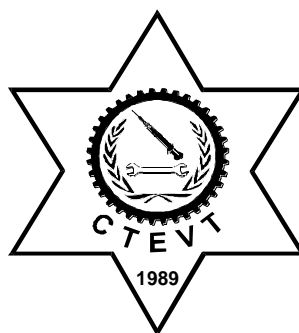


CURRICULUM GUIDE
[SHORT COURSE]

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Food and Beverage Service



Council for Technical Education and Vocational Training
CURRICULUM DEVELOPMENT DIVISION

Sanothimi, Bhaktapur, Nepal

2004

Task Analysis

Duty: - Preparing Mis- en - plus.

Task no 2: Clean and wipe Crockeries

Time: 1.25 hrs.
Theory: 0.25 hrs
Practical: 1 hrs

S. No.	Steps	Terminal Performance Objectives	Related Knowledge
1	Arrange Crockeries for clean and wipe.	<p><u>Task (What):</u> Clean and wipe Crockeries.</p> <p>Condition (Given): In the restaurant , before opening the restaurant to the guest.</p> <p>Standards (How well) Clean and get ready the crockeries for service.</p>	How to Clean and wipe crockeries?
2	Scrape the crockeries.		
3	Soak in Clean water.		
4	Sanitize the crockeries.		
5.	carry and lay crockeries on the table.		
6	Keep extra crockeries on the sideboard.		
7.	Clean and change ashtrays.		
8.	Clean flower vases.		
9.	Clean and fill candles on candle stands.		

Required tools/equipment:

Safety: By sharp can be cut

Suggested method: Demonstration and Individual Practice

Task Analysis

Duty: - Preparing Mis- en - plus.
Task no 3: Clean and wipe cutleries

Time: 1.25 hrs.
Theory: 0.25 hrs
Practical: 1 hrs

S. No.	Steps	Terminal Performance objectives	Related Knowledge
1	Collect dirty cutleries	Task (What): Clean and wipe cutleries. Condition (Given): In the restaurant , before opening the restaurant to the guest. Standard (How well) Prepare c lean and dry cutleries for services.	How to Clean and wipe cutleries?
2	Scraped the food particles		
3	Soak in the Luke soap water		
4	Dip in a clean water		
5	Wipe and sanitize cutleries		
6	wipe by dry cloth		
7	Wipe particularly (spoon, Fork)		
8	Store cutleries in a side		
9	Make sure cutleries has no wrinkle of finger		
10	Sort spoons forks, knives, tong etc.		

Required tools/equipment: White cloth, detergent

Safety: safety from sharp

Suggested method: Demonstration and Individual Practice

Task Analysis

Duty: - Preparing Mis- en - plus.

Task no 4: Clean and wipe Glasses

Time: 1.25 hrs.
Theory: 0.25 hrs
Practical: 1 hrs

S. No.	Steps	Terminal Performance objectives	Related Knowledge
1	Collect Glasses	Task (What): Clean and wipe glasses. Condition (Given): In the restaurant bar, before opening the restaurant and bar to the guest. Standard (How well) Clean and dry wipe for services.	How to clean and wipe glasses?
2	Get plastic bucket and cloth.		
3	Get warm water.		
4	Prepare Luke soap water.		
5	Dip glasses in the water.		
6	Wipe glasses with a soft and dry cloth.		
7	Store glasses on the sideboard.		
8	Use tray to carry glasses.		

Required tools/equipment: White cloth, detergent etc.

Safety: safety from sharp

Suggested method: Demonstration and Individual Practice

Task Analysis

Duty: - Preparing Mis- en - plus.
Task no 5: Clean and wipe Servicewares

Time: 1.25 hrs.
Theory: 0.25 hrs
Practical: 1 hrs

S. N.	Steps	Terminal Performance objectives	Related Knowledge
1 2 3 4 5 6 7 8 9	Collect service equipment. Scrape the food left over Soak the serviceware in water. Prepare Luke soap water. Scrub the equipment. Wash in clean water. Dip in a hot water. Wipe and sanitize the equipment. Put the equipment in the side stands	<p>Task (What): Clean and wipe serviceware.</p> <p>Condition (Given): In the restaurant, before opening the restaurant to the guest as well as after finishing the shift.</p> <p>Standard (How well) Clean and prepare for service as per the standard of the restaurant.</p>	How to Clean and wipe serviceware?

