



FOOD SERVICE MANAGEMENT PRACTICAL

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Food Service Management – Practical

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Organization



1.1 Visit to a Hotel

Aim:

To learn practically the organization of various departments in a hotel.

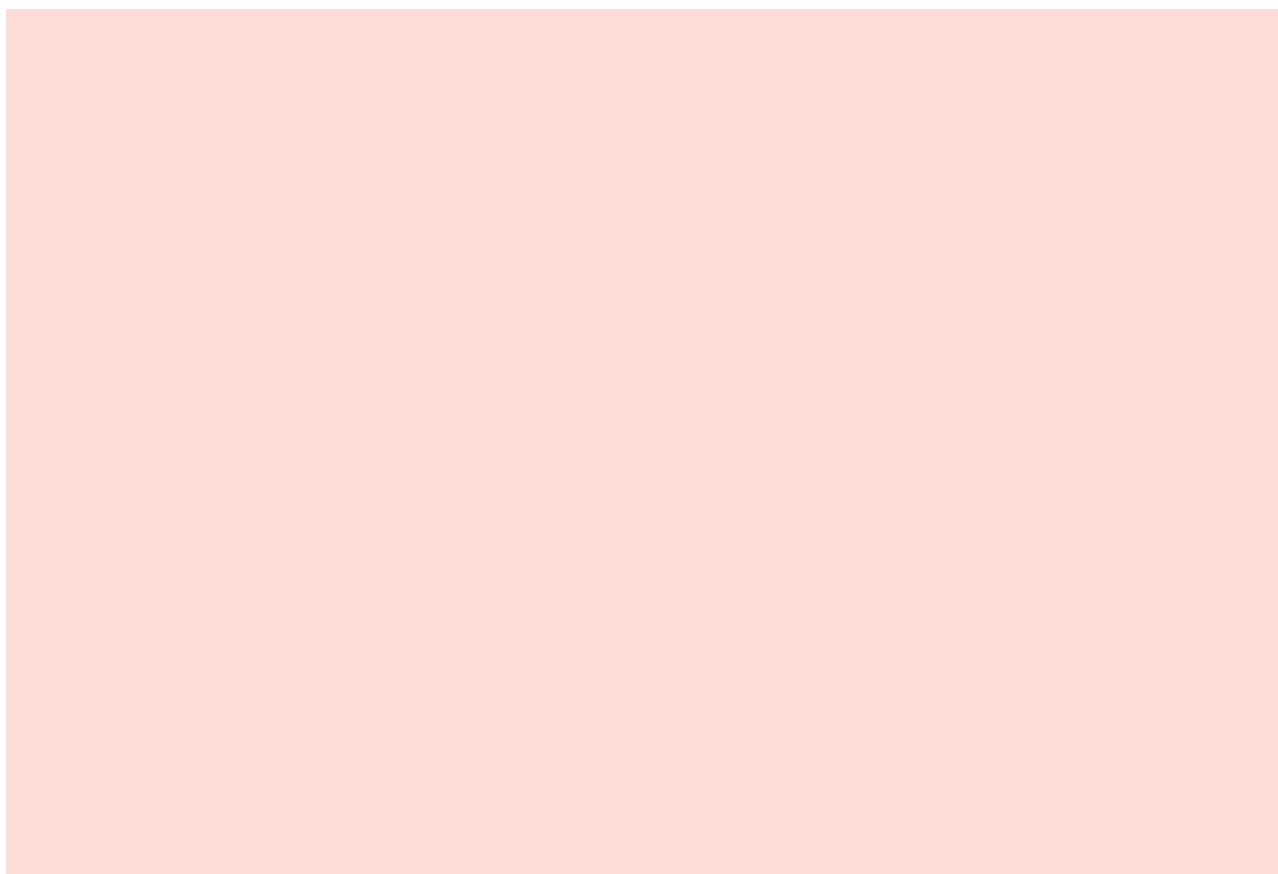
- Develop an organization structure and draw a flow chart for any two of the departments in a food service.
- Plan a work schedule for a Chef and Waiter.

- Give the job description of the house-keeping manager.

- Role-play of a restaurant waiter:

1. Setting classrooms of the restaurant
2. Create the scenario
3. Script the dialogue for running a food service
4. Action
5. Interpretation.

Results and Discussion:





1.2 Layout of the Departments in Food Service Operation

Aim:

To acquire the skill in drawing a layout of the Departments in a Restaurant.

Apparatus:

Paper, ruler, eraser and pencil

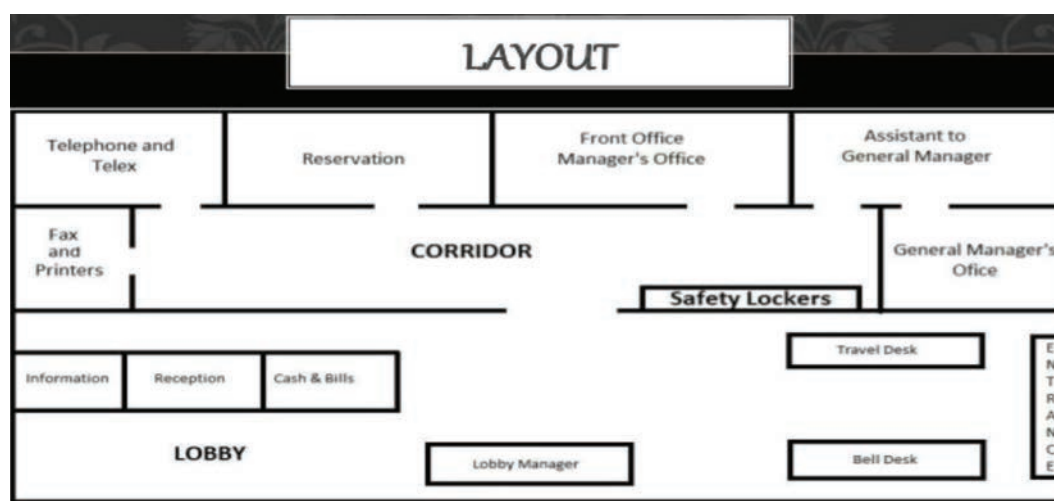
Procedure:

Every department in the food service operation has its own function to carry out. To simplify work, the layout of each department is done in a systematic way.

