infusion / brewing time is too short.
- 4 Coffee may be old.
- 5 The fineness of coffee is not of desired type.

Reasons for flat coffee

- 1 Coffee kept at wrong temperature.
- 2 Equipments might not be clean.
- 3 Water may not be potable or fresh.
- 4 Coffee may have been re-heated.

STORAGE OF COFFEE:

The following points must be kept in mind while storing the coffee.

- 1 Coffee should always be stored in ventilated storerooms.
- 2 Coffee should always be stored in air-tight containers so that the oils of coffee do not evaporate. This will reduce the flavour and strength of coffee.
- 3 The room where coffee is stored should never be humid.
- 4 It should be stored away from other items especially those which have strong flavour as coffee absorbs other flavours very fast.

Chapter 5 *Service of Lassi And Butter Milk*

Objectives: At the end of this chapter learners would be able to:

1. hold tray and serve lassi / butter milk.
2. clean glasses
3. understand that to whom to serve first and why

Equipments Required:

1. Hi Ball glasses and Collins glasses
2. Trays with tray covers to carry glasses
3. Straw holder with straws
4. Tea spoons and parfait spoons
5. Quarter plates with doily paper.
6. Glass washing machine



Fig 1 : Tray Cover

Teaching Aid:

1. Projector LCD / OHP, Site Visit to star hotels in the vicinity
2. Practical and Demonstration
3. White Board with marker

While taking order for Lassi / Butter milk always ask whether guest would like to have sweet or salted. Lassi / Butter milk is served pre plated in a glass. Salt or sugar syrup can be served separately. In case guest desires then it can be served pre mixed with salt /sugar. Lassi / Butter milk is served with straw holder containing straws. The straw holder can be placed on quarter plate as under liner with doily paper. The Lassi / Butter milk is served in Hi-Ball or any tall glass / Collins glass placed on doily papered quarter plate and tea spoon / parfait spoon. Spoon is served in case guest desires to stir the drink before drinking or if he wants to add salt / sugar syrup. Lassi / Butter milk is served chilled.





Chapter 6

Service of Juices

Objectives: At the end of this chapter learners would be able to:

1. differentiate among different types of juices
2. serve juices
3. explain different types of juices to guests
4. know how much portion is to be served in small portion and large portion

Equipments Required:

1. Small juice glasses and large juice glasses (Hi Ball glasses)
2. Salvers / Trays with covers to carry juices
3. Quarter plate with doily paper
4. Tea spoon
5. Cruet set, Worcestershire sauce bottles, tobasco sauce bottles, sauce boat with under liner for sugar syrup, etc.
6. Glass washing machine



Fig 1 : Service of Juice on Table

Teaching Aid:

1. Projector LCD / OHP, Site Visit to star hotels in the vicinity
2. Practical and Demonstration
3. White Board with marker

ORDER TAKING AND SERVICE:

A menu containing list of both fresh and canned juices is presented to the guest from right hand side. Guest is given a few minutes to go through the menu card before requesting him to place the order. Guest can be suggested with the juices available in the bar / kitchen. Usually fresh juices are picked up from kitchen / pantry and are billed on food



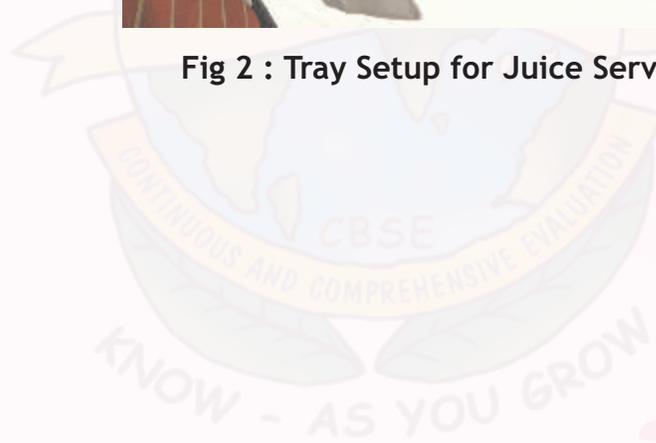


bill and canned juices are picked up from bar and are billed on beverage bill.

Juices can be served in small or large portions. Small juices are served in pony tumbler and large juices are served in Hi Ball glass. Juices are served chilled without ice. But in case guest desires then the ice cubes can be served.