Required tools/equipment: White cloth, detergent etc.

Safety: safety from sharp and heat

Suggested method: Demonstration and Individual Practice

Task Analysis

Duty :- Preparing Mis- en - plus
Task no 6: prepare sideboard

Time: 3 hrs.
Theory: 1 hrs
Practical: 2 hrs

S. No.	Steps	Terminal Performance objectives	Related Knowledge
1	Take all the equipment out from the drawers.	Task (What): Prepare sideboard. Condition (Given): side board with drawers, Cutleries, Table accompaniments, serviceware, Napkin etc. Standard (How well) Neat & clean, Store all necessary things in proper place, therefore quick and smart service wills provided..	- Getting things from store (requisition procedure)and staking system.
2	Clean the dust.		
3	Replace the paper or cloth.		
4	Polish all tools and equipment.		
5	Stacking the things on the sideboard.		
6	Prepare requisition for necessary things.		
7	Fill up the par stock		
8	Place all necessary things systematically in proper place.		
9	Check to make sure not to missing anything for service		

Required tools/equipment: Cutleries, Table accompaniments, serviceware, Napkin etc.

Safety : Be aware to fall drop on guest side

Suggested method: Demonstration and Individual Practice

Task Analysis

Duty: - Preparing Mis- en - plus

Task no 7: Lay and set table for breakfast/lunch /Dinner.

Time: 12 hrs.

Theory: 3 hrs

Practical: 9 hrs

S. No.	Steps	Terminal Performance objectives	Related Knowledge
1	Lay a clean table cloth	<p>Task (What): Lay and set table for service (Breakfast/ Lunch/ Dinner)</p> <p>Condition (Given): In the restaurant lab and restaurant.</p> <p>Standard (How well) Set up table as per standard of the hotel</p>	-Linen size
2	Place salt / pepper, astray , flower vase, candle stand.		- table setting
3	Place side plate butter knife		- room setting.
4	Place the cutleries as required by the types of setting.		
5	Place the glass (wine glass)		
6	Place folded napkins		
7	Place table no.		
8	Check placement of chairs.		
9	Check uniformity of covers.		
10	Adjust table set .		
11	Place the block if table is reserved .		

Required tools/equipment: Linen, Cutleries, and Crockeries, Table accompaniments.

Safety:

Suggested method: Demonstration and Individual Practice

Task Analysis

Duty: - Preparing Mis- en - plus

Task no 8: Set up breakfast tray for room service.

Time: 3 hrs.

Theory: 0.5 hrs

Practical: 2.5hrs

S. No.	Steps	Terminal Performance objectives	Related Knowledge
1	Check room number, time and order before assembling trays	<p>Task (What): Set-up breakfast tray for room service.</p> <p>Condition (Given): Room service, trays, cutleries, crockeries, accompaniments, tea/coffee pot/cup, milk jug, sugar bowl, etc.</p> <p>Standard (How well) To provide best service as per the standard of the establishments.</p>	<p>-Room service procedures</p> <p>-Room service rules</p> <p>-Room location</p> <p>-Tray set up procedures.</p>
2	Check that trays is clean and in order condition		
3	Use tray clothes or paper for covering tray.		
4	Lay the tray for breakfast.		
5	Check accompaniments		
6	Place items on the tray properly .		
7	Place cutleries and crockeries as required .		
8	Check to make sure not to miss anything .		

Required tools/equipment: Tray, cutleries and accompaniments (packet).

Safety: Be aware by sleepy floor and can be damage garnish food presentation)

Suggested method: Demonstration and Individual Practice.

Task Analysis

Duty: - Greeting, Seating, Presenting Menu and Taking Orders

Task No 9: Greet the guests

Time: 2 hrs.