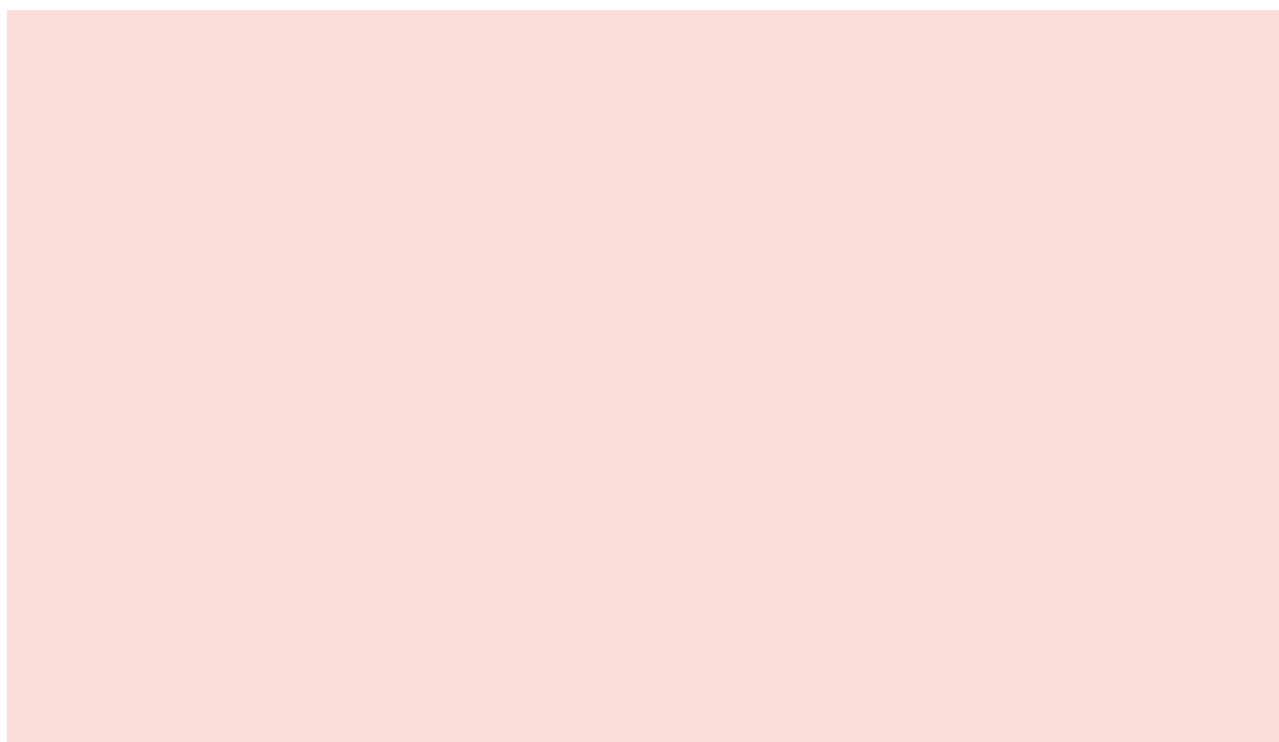
For example:

The following is a layout of the front office

Note: Layout of any other department can be chosen.



Results and Discussion:





Standardization of Recipes and Leftover Utilisation



2.1 Standardize a Recipe for Quality and Quantity

Aim:

To standardize a recipe for quality and quantity.

Apparatus:

Stove, tava, bowl and kitchen utensils

Procedure:

Standardization involves the careful adjustment and readjustment of ingredients and their proportions to produce the most acceptable quality. There is a need for subjective as well as objective evaluation. Tests for achieving the best taste should be done for producing quality products.

- The original recipe- Source of the recipe can be from cook books, magazines, family recipe files and commercial food companies.
- Recipe has to be prepared for a minimum serving of 5 portions.
- The finished product has to be evaluated based on preparation method, ingredient proportion, availability of ingredients, cost, yield and equipment.

- The preparation should be repeated until the desired quantity and quality is achieved.

Note: The following recipe can be used. Students can also bring in innovative recipes and learn to standardize them.



Plate 2.1 Vegetable Omelette

Vegetable Omelette (1 serving)

Ingredients	Quantity
Egg	1
Finely chopped onion	10 g
Finely chopped tomato	10 g
Grated carrot	10 g
Finely chopped coriander leaves	2 g
Pepper powder	2 g
Salt	To taste
Cooking oil (for frying)	10 g

Method:

- Beat the egg in a bowl and add all the chopped ingredients, pepper and salt.

- Heat oil in a tava and pour the mixture into it.
- When one side is cooked flip to the other side and cook.
- Serve hot with ketchup.

Q factor - A satchet of tomato ketchup.
Converting the recipe to get 5 servings – stepping up

Ingredients	Quantity for 5 servings	Cost (Rs.)
Egg	1 x 5 = 5 Nos.	25.00
Finely chopped onion	10 g x 5 = 50 g	01.00
Finely chopped tomato	10 g x 5 = 50 g	01.00
Grated carrot	10 g x 5 = 50 g	05.00
Finely chopped coriander leaves	2 g x 5 = 10 g	01.00

Ingredients	Quantity for 5 servings	Cost (Rs.)
Pepper powder	2 g x 5 = 10 g	05.00
Salt	To taste	
Cooking oil (for frying)	10 g x 5 = 50 g	10.00
	Total cost	Rs. 48

Q factor- Tomato Ketchup = Rs. 2 x 5 =
Rs. 10
Cost of 5 servings = Rs. 58
Cost per serving (40%) = Rs. 11.60
Overhead charges (20%) = Rs. 5.80
(Fuel, Disposable plate, Tissue, Labour)
Profit (40%) = Rs. 11.60
= Rs. 29
Cost of the product for sale = Rs. 30
(Rounded off)
Per cent of profit may be varied

Result and Discussion:



2.2 Enlargement of Regional Recipes

Aim:

To enlarge regional recipes using factor method and to conduct a food mela.

Apparatus:

Stove and cooking utensils

Procedure:

The two general methods followed while enlarging the recipes are

- Trial and error method
- Factor method

Trial and error method: In this method, the original recipe is multiplied twice and the yield with other characteristics are evaluated. If the quality and quantity are acceptable it is further multiplied. If not, adjustments are made and retested before multiplying. This method is time consuming and tedious, since the adjustments may be difficult.