Fig 2 : Tray Setup for Juice Service



Chapter 7 *Service of Cold Coffee/ Milk Shakes*

Objectives: At the end of this chapter learners would be able to:

1. serve cold coffee / milk shakes
2. distinguish between different types of cold coffees and milk shakes
3. explain to guests different types of cold coffees and milk shakes.
4. clean and wipe different type of glasses

Equipments Required:

1. Different type of glasses like Hi Ball, Collins, etc.
2. Trays and salvers with covers
3. Straw holders with straws
4. Quarter plates with doily papers
5. Tea spoons, parfait spoons
6. Ice bucket, Ice Tongs, etc.
7. Glass washing machine

Teaching Aid:

1. Projector LCD / OHP, Site Visit to star hotels in the vicinity
2. Practical and Demonstration
3. White Board and marker

ORDER TAKING:

A menu containing list of both cold coffee and milk shakes is presented to the guest from right hand side. Guest is given a few minutes to go through the menu card before requesting him to place the order. Guest can be suggested with the shakes, cold coffee with or without ice-cream available in the kitchen.

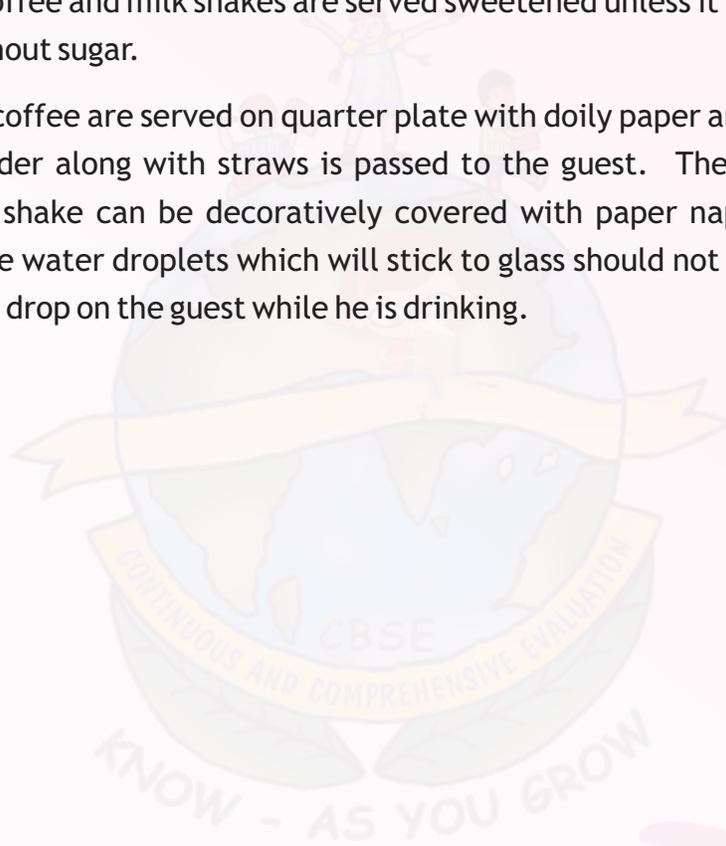




SERVICE:

Milk shakes / cold coffee are always served chilled from the right hand side of the guest. These are served pre-plated. In case guest is having only cold coffee or milk shake then it is placed on the centre of the cover from the right hand side in front of the guest. But if the guest is also having snacks then it is placed on the right hand side just below the water tumbler / goblet. Sugar syrup is also served along with the cold coffee / milk shake. Usually cold coffee and milk shakes are served sweetened unless it is ordered by the guest to serve it without sugar.

Shakes / cold coffee are served on quarter plate with doily paper and tea / parfait spoon. The straw holder along with straws is passed to the guest. The glass containing cold coffee / milk shake can be decoratively covered with paper napkin. This is done to ensure that the water droplets which will stick to glass should not spoil the guest's hands and should not drop on the guest while he is drinking.



Chapter 8 *Service of Beverages in Rooms*

Objectives: At the end of this chapter learners would be able to:

1. serve beverages in the room
2. distinguish between different sizes of trays and salvers
3. hold tray without falling, breaking, etc
4. handle and pull / push trolley carrying beverages
5. open different wine bottles and handle all kind of beverages
6. serve independently in the room and clear the tray / trolley etc. on time
7. get the cheque signed by the guest after serving and get the same posted to Bar Summary Sheet at the Cashier's counter

Equipments Required:

1. Different sizes of trays with covers
2. Trolleys to carry beverages
3. Different type of glass wares
4. Coaster
5. Wine and bottle openers
6. Different types of glasses
7. Store well different glasses
8. Racks to prepare the advance beverage trays.
9. Glass washing machine.
10. Crockery and cutlery required to serve beverages and snacks.
11. Cruet set, different sauce bottles, sauce boats, tea, coffee, sugar pots or thermos.

Teaching Aid:

1. Projector LCD / OHP, Site Visit to star hotels in the vicinity
2. Practical and Demonstration





3. White Board and marker

Room service is more technical than serving in the coffee shop or in the restaurant. In coffee shop / restaurant there are other staff members including captain, manager, etc. who can guide the server or who can assist the server in picking up the beverages, serving, clearing etc. In case any of the items is not picked up along with the order than it can always be brought immediately while the service is in progress. But in case of room service there is only one server who is responsible for the entire service. In case he forgets to carry even a small thing like cruet set, spoon, etc. he has to come back to the room service area and pick up the same and go to the room. This will take a lot of time and the guest may not get satisfied and the food may also get cold or warm.