Theory: 0.5 hrs

Practical: 1.5 hrs

S. No.	Steps	Terminal Performance objectives	Related Knowledge
1	Greet the guest with smile and welcome.	Task (What):	Hospitality language and manner
2	Speak with courteous manner.	Greet the Guest	
3	Use hospitality language.	Condition (Given):	
4	Check the guest reservations.	A proper restaurant with well set-up and pleasant atmosphere	
5	Check the number of guest .		
6	Sit the guest where they prefer to seat.		
7	Lead the guest towards the table	Standard (How well) To Greet the guest properly.	

Required tools/equipment:

Safety:

Suggested method: Demonstration and Individual Practice

Task Analysis

Duty: - Greeting, Seating, Presenting Menu and Taking Orders

Task no 10: Seat the guest and lap the Napkin.

Time: 2 hrs.

Theory: 0.5 hrs

Practical: 1.5 hrs

S. No.	Steps	Terminal Performance objectives	Related Knowledge
1	Great the guest .	Task (What): Seat the guest and lap the Napkin. Condition (Given): In the restaurant. Standard (How well) Use polite & hospitality Language.	Great language and serve procedure.
2	Lead him on the table.		
3	Pull the chair where wants to seat.		
4	Push little without sound .		
5	Help to lady and baby to sit.		
6	Lap the napkin		
7	Turn the Glass		

Required tools/equipment:

Safety:

Suggested method: Demonstration and Individual Practice

Task Analysis

Duty: - Greeting, Seating, Presenting Menu and Taking Orders

Task no 11: Present Food and Beverage menu

Time: 3 hrs.

Theory: 0.5 hrs

Practical: 2.5hrs

S.No.	Steps	Terminal Performance objectives	Related Knowledge
1	Keep the menu clean, tidy within cover and up to date	Task (What): Present menu	Food menu Beverage menu and sales techniques.
2	Keep the beverage menu ready first.	Condition (Given):	
3	Present the menu from the right side of the guest	Restaurant/ Bar.	
4	Explain special of the day and out of stock.	Standard (How well)	
5	Make sales suggestion.	Clean menu with hotel	
6	Present and place menu on the table	/restaurant standards and up to date.	
7	Allow guest to study menu for sometime		
8	Suggest to guest if needs help.		

Required tools/equipment: Menu

Safety:

Suggested method: Demonstration and Individual Practice

Task Analysis

Duty: - Greeting, Seating, Presenting Menu and Taking Orders

Task no 12: Take an order

Time: 4 hrs.

Theory: 1 hrs

Practical: 3 hrs

S.No.	Steps	Terminal Performance objectives	Related Knowledge
1	Present Menu.	Task (What): Take an Order Condition (Given): In a restaurant dining. Standard (How well) Maintain smart service.	Sequence of order and writing skill of KOT/BOT
2	Allow them to read.		
3	Make sure, the guest is ready for order or not.		
4	Stand straight & speak clearly. Write order on an order pad.		
5	Take food order according to course up to main course.		
6	Take beverage order.		
7	Repeat order.		
8	Use abbreviation.		
9	Take desert order.		
10	Take order for tea coffee.		
11	Transfer the order into the		
12	KOT or BOT and place it into the kitchen or Bar.		
13.	Put number of guest, table no. time, date and server name on KOT or BOT.		
14	Take back menu from the table when order taking finished		

Required tools/equipment: Menu, KOT, and BOT

Safety: Don't touch the guest.

Suggested method: Demonstration and Individual Practice

Task Analysis

Duty: - Serving and Clearing Tables

Task no 13: Serve food and beverage

Time: 15 hrs.

Theory: 3 hrs

Practical: 12 hrs

S. No.	Steps	Terminal Performance objectives	Related Knowledge
1	Take an order.	Task (What): Serve food and beverage (according to A la carte styles) Condition (Given): Fine dining restaurant. Standard (How well) maintain standard services	Carrying, serving and clearing with safety and hygienic condition.
2	Place order to the kitchen or bar.		
	Serve Complementary items.		
3	Serve Aperitifs.		
4	Serve white wine.		
5	Serve First Course.		
6	Clear First Course.		
7	Serve Second Course.		
8	Clear second course.		
9	Serve Red Wine		
10	Serve Main Course.		
11	Clear Main Course.		
12	Crumb the Table.		
13	Change ashtray time to time		
14	Serve Dessert.		
15	Clear dessert.		
16	Serve Tea/Coffee.		
17	Serve port.		
18	Present Bill.		
19	Thank them and help them to stand and accompany them to the door.		