- It is used in simple recipes where there are limited number of ingredients.
- Special attention should be given in processes such as cooking temperatures and speed of the mixers.

Factor method: In this method, a factor is used to calculate and multiply the ingredients carefully. The conversion factor is derived as follows:

$$\text{Conversion factor} = \frac{\text{Desired yield from enlarged recipe}}{\text{Yield from original recipe}}$$

First, all the ingredients with their measures are listed from the original recipe. The equivalent measure should be multiplied by the factor. The amount got will be used and tested in the enlarged recipe.

It should be noted that when recipes are increased the factor will be greater than 1 and when the recipes are decreased the factor will be less than 1.

Vegetable Pulao (5 servings)

Ingredients	Quantity
Basmati Rice	300 g
Carrot (cut into 1 cm cubes) blanched	100 g
Beans (cut into 1 cm pieces) blanched	100 g
Green Peas blanched	100 g
Cashew roughly chopped	50 g
Salt	To taste
Black Pepper Powder	5 g
Green Chili slit (optional)	3
Oil	15 g
Whole Garam Masala:	
Cinnamon Sticks	2
Cardamom Pods	5
Cloves	5
Bay Leaf	2

Method:

- Cook the rice till the grains are separated but not softened.
- Heat 15 grams of oil in a frying pan.
- Saute whole garam masala with cashews.
- Now add all blanched vegetables and sauté them for a minute.

- Add rice, salt and freshly ground black pepper.
- Mix gently to avoid breaking the rice grains.
- Close the pan with a lid, lower the flame and let the rice cook for 4-5 minutes.
- Stir it after every 1-2 minute.
- Serve hot with some spicy gravy dish or onion raitha.



Plate 2.2 Vegetable Pulao

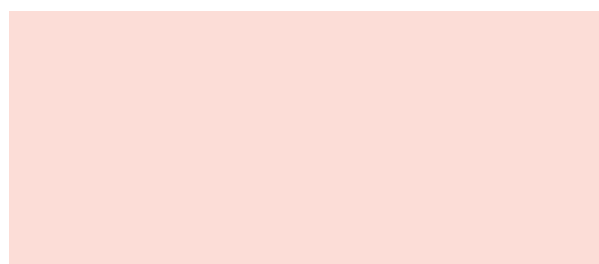
Using the factor method multiply and enlarge the recipe. If we need 50 servings according to the formula $50/5 = 10$. The conversion factor is 10.

Ingredients	Quantity g	Total using conversion factor	
		g	kg
Basmati Rice	300	$300 \times 10 = 3000$	3
Carrot (cut into 1 cm cubes) blanched	100	$100 \times 10 = 1000$	1
Beans (cut into 1 cm pieces) blanched	100	$100 \times 10 = 1000$	1
Green Peas blanched	100	$100 \times 10 = 1000$	1
Cashew roughly chopped	50	$50 \times 10 = 500$	½
Salt	To taste	To taste	
Black Pepper Powder	5	$5 \times 10 = 50$	
Green Chili slit (optional)	3 No	$3 \times 10 = 30$ Nos.	
Oil or Ghee	15	$15 \times 10 = 150$	
Whole Garam Masala:			
Cinnamon Sticks	2	$2 \times 10 = 20$ Nos.	
Cardamom Pods	5	$5 \times 10 = 50$ Nos.	
Cloves	5	$5 \times 10 = 50$ Nos.	
Bay Leaf	2	$2 \times 10 = 20$ Nos.	

Now the recipe is for 50 servings. Calculate the cost per serving using the method given in standardization of recipe. Sell the product in a food mela and calculate the total profit.

Note: Students can use different recipes and prepare for the food mela.

Result and Discussion:





2.3 Utilization of Leftover Food

Aim:

To learn how to use leftover foods

Apparatus:

Stove and kitchen utensils

Procedure

1. Raw food

Raw foods are perishable and semi-perishable that supplied to the kitchens for preparation. The fresh forms of foods are also considered as leftovers when the quantities are not enough for large scale production of a single item for service.

2. Partly cooked or prepared food



Plate 2.3 Juice

These include marinated meats, paneer, unserved salads in refrigeration, juices, boiled eggs, fermented mixtures as doughs and batters. These can be creatively used as barbecued meats with vegetables added on before cooking. Small amounts of juices can be used as toppings

for fruit pies, custards, shakes, puddings and cakes.

3. Cooked Foods

When cooked food remains in large quantities it usually gets pilfered, or wasted though mishandling and spoilage. Unless it is reused in some way and presented to customers again soon after.

Since cooked food cannot be stored for too long without its quality deteriorating, it is important to devise ways of incorporating it as soon as possible into new dishes or into dishes in which the food is unrecognisable.

Examples

Raw food



Plate 2.4 Chutney

Leftover raw chopped onion and tomatoes can be made into Onion chutney.

Partly prepared food

Leftover fruit juices can be made into a fruit punch.



Cooked food

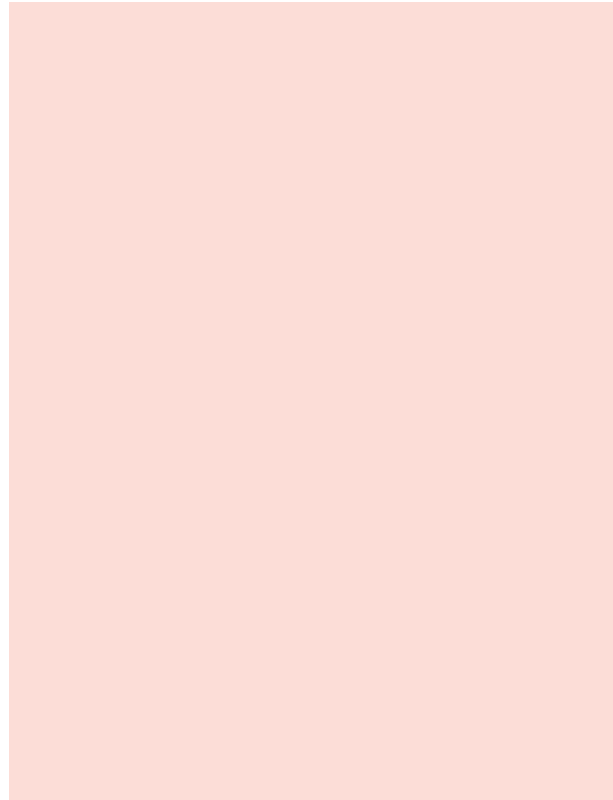
Leftover idli can be made into idli uppuma.