In restaurant the mise-en-place is kept ready and in case guest wants anything extra than it can be served immediately. The table is already laid so the waiter knows where to serve and how to serve. But in the case of room service, mise-en-place is to be carried along with the beverage and more over guest might have kept something on the table and waiter will find it difficult to serve.

The following points must always be remembered by the waiter while serving in the room.

1. Carry everything along with the order required. In case of large order mise-en-place can be brought to the room in advance before serving the beverages.
2. Carry bottle opener, wine opener, ice, glasses, etc. along with wine, cold drinks order.
3. Along with tea or coffee orders; always carry extra hot water, hot tea cup / coffee cups or carry hot water to wash the cups with hot water before service. This will ensure that the cups are hot and the tea / coffee served will be also hot. Hot water pot is carried because if the guest finds his tea / coffee strong than it can be diluted by mixing with hot water. Do not forget to carry extra sugar and may be also sugar free. In case tea, coffee pots are used than carry tea coffee cozy and also pot holder as this will keep the beverage hot and waiter will not burn his hands while serving to the guest. But these days most of the hotels are using thermos instead of tea / coffee / milk pots.
4. Check with the guest that when the tray / trolley is to be removed. Remove the trolley / tray before guest finds it disturbing in the room.

Chapter 9

Preparation of Instant Tea

Objectives: At the end of this chapter learners would be able to:

- understand the meaning of instant tea
- prepare and serve the instant tea
- know the different flavours of instant tea

Equipments Required:

1. Tea cups, tea saucers, tea spoons
2. Trays with tray covers
3. Salvers with covers
4. Bowls with under liners to keep instant tea mixers

Teaching Aid:

1. Projector LCD / OHP
2. Site Visit to star hotels in the vicinity
3. Practical and Demonstration
4. White board with marker

The comprehensive range of instant tea premixes is prepared with pure range of natural ingredients and free from any artificial colours, artificial flavours and preservatives. These premixes are processed in state-of-the-art pharmaceutical graded plant. The instant tea can be made from black tea, green tea or oolong tea. Cool tea variants are available in the market. The instant tea is readily soluble in both cold water as well as hot water. The instant tea (tea extracts) have minimum wastage and are convenient to use.

The instant tea is available in numerous flavours and some of the common flavours are:

ELAICHI (CARDAMOM)

MASALA





ADRAK (GINGER)

PLAIN

ICED

LEMON (BLACK)

WITHOUT SUGAR (PLAIN)

STRAWBERRY

SERVICE OF INSTANT TEA:

The guest is welcomed and seated in the restaurant. Present him the menu card / list of instant tea brands available. Take the order for hot or iced instant tea.

SERVICE OF HOT INSTANT TEA:

Place the tea cup, tea saucer and tea spoon in front of the guest from right hand side as explained in earlier chapter No. 3. Take the hot clean potable water and mix the same with the desired instant tea and serve from right hand side. If desired milk / lemon wedges and sugar can be passed separately.

SERVICE OF ICED INSTANT TEA:

Iced instant tea is served pre plated in a tall glass with under liner covered with a doily paper and a parfait spoon from right hand side. Straw holder with straws is passed to guest. In case desired, sugar syrup in a sauce boat and lemon wedges can be served.

Chapter 10 *Preparation of Instant Coffee*

Objectives: At the end of this chapter learners would be able to:

- understand the meaning of instant coffee
- prepare and serve the instant coffee
- know the different flavours of instant coffee

Equipment's required:

1. Coffee cups, coffee saucers and coffee spoons
2. Tea cups, tea saucers and tea spoons
3. Trays with tray covers
4. Salvers with covers
5. Bowls with under liners to keep instant coffee mixers

Teaching Aid:

- Projector LCD / OHP
- Site Visit to star hotels in the vicinity
- Practical and Demonstration
- White board with marker

Instant coffee is a stimulant beverage derived from brewed coffee beans. Through numerous manufacturing processes the coffee is dehydrated into the form of powder or granules. These can be mixed with hot water to provide a drink similar (though not identical) to conventional coffee. At least one brand of instant coffee is also available in concentrated liquid form.

The advantages of instant coffee are speed of preparation, less weight and volume than non-instant coffee / ground coffee / beans coffee to prepare the same amount of drink, and long shelf life; coffee beans, and especially ground coffee, lose flavour as the essential oils evaporate over time. The cafestol in instant coffee is also less as compare to ground coffee and is considered an advantage, because the compound is largely responsible for raise in cholesterol levels.