Required tools/equipment: Napkin

Safety: Be aware to fall drop on guest side

Suggested method: Demonstration and Individual Practice

Task Analysis

Duty: - Serving and Clearing Tables

Task no 14: Clear Tables

Time: 3 hrs.

Theory: 0.5 hrs

Practical: 2.5hrs

S. No.	Steps	Terminal Performance objectives	Related Knowledge
1	Be sure that guest has finished the meals.	Task (What):	Clear tables and carry tray
2	Clear tables by using hands and use trays.	Clear tables	
3	Clear and carry plates and cutlery properly.	Condition (Given):	
4	Clear and carry cups and sauces.	In the restaurant.	
5	Clear and carry left over foods.	Standard (How well)	
6	Change tablecloth during services.	To clear the tables as per required to minimize breakage.	

Required tools/equipment:

Safety: fall harm to guest

Suggested method: Demonstration and Individual Practice

Task Analysis

Duty: - Billing and Receiving Payment

Task no 15: Prepare and present the bills

Time: 4 hrs.

Theory: 1 hrs

Practical: 3 hrs

S. No.	Steps	Terminal Performance objectives	Related Knowledge
1	Make sure that the guest has finished the meals	Task (What):	Voucher or token and meal refreshment card .
2	Prepare bill According to KOT and BOT	Prepare and present the bill	Billing procedures.
3	Put the table no. and correct charges.	Condition (Given):	
4	Present the bill with folders	In the restaurant /bar cash counter	
5	Collect the payment.		
6	Return bills and change money back to the guests	Standard (How well)	
7	Report errors and problems	Prepare bill with correct amount.	
8	Be politeness and helpful to the customers.		
9	Farewell the guest.		

Required tools/equipment: Bill pad, Bill folders

Safety:

Suggested method: Demonstration and Individual Practice

Task Analysis

Duty: - Dealing with Guest.

Task no 16: Handle guest complaints

Time: 3 hrs.

Theory: 1 hrs

Practical: 2hrs

S. No.	Steps	Terminal Performance objectives	Related Knowledge
1	Listen and respond with sympathy.	Task (What): Handle guest complains. Condition (Given): Restaurant/Bar Standard (How well) To makes the guest happy and maintain good will of hotel	Judging negative feelings.
2	Apologize sincerely.		
3	Speak with the guests politely		
4	Get details of the complaints		
5	Offer extra to make guest happy .		
6	Agree on be taken		
7	Insist the host to explain the complainers.		
8	Thank the customers.		

Required tools/equipment:

Safety:

Suggested method: Demonstration and Individual Practice.

Task Analysis

Duty: Preparing Mis- en - plus

Task no 25: Set function room on banquet

Time: 7 hrs.

Theory: 2.5 hrs

Practical: 4.5 hrs

S. No.	Steps	Terminal Performance objectives	Related Knowledge
1	Collect the function sheet	Task (What): Set function room on banquet. Condition (Given): In banquet room/hall Standard (How well) As same as function requirement .	Different styles of setting, Setting adjustment of rooms.
2	Collect and place the chair and table		
3	Collect table linen		
4	Adjust chair as per ax		
5	Set the table with table linen		
6	Put water glass pen white paper etc		
7	Adjust room as per function sheet (mike , front desk)		
8	Set up for refreshment		

Required tools/equipment:

Safety: fall of heavy chair

Suggested method: Demonstration and Individual Practice

Part 2 : Bar Tending

Aims :-To introduce the students to the principle and practices and hotel, lounge bar, cocktail bar and services, and to provide them with significance knowledge of product sold in most of bars and other related area and service environment with in the hospitality industry.