Plate 2.2 Vegetable Omelette

Note: Recipes should be written according to the quantity of leftover foods. Students can prepare different novel recipes.

Result and Discussion





Service Procedures



3.1 Table Setting

Aim:

To learn the skill of setting a table in a restaurant and know the service procedures.

Equipment needed:

Table, chairs, table cloth/linen, cutlery, napkins, cooking utensils.

Table Setting

In a food service industry setting a table or cover laying procedure considers to be an important one. Food service staff should ensure that the tables are set with proper cutlery and crockery. It varies with the type of food establishment. The types of cover also vary with the type of food establishment. The following types of table setting are popular in a restaurant: A'la carte and Table d'hôte.

Method:

Instruction: Students are instructed to prepare a menu (lunch or dinner) and lay a cover either for A'la carte or Table d'hôte. Cover laying procedure for A'la carte and Table d'hôte are given.

1 A'la carte cover Requirements

- Side plate with side knife
- Fish plate (centre of cover)

- Fish fork
- Napkin
- Cruet set
- Sauce and oil pot
- Water glass
- Wine glass



Plate 3.1 A'la carte cover

Setting a cover for an A'la Carte Service

- Keep the side plate down to mark the cover position.
- Lay the fish knife and fork.
- Wine glass can be placed above the tip of the knife
- A simple A'la carte cover will be set with a soup spoon, knife and fork and others may be elaborate.
- Place the water glass slightly to the right and behind the wine glass.
- Keep the side plate to the left.

Table 3.1 A Model A'la Carte Cover (Lunch)

Course	Description	Cover
Soup	Vegetarian/Non-vegetarian	Soup bowl on an under plate with soup spoon Cruet set (Salt and pepper shakers)
Starter	Vegetarian Non-vegetarian	Half plate with small knife and fork Half plate, fish knife and fork
Entrée/Main course	Naan varieties Rice, vegetarian / non-vegetarian curries Eggs	Full plate, large knife and fork Full plate, All purpose spoon Half plate with small knife and fork
Salads	Vegetable/Fruit salad	Salad fork
Desserts	Fresh fruits and nuts	Half plate, fruit knife and fork
Savoury/Sweets	All kinds of sweets	Half plate, dessert spoon and fork
Beverages	Coffee/Tea	Coffee mug/Tea cup
		Water glass, napkins

- Place side knife on the side plate (1/3 of the right of the plate)
- Place the napkins.
- The cruet set / condiments (salt and pepper) must be placed on every table.

2 Table d'hôte cover requirements

- Side plate with a side knife
- Water goblet
- Fish fork and knife
- Soup spoon
- All purpose spoon and fork
- Dinner knife and fork
- Dessert spoon and fork
- Cruet set
- Sauce and oil pots

The step by step procedure of setting a cover for Table d'hôte service is given below:

- Centre the place setting using a main plate or napkin.

- Side plates to be placed to the left side of fish fork.
- Side knife should be placed on the right side of the plate.
- Soup spoon to the right of the cover and one cm from the edge of the table.
- Place the fish knife on right and fork on left, one cm from the edge of the table.



Plate 3.2 Table d'hôte cover

3. Service Procedures



- All purpose knife to the right and all purpose fork on left, 1cm from the edge of the table.
- Water goblet are placed directly above the all purpose knife.
- Dessert fork and spoon should be placed on the top of the cover parallel to the plate with fork pointing towards right and spoon pointing toward the left.
- Napkin folds should be placed in the centre of the cover.
- Cutting edge of the knives should be facing towards the left edge of the table.
- All cutlery and crockery to be placed one cm from the edge of the table.

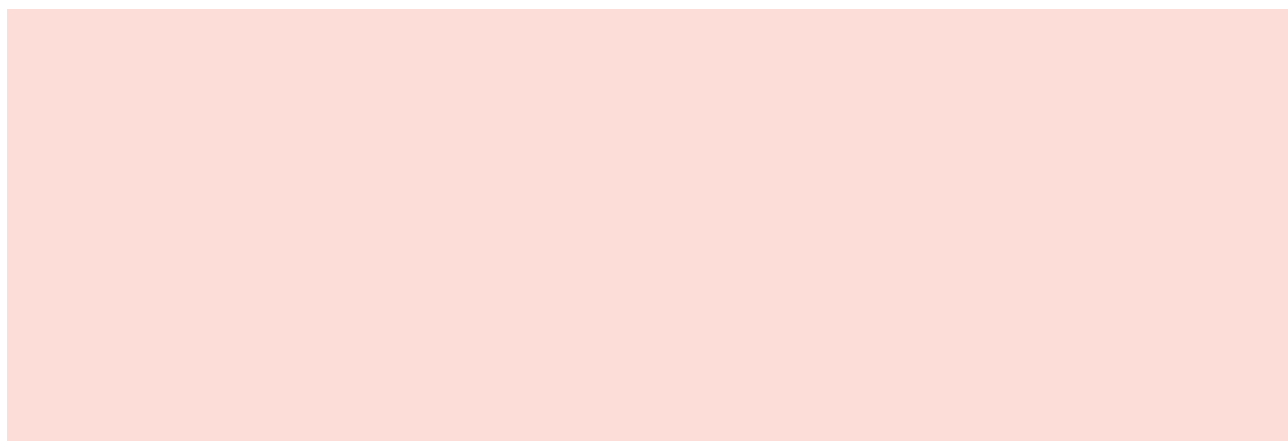
Linkages:

- <http://youtube.be/Db5039vOwko>
- <http://youtube.be/KSZTRLtJDFw>
- <http://youtube.be/8JLTwclEZns>
- <http://youtube.be/MrcqO1uL92M>

Table 3.2 A Model Table d'hôte Cover (Lunch)

Course	Description	Cover
Soup	Tomato soup	Soup bowls on an under plate with soup spoon
Starter	Chilli gobi	Half plate with small knife and fork
Main course	Mushroom biriyani, raita, Paratha, Paneer butter masala	Full plate, large knife and fork All purpose spoon with fork
Dessert	Rice pudding / Fruit salad	Dessert spoon Fruit knife and fork
Beverages	Tea/Coffee	Coffee mug, Tea cup Cruet set
		Water goblet, Napkins

Result and Discussion:





3.2 Napkin Folding



Aim:

To learn the skill of napkin folding for a cover.