Although it has a long shelf life, instant coffee quickly spoils if it is not kept dry. Instant coffee differs in make-up and taste from ground coffee. In particular, the percentage of caffeine in instant coffee is less, and bitter flavour components are more evident. The lowest quality coffee beans are often used in the production of instant coffee and sometimes other unwanted residues like corn from the harvest are added in the production process. The best beans are usually kept to be sold whole.

Instant coffee is commercially prepared through vigorous extraction of almost all soluble material from ground roasted coffee beans.

Instant coffee was invented in 1901 by Satori Kato, a Japanese scientist working in Chicago. Kato introduced the powdered substance in Buffalo, New York. The Nescafé brand, which introduced a more advanced coffee refining process, was launched in 1938.

High-vacuum freeze-dried coffee was developed shortly after World War II, as an indirect result of wartime research into other areas.

One advantage of instant coffee is its simplicity of preparation. It is virtually impossible to accidentally improve the product during the rehydration / mixing process, and simple instructions are printed on the back of typical instant-coffee packaging.

Instant coffee is available in powder or granulated form contained in glass jars, sachets or tins. The user controls the strength of the resulting product, by adding more or less water (for a weaker or stronger brew). Too strong a brew may spoil the intended flavour and produce what some describe as an unpleasant "metallic" taste.

Instant coffee is also convenient for preparing iced coffee like the Greek frappé, which is popular in warmer climates and hot seasons like India. In India the instant coffee is mixed with milk and served to children and old people as it provides better nourishment.

As with regular coffee, the green coffee bean itself is first roasted to bring out flavour and aroma. Rotating cylinders containing the green beans and hot combustion gases are used in most roasting plants. When the bean temperature reaches 165°C the roasting begins, accompanied by a popping sound similar to that produced by popcorn. These batch cylinders take about 8-15 minutes to complete roasting with about 25-75% efficiency. Continuous fluidized bed roasting only takes between thirty seconds and four minutes, and it operates at lower temperatures which allow greater retention of the coffee bean aroma and flavour.





SERVICE OF INSTANT COFFEE:

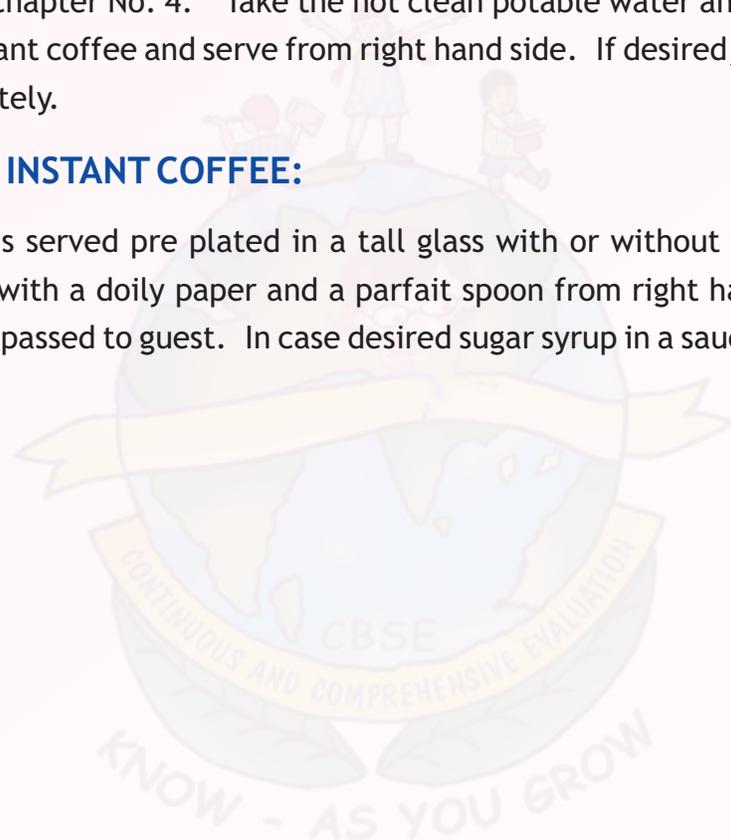
The guest is welcomed and seated in the restaurant. Present him the menu card / list of instant coffee brands available. Take the order for hot or cold instant coffee.

SERVICE OF HOT INSTANT COFFEE:

Place the tea cup, tea saucer and tea spoon in front of the guest from right hand side as explained in earlier chapter No. 4. Take the hot clean potable water and mix the same with the desired instant coffee and serve from right hand side. If desired, milk and sugar can be passed separately.

SERVICE OF COLD INSTANT COFFEE:

Cold instant coffee is served pre plated in a tall glass with or without ice cream with under liner covered with a doily paper and a parfait spoon from right hand side. Straw holder with straws is passed to guest. In case desired sugar syrup in a sauce boat and can be served.



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