Objective: - On successful completion of this subject the students should be able to: -

1. Understand and demonstration all f the functions and duties of barman in a bar and other such related areas.
 2. Identify bar cellar equipment and able to perform the procedure
 3. Demonstrate the use & care of such equipment
 4. Demonstrate bar opening & closing procedure.
 5. Be able to set up cocktail bar, lounge bar ready for service.
1. Identify and describe the manufactures of a broad range of alcoholic beverages.
 2. Perform to open & serve soft drink, Beer, wine, & perform mix-drink with spirit liquor bar & perform to prepare cocktail from various methods.
 3. Demonstrate the bar cash handling.
 4. Perform the entire job in hygienic way.

Part 2 : Bar Tending ----- 24 hrs
Task/Topic

1. Polish glasses.
2. Perform mise-en-place (open the bar)
3. carry loaded tray
4. Service of non-alcoholic beverages.
5. Service of alcoholic beverages (Spirits, Mixed drinks, Cocktail etc.)
6. **Open and serve wine**
 - 6.1 Open still wine & serve
 - 6.2 Open sparkling wine & serve
7. Open & serve Beer
8. Close down the bar (unsetting the bar)

Tools Equipment's & supplies for a bar

Tools & Equipment

1. Cutting board
2. Fruit knife
3. Spirit measures (peg measure)
4. Ice scoop
5. Shaker
6. Bar spoon
7. jug (water)
8. can opener
9. Hawthorne strainer
10. lemon squeezer
11. fruit juicer
12. electric blender
13. cocktail glasses & other relevant glasses
14. Ice buckets & stands
15. Small Ice buckets
16. Refrigerator
17. Washing machine
18. Cork extractor (Wine opener)
19. Ice crushing machine
20. Wine knife & cigar cutter
21. De-freeze
22. Boiler
23. Tea cup, pot spoon
24. Coffee , cup , pot , spoon

Miscellaneous Items

1. Straws and holder
2. tooth pick and holder
3. coasters
4. cocktail napkins
5. tobacco sauce, angostura bitters and Worcestershire sauce
6. Cinnamon
7. nutmeg
8. gome syrup
9. cordials
10. cube sugar
11. Wine & cocktail sticks
12. Service salver
13. Wine & Cocktail list
14. Salt & pepper
15. Egg
16. Cream
17. Orange
18. lemon (slices)
19. BOT
20. Carbon paper

Task Analysis

Duty: - Preparing Mis- en - plus.

Task no 1: Polish Glasses

Time: 2hrs
Theory: 1 hrs
Practical: 1 hrs

S. No.	Steps	Terminal Performance objectives	Related Knowledge
1	Obtain the washed glass From the rack	Task (What): Wipe down glasses.	- Brief description of bar, barman, duties, and qualities. -Way of coming guest. -Temperature of water. -Way of wiping.
2	Prepare Luke warm water in dip tray	Condition (Given): In the bar or still room.	
3	Drop the lemon juice of vinegar as per level of water	Standard (How well)	
4	Put the glass on dip tray turning off.	Serviceable to the customer.	
5	Leave for sometimes.		
6	Pick up the glass by using white cloth.		
7	Wipe down glass without touching the part of glass by using hand.		
8	Check on light if there is any spot.		
9	Put it into the glass rack.		

Required tools/equipment: Glass, tray, tray cloth.

Safety: Check temperature of water

Suggested method: Demonstration and Individual Practice

Task Analysis

Duty: - Preparing Mis- en - plus.

Task no 2: Open the bar (Set up the Bar)