Materials needed:

Clean, starched and pressed napkins.

Napkin folding:

It is a type of decorative folding done with a napkin. It can be done as an art. Napkins should be neatly folded and kept on tables either in glasses, on side plates or in the centre of the cover, which adds attractive appearance to the table setting.

The following points should be kept in mind while folding the napkins.

- Use square napkins which are clean and starched.
- Make simple folds that do not require too much of handling.
- Crease well at every stage of folding.

Many types of napkin foldings are followed in the restaurants. Some simple napkin folding techniques are given below.

Types of napkin folding:

a Bishops Hat

1. Press napkin cloth.
2. Fold the napkin in half diagonally.

3. Fold bottom right and left corners upto the top corner.
4. Fold the bottom corner $\frac{3}{4}$ of the way upto the top corner.
5. Fold the front top cover down, flush with the bottom.
6. Fold the two top flaps down and tuck the edges under the front fold.
7. Turn the napkin over and fold the left hand side over one third of the way.
8. Fold the right hand side over and tuck napkin underneath in left hand fold.
9. Flip the napkin over.



Plate 3.3 Bishop's Hat

b Rose Napkin Fold

1. Press the square napkin.
2. Fold all the ends of the napkin into the centre.
3. Turn the napkin over.
4. Fold the outer corners, to meet at the centre.
5. Once all the ends are folded, a square about $\frac{1}{4}$ th size of the unfolded napkin fold left.
6. Place something sturdy at the centre.



- 7 While maintaining downward pressure in the centre of the napkin, reach underneath, each corner and pull out the flaps to centre petals.
- 8 Pull out the flaps on all four corners of the napkin.
- 9 Remove the centre weight and the rose fold is done.



Plate 3.4 Rose Fold

c Simple Pocket Napkin Fold

- 1 Press the napkin cloth.
- 2 Fold the napkin in half.
- 3 Fold into quarters.
- 4 Orient the napkin so the open corner is facing away and to the left. Fold the top most layer of napkin in half diagonally and press it down.
- 5 Turn the napkin over so that the open corner is now facing away and to the right. Fold the right side back about 1/3rd of the way and press it down.
- 6 Fold the left side back about 1/3rd of the way and press.



Plate 3.5 Pocket Fold

- 7 Flip the napkin over and insert the cutlery.

d Fan Fold

- 1 Press the napkin cloth
- 2 Fold the bottom edge of the napkin up by one inch. Then fold back the napkin one inch.
- 3 Continue this back and forth folding motion until the entire napkin is complete.
- 4 Holding on finger into the centre, fold the pleated napkin in half.
- 5 Slide a napkin ring up the pleats
- 6 Fan out the top of the napkin.



Plate 3.6 Fan Fold



e Knot Fold



Plate 3.7 Knot Fold

- 1 Press the napkin neatly.
- 2 Fold the napkin in half diagonally.
- 3 Starting from the long edge, fold the napkin edge up one inch.
- 4 Fold the napkin over until it makes one long strip
- 5 Finish by folding the right edge over the left and loop to create a knot.

f Cone Napkin Fold



Plate 3.8 Cone Fold

- 1 Press the napkin flat
- 2 Fold the napkins in half and orient the open end away from you.
- 3 Fold the napkin into quarters
- 4 Orient the napkins so that the open end is facing away from you.

Fold the topmost layer all the way forward and press it down flat.

- 5 Turn the napkin over and fold the left hand side of the napkin over two thirds of the way
- 6 Fold the right hand side of the napkin to match the left hand side.
- 7 Tuck the corners of the napkin into the left hand side flap.

g Envelope Fold

- 1 Press the napkin flat
- 2 Fold the napkin in half so that the open end is facing away from you
- 3 On the right hand side of the napkin, fold both corner edges towards the centre to form two triangles.
- 4 Fold the left side of the napkin over in half to meet the right.
- 5 Take both triangle layers and fold both over to create the napkin envelope fold.



Plate 3.9 Envelope Fold

h Tulip Fold

- 1 Press the napkin flat.
- 2 Fold the napkin in half diagonally.
- 3 Fold both layers of the top of the triangle down to the bottom edge.



- 4 Take the right edge of the triangle and fold up at an angle. Repeat on the left side.
- 5 Turn the napkin over and finish by taking the lower flaps and folding them up and at an angle.



Plate 3.10 Tulip Fold

i Pinwheel Fold

- 1 Press the napkin flat.
- 2 Fold all the tips of the napkins into the centre.
- 3 Fold two opposite edges towards the centre, creating a rectangle.
- 4 Fold the two short edges of the rectangle towards the centre.
- 5 Now take one flap and pull out one of the edges to make a part.
- 6 Repeat with the second flap.
- 7 With the right flap, pull it down towards you.

- 8 Turn the napkin around and repeat steps 5-6 to finish up the pinwheel napkin fold.



Plate 3.11 Pinwheel Fold

Note: Students can practice the above types of napkin folding. The step by step procedure can also be seen in using the following link.

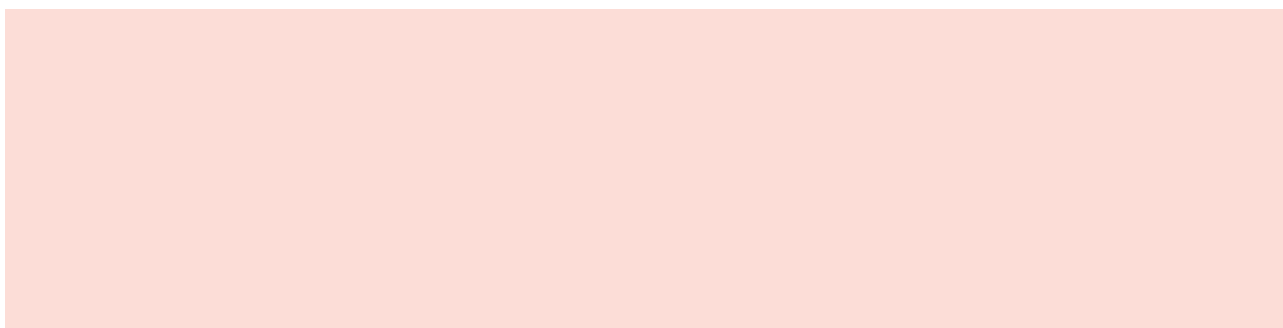
Source: <https://bumblebeelinens.com/napkinFolding.php>.

Students can be instructed to try other types of napkin folding with the help of the following links also.

Linkage

- <https://www.youtube.com/watch?v=LG3KOpk59FA>
- https://www.youtube.com/watch?v=zD3od_5QR-U
- <https://www.napkinfoldingguide.com>

Result and Discussion:





3.3 Flower Arrangement in Restaurants

Aim:

To learn the skill of flower arrangement in a restaurant.

Materials needed:

Vases, fresh flowers, scissors, tapes, pins and brick.

Flower arrangement in a restaurant

Flower arrangement gives attractive atmosphere inside the restaurant. But the flower arrangement on a cover should be simple and the highly scented flowers must be avoided. The prepared vase must be kept at the centre of each table. Some of the flower arrangement used in the centre of the room and the buffet table are given below:

1. Mass arrangement



Plate 3.12 Mass Arrangement



- More flowers and foliages are used to create a closed shape with little or no open space.

Use of colour is important for successful mass arrangements because they should harmonize or complement each other. These arrangements are round or triangle in shape.

- Flowers and foliages are arranged based on elements and principles of design.
- Mass arrangement is usually seen in the centre of the buffet arrangement or in a dining hall.

2. Floating Arrangement



Plate 3.13 Floating Arrangement

Floating arrangements are easy to make for a centre place inside the restaurant.

- Select flowers and cut away the stems.
- Select a wide bowl made up of glass, brass or metal. It should have sufficient space to fit the number of flowers selected.



- Arrange the flowers according to your taste or harmony.

3. Ikebana – Japanese style flower arrangement

Ikebana is the art of flower arrangement followed by Japanese.

- Fill water $\frac{1}{3}$ rd of height in a shallow vessel.
- A floral brick can be placed to hold the flowers.
- Plant material should be of at least three different lengths.
- The stems with flower should be arranged according to their heights.

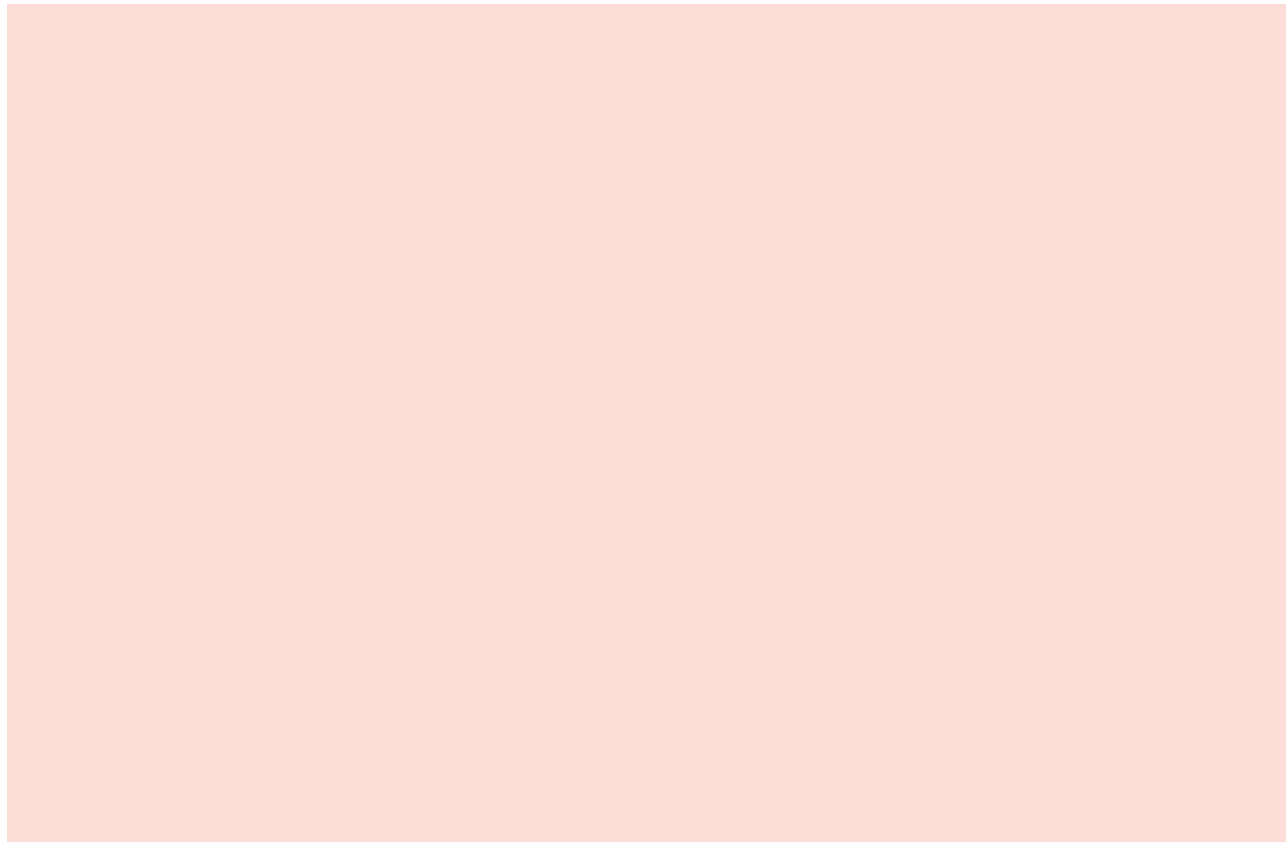


Plate 3.14 Ikebana Arrangement

Instruction

Students can do any one flower arrangement. A simple arrangement can be done to place on a cover.

Result and Discussion:





Production and Carving Skills



4.1 Preparation of Cakes

Aim:

To learn the skill of baking cakes.

Equipment Needed:

Oven, mixing bowls, ladles, pan, spatula, whisks, measuring cups.