Time: 3 hrs.
Theory 1 hrs
Practical: 2 hrs

S. No.	Steps	Terminal Performance objectives	Related Knowledge
1	Clean the bar surfaces	Task (What): Open or set up the bar Condition (Given): Bar lab or bar Standard (How well) As per the establishment standard.	<ul style="list-style-type: none"> - Identification of bar tools, equipment and supplies - Knowledge of making various types of garnishes - Wiping glasses - safety precaution, filling requisition firm - Way of obtain drinks from store - Knowledge of making bill - Bar storage system - storing temperature - Cash register - Draught beer - Fridge temperature
2	Position safety mat behind the bar		
3	Place bar runner towels on bar top		
4	Place coaster & astray		
5	Position drip trays		
6	Check & position bar utensils e.g. shaker, mixture, knife, fork etc.		
7.	Check drinks & collects requisition from store.		
8	Check glasses.		
9	Wipe and position cordial bottles.		
10	Check fruit, cream, cherry is available.		
11	Make garnish, place straw pipe, cocktail stick, cherry picks, toothpick & parasols.		
12	Check floats ensuring enough change.		
13	Check customer side of bar.		
14	Place jug of ice water in bar.		
15	Check ice & place for service.		
16	Check round trays & with cloth.		
17	Check sales stock.		
18	Check empty bottles.		
19	Check fridge.		
20	Check reservoir part of bar counter & area.		
21	Check draught beer.		
22	Check storage of wine , beers, spirits & other drinks		
23	Check toilet soap, paper cleanliness.		
24	Check personal appearance		
25	Open the bar.		

Required tools/equipment: Check attaching sheet

Safety:

Aware from placement of drinks

Aware from using of fridge, de-fridge

Aware from using of cutlery & crockery glasses

Aware from using of trolley to carry the drinks

Suggested method: Demonstration and group Practice

Task Analysis

Duty: - Preparing and serving beverages.

Task no 3: Carry loaded tray

Time: 1 hrs
Theory: hrs
Practical: 1 hrs

S. No.	Steps	Terminal Performance objectives	Related Knowledge
1	Obtain tray from station or sideboard.	<p>Task (What): Carry loaded tray.</p> <p>Condition (Given): Bar, Restaurant Room service , Swimming pool or in simulation condition</p> <p>Standard (How well) Able to carry tray as per establishment's standard.</p>	<ul style="list-style-type: none"> - Types of tray - Way of carrying - Different types of try in different situation
2	Place the tray cloth on tray properly.		
3	Place heaviest part on the center.		
4	Place the drink or glass at the right side of customer which is to be served first.		
5	Place other drinks or glasses in sequential form.		
6	Place or put the hand underneath the tray at center part & Carry.		
7	Serve from the right side of the customers.		
			-

Required tools/equipment: Tray, Tray cloth, related drinks & glasses.

Safety: Aware to place taller glasses

Suggested method: Demonstration and Individual Practice

Task Analysis

Duty: - Preparing and serving beverages.

Task no 4: Serve non-alcoholic beverages.

Time: 3 hrs
Theory: 1 hrs
Practical: 2 hrs

S. No.	Steps	Terminal Performance objectives	Related Knowledge
1	Collect all required items.	Task (What): Serve non-alcoholic beverages. Condition (Given): Restaurant, Bar lab, Restaurant bar, coffee shop, swimming pool. Standard (How well) As per the customer order.	# Introduction of non-alcoholic beverages. # Types of non-alcoholic beverages etc. # way of opening bottle # Temperature of drinks # Way of serving style # Knowledge of aerated water, mineral water, squash, juices and sparkling cider.
2	Get the order from the customer and place the order into the bar.		
3	Prepare tray with tray cloth and bottle opener		
4	Receive the drinks from bar counter, place on tray and appear at the right side of the customer.		
5	Place glasses, bottles on the right side of the customers.		
6	Open the bottle by using openers and hand for mineral water.		
7	Pour drink on the glass up to 1" less from the rim.		
8	Leave the remaining drink if left on the guest table.		
9	Serve sparkling cider like white wine.		

Required tools/equipment: Tray with cloth, Glass, opener.

Safety:- aware of opening system & serving system

Suggested method: Demonstration and Individual Practice

Task Analysis

Duty:- Preparing and serving beverages.

Task no 5: Serve alcoholic beverages. (Spirits, mixed drinks, cocktails)

Time: 6 hrs

Theory: 2 hrs

Practical: 4 hrs

S. No.	Steps	Terminal Performance objectives	Related Knowledge
1	Collect all required items.	Task (What): Serve alcoholic beverages. (Spirits, mixed drinks, cocktails) Condition (Given): Restaurant, Bar lab, Restaurant bar, Standard (How well) As per customer order or establishment standard.	- Knowledge of spirit (Vodka, Gin, Brandy, Rum, Whisky, Tequila), Liqueur. - Brief description of cocktails. - Methods of mixing cocktail and mixed drinks.
2	Get the order from the customer and place it into the bar.		
3	Prepare tray with tray cloth and bottle opener.		
4	Received prepared drinks from bar counter and place on tray.		
5	Cary on tray and serve from the right side of the customers, ladies first and gentleman and finally the host/ess.		

Required tools/equipment: Tray, tray cloth, and glass.

Safety: Aware from using of knife and glass.

Suggested method: Demonstration of preparing mixed drinks, cocktails.

Individual practice for service.

Task Analysis

Duty:- Preparing and serving beverages.

Task no 6.1: Open still wine & serve

Time: 3 hrs
Theory: 1 hrs
Practical: 2 hrs

S. No.	Steps	Terminal Performance objectives	Related Knowledge
1	Get the order from customer	Task (What): Open still wine & served to customer Condition (Given): Bar lab ,Restaurant bar, coffee shop , swimming pool Standard (How well) As per customer demand or establishment standard	<ul style="list-style-type: none"> - Introduction of wine, wine types, wine grapes varieties etc. - Wine making procedures. - Serving wine & food - Presenting the wine list - Recommending wine - Wine characteristic - order taking system - preparation for wine serving - Particular wine - Serving temperature - Amount to serve wine into the glass - Identification or introduction of wine opening tools , equipment & glass - use of tools & equipment of wine opening & serving - Way to know the host
2	Place the cooler at the right side of the host if white or rose wine is ordered		
3	Use the cloth under the bottles when presenting wine bottles to the customer		
4	Place the doily plate with napkins on the table at right side of host or customer if the wine is red.		
5	Open the white wine first & red wine on the approval of the host or customer.		
6	Cut the foil around the top of the neck and remove		
7	Wipe away any accumulated mould by using napkins.		
8	Insert the point of the cork screw into the center of the cork, twisting in clock wise direction		
9	Avoid penetrating the cork screw through the bottom of the neck		
10	Fit the lever into the lip of the neck of the bottle		
11	Use the lever action & remove the cork		
12	Remove the cork from the cork screw , check it for missing pieces		
13	Put the cork of the white wine in the cooler and doily plate or in basket if the wine is red		
14	Avoid serving the wine if the cork has bad smell		
15	Clean the neck of the bottle using inner fold of napkin		
16	Pour approximately 30ml into the host glass for the test on his/her approval.		
17	On the approval of host, pour for guest , ladies first then gentleman and at last of the host.		
18	Place the white wine in the cooler with pointing neck towards host		
19	Put the waiters' cloths over the cooler		
20	Open the red wine, serve into red wine glass & place on the doily plate with label facing host		

Required tools/equipment:

For red wine: - Red wineglasses, knife, wine opener, side plate, doily plate, napkin or basket

For white wine: - White wineglass, wine opener, glass, wine bucket with stand, napkin cloth and knife

Safety: Aware from using of knife to cut the foil

- Aware from the temperature of wine
- Aware from the popping out the cork from the bottle
- Aware from the bad smell of cork
- Aware from the applying corkscrew to the cork

Suggested method: Demonstration and group Practice.

Task Analysis

Duty:- Preparing and serving beverages.