Procedure:

Cake is typically a sweet, baked dessert. Most of the cakes are done using eggs to create that fluffy, cloud like texture. It is possible to replicate the spongy texture without the use of eggs by replacing eggs with mashed bananas, apple sauce, vinegar with baking soda and yogurt depending on the recipe.



Plate 4.1 Eggless Cake

(a) Preparation of Eggless Cake

Ingredients	Quantity
Maida	1½ cup
Baking powder	1½ tsp.
Sodium bi-carbonate	½ tsp.
Condensed milk	¾ cup
Melted butter	4 tbsp.
Vanilla essence	1 tsp.

Method:

1. Sieve the maida, baking powder and sodium bi-carbonate together, keep aside.
2. Pre heat the oven to 180°C.
3. Grease the pan with melted butter, dust it with plain flour, shake and remove the excess flour.
4. Take a deep bowl, add condensed milk, melted butter and vanilla essence. Mix well using a spatula.
5. Add the sieved flour mixture into the bowl and add 5 tbsp. of water and mix gently.
6. Pour the batter into a greased pan.
7. Bake at 180°C for 30-35 minutes.
8. Unmould the cake and keep aside to cool.

(b) Sponge Cake

Principles involved in sponge cake preparation

The following precaution should be considered while preparing sponge cake.

1. Measure the quality ingredients accurately.
2. Remove water and oil grease from the beating bowl.

3. Carefully separate egg white and yolk.
4. Use the moderately granulated sugar for better quality
5. Sieve the ingredients prior to the preparation to avoid the impurity.
6. Beat the egg in the same direction and a fixed speed from beginning to end to minimise the air from escaping.
7. Flour folding should be very careful to avoid the air disturbance
8. Fat should be cooled after melting for Genoese sponge.
9. Carefully mix the oil (or) when adding oil care must be taken.
10. After adding the oil, batter should never get beat.
12. Tray or mould should be in correct size and proportion
12. Dusted with flour or greased or butter paper lined the mould for the shaping of the sponge
13. Do not keep the preparation out for more time, without baking.
14. Baking should be carried out in a closed oven.



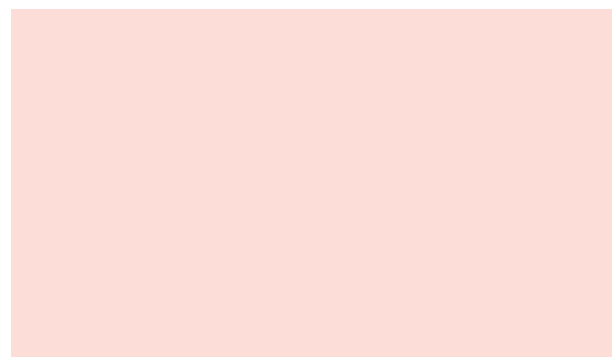
Plate 4.2 Sponge Cake

Ingredients	Quantity
Maida	1½ cup
Sugar	1½ cup
Butter	4 tbsp.
Egg	6 Nos.
Baking powder	½ tbsp.
Vanilla Essence	1 tbsp.

Method:

1. Sieve the flour and baking powder and keep aside.
2. Pre heat the oven at 180°C.
3. Line the pan with butter paper and grease the paper with butter, and then sprinkle flour all over it.
4. Melt the butter using double boiler
5. Separate the egg yolk and whisk.
6. Dissolve the sugar using simmering water for about 3-4 minutes.
7. Mix the whisked yolk and dissolved sugar until it lightens the colour.
8. Add vanilla essence to this mixture.
9. Beat the egg white till it becomes soft.
10. Fold the beaten egg white into the yolk.
11. Add the sieved flour mixture and mix gently.
12. Pour the melted butter to this mixture and fold until smooth.
13. Spread the batter in pans and bake at 180°C.
14. Cool on a wire rack before serving.

Result and Discussion:





4.2 Preparation of Common Beverages

Aim:

To obtain the skill of preparing common beverages.

Equipment Needed:

Mixie, Strainer, Gas stove, Cups, Knife, Utensils

Beverages:

Beverages are liquids made for consumption. They may be in the form of stimulants like tea, coffee, milk or as refreshers like soft drinks, juices and water.

In hospitality industries the non-alcoholic beverages are essentially provided and served as a breakfast, lunch, dinner with or without meal to the consumer.

They stimulate palate and act as an appetizer. Beverages not only give taste but also enhance colour, flavour and eye appeal.

1. Espresso Coffee

Ingredients	Quantity
Milk	3 cup
Coffee powder	2 tsp.
Water	½ cup
Sugar	As required
Chocolate powder	As required



Plate 4.3 Espresso Coffee

Method:

1. Add milk to a bowl and boil it on a medium flame.
2. Add water, coffee powder and sugar to the blender jar and grind until it forms a foamy liquid.
3. Add the coffee water mix to it when the milk starts boiling and rising upwards.
4. Simmer it for a minute. When it starts boiling, remove from the flame.
5. Pour into the coffee mug and sprinkle some chocolate powder.

2. Tea - Masala Chai

Ingredients	Quantity
Milk	2 cups
Ginger grated	½ inch
Cardamom	1 No
Clove	1 No
Cinnamon stick	2 tsp.
Tea powder	2 tsp.
Water	¼ cup
Sugar	3 tsp.



Plate 4.4 Masal chai

Method:

1. Crush the cardamom, clove, cinnamon make a coarse masala powder.
2. Boil water then add grated ginger, masala powder and sugar.
3. Heat in a medium flame for 3-4 minutes.
4. Then add milk and boil for 5-6 minutes.
5. Switch off the flame if there is a change in colour of the tea from milky shade to brown shade.
6. Serve hot using cups.

3. Coconut Cucumber Cooler

Ingredients	Quantity
Coconut water	4 cups
Cucumber sliced	2 Nos.
Lime juice	½ cup
Sugar	¼ cup
Chopped mint leaves	¼ cup



Plate 4.5 Coconut Cucumber Cooler

Method:

1. Combine coconut water, cucumber, lime juice, sugar and mint leaves.
2. Chill for 1 to 2 hours.
3. Serve in glasses.
4. **Soups - Sweet corn soup**



Plate 4.6 Sweet Corn Soup

Ingredients	Quantity
Sweet corn	1 medium
Ground black pepper	½ tsp.
Celery	1 tsp. (optional)
Spring onion (chopped)	1 tbsp.
Oil	1 tbsp.
Water	1½ cups
Corn starch	½ tbsp.
Salt	As required

Method:

Making sweet corn paste

1. Boil the corn cobs, scrap the corn kernels from the cobs.
2. Keep aside 2 tbsp. of kernels.
3. Blend the remaining corn kernels with some water to a smooth paste.