Task no 8.2: Open sparkling wine & serve

Time: 3 hrs
Theory: 1 hrs
Practical: 2 hrs

S. No	Steps	Terminal Performance objectives	Related Knowledge
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16	Get the order from the customer Place the cooler at the right side of the host Place glasses on the right side of the customers. Present the label of wine by using napkin cloth under the bottle standing at the right side of the host Open the sparkling wine on the approval of host Avoid facing the bottleneck towards anyone's face incases of cork popping out unexpectedly. Find the loop of the wire cage and break it outwards through the foil capsule Remove the top part of the capsule . Loose the wire cage by untwisting the loop. Prevent the cork from the popping out with the thumb of your other hand Remove the wire cage Hold the cork with the right hand and the bottom of the bottle with the left hand using the waiter 's cloth and angle the bottle to approximately 45 ⁰ . Twist the bottle gently easing the cork out to avoid excessive popping Pour the wine first lady then gentlemen , and host at last very slowly into relevant glass from right side of the customer. Place the wine in cooler , with neck pointing towards the host , Put the waiter's cloth over the cooler.	Task (What): open sparkling wine & serve to customer. Condition (Given): Bar, Restaurant ,coffee shop. Standard (How well) As per customer order or establishment standard .	<ul style="list-style-type: none"> - Knowledge of sparkling wine - Champagne - Types of glass - Way of presenting & serving. - sparkling wine & food - Recommending - Characteristics - Preparation for service - Serving temperature - Pouring space

Required tools/equipment: Wire looser, glass, napkin (cloth) , and cooler.

Safety: Aware form popping out

- Aware from going excessive drinks

Suggested method: Demonstration and group Practice

Task Analysis

Duty: Preparing and serving beverages.

Task no 9: Open and serve beer

Time: 1.5 hrs
Theory: 0.5 hrs
Practical: 1 hrs

S. No	Steps	Terminal Performance objectives	Related Knowledge
1	Get order from the customer	Task (What): Open and serve beer Condition (Given): Bar, Restaurant Standard (How well) As per establishment standard or customer request.	<ul style="list-style-type: none"> - Knowledge of beer. - Serving temperature - way of appearing before the customer with tray - pouring knowledge - Glass handling knowledge
2	Prepare tray with traycloth and beer glasses.		
3	Obtain the beer from the bar & place on tray.		
4	carry the tray with drinks on the palm of left hand.		
5	Place glasses and bottles on table from the right side of the customers.		
6	Show the beer and label.		
7	Open the beer after getting the approval from the guest.		
8	Hold the bottle by left hand and open the bottle with the help of opener by right hand.		
9	Pour beer on glass by tilting at 45 ⁰ angle.		
10	Make slowly upright when beer getting up.		
11	Fill up to 1' less from the rim of glass.		
12	Allow to remain foam(froth) 1' at the label of glass rim		
13	Put the glass at the right side of the customer		
14	Leave the remaining beer on the bottle at the right side of glass on the customer's table.		

Required tools/equipment: - Tray, tray cloth, beer, beer glass, and opener

Safety: Aware from the coming up excessive foam and handling glass and opening as well

Suggested method: Demonstration and Individual Practice

Task Analysis

Duty :- End of duty.

Task no 11: Close down or unsetting the bar

Time: 1.5 hrs
Theory: 0.5 hrs
Practical: 1 hrs

S. No.	Steps	Terminal Performance objectives	Related Knowledge
1	Put away all perishables good	Task (What): Close down or unsetting the bar Condition (Given): Bar Lab or Bar Standard (How well) As per the establishment facilities or standard or policy.	- Perishable goods - ulage -book - Cleanliness - sales report.
2	Measure waste and record on ulage -book		
3	Clean all utensil and put away or an appropriate place		
4	Clean bar surfaces , top fridge, d-fridge, sink, doors, windows , drip tray & other reservoir part of bar.		
5	Place empty bottle on bar & record on empty bottle sheet .		
6	Lock spirit stock cupboard		
7	Count cash		
8	Seal & refrigerate cream, fruit, juice etc.		
9	Tidy the bottles in refrigerators		
10	Clean & wipe down all the glasses		
11	Check sales & stock, empty bottle sheet & BOT		
12	Prepare sales report		
13	Check draught beer		
14	Check toilet , paper & soap		
15	Remove rubbish empty bottles & other garbage's		
16	Check electricity		
17	Close down the bar		

Required tools/equipment: see attachment sheet

Safety:

- Aware from the using of electricity appliances
- Tools from the using tools equipment
- Aware from the using of draught beer
- Aware from the using fridge , d-fridge
- Aware from the handling bottles
- Aware from the using glassware , cutleries & crockery

Suggested method: Demonstration and Individual Practice