Making corn soup

1. Heat the oil in a pan, sauté the spring onions.
2. Add celery and sauté for a minute then add corn paste.
3. Add vegetable stock or water stir well and allow to boil.
4. Add pepper powder, corn kernels and salt. Stir and simmer for 2-3 minutes.
5. Add corn flour paste, stir and keep it in simmer for 2-3 minutes till the soup thickens.
6. Garnish the soup and serve

Result and Discussion:

5. Banana Milk Shake

Ingredients	Quantity
Banana	1 No.
Milk	1 cup
Sugar	3½ tsp.
Nuts (any)	If desired



Plate 4.7 Banana Milk Shake

Method:

1. Peel the banana.
2. Blend the banana with milk and sugar. Pour this into serving glasses with couple of ice cubes.
3. Garnish with some chopped dry fruits if desired.



4.3 Recipes for Salad

i). Carrot and Cabbage Salad

Ingredients	Quantity
Carrot	1 (Medium size)
Cabbage	2 Cups (Sliced)
Peanut	½ Cup (Roasted)
French Dressing	As required



4.8 Carrot and Cabbage Salad

Method:

Scrape the cleaned carrot. Mix the chopped cabbage, carrot, and peanut along with French dressing. More seasoning can be added.

ii). Mixed Sprout Salad

Ingredients	Quantity
Mixed sprouts	¾ Cup (Boiled), (Channa, Green gram, Rajma and Moong bean)
Coriander	2 tbsp (Chopped Leaves)
Radish	¼ cup (Chopped)
Tomatoes	¼ cup (Chopped)

Ingredients	Quantity
Fenugreek leaves	¼ cup (Chopped Leaves)
Oil	1 tsp
Green chilli	1
Salt	To taste



4.9 Mixed Sprout Salad

Methods:

1. Combine the mixed sprout with cut vegetables along with chopped leaves and salt in a bowl and mix it well.
2. Heat the oil in a pan, add green chilli and slightly sauté on a medium flame.
3. Pour this on the top of the salad and mix. Serve it immediately.

iii). Fruit Salad

Ingredients	Quantity No
Banana	4-5
Apple	2
Green grapes	¼ kg
Mango	1
Sweet lime	2
Sappotta	4-5
Cashew nut	8
Raisins	10
Dates	5



Ingredients	Quantity No
Milk	500 ml
Sugar	1 ¼ cup
Saffron strands	4
Custard powder	1 tbsp

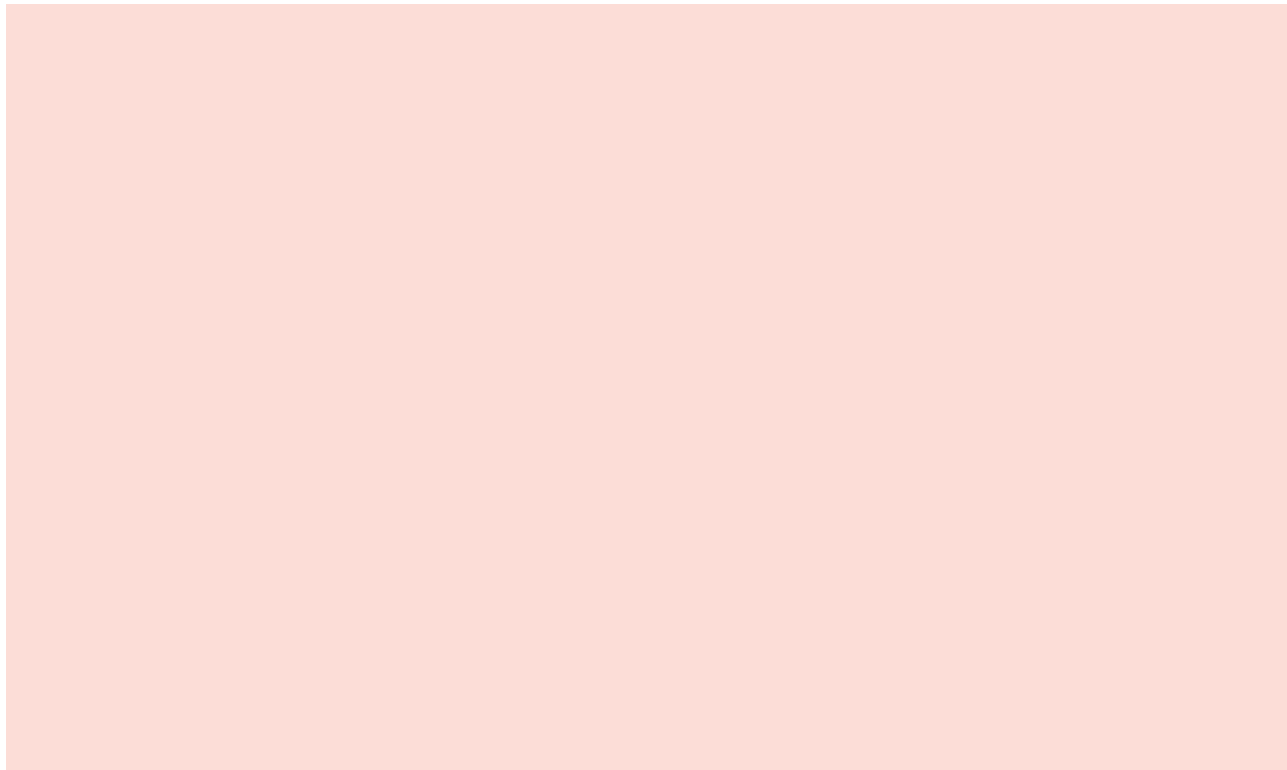


4.10 Fruit salad

Met Plate 4.15 Watermelon Bowl hods

1. Cut all the fruits uniformly in small size and add some sugar in between to reduce the chances of browning and keep aside or keep it in refrigerator.
2. Take custard powder in a small bowl and mix it well with little amount of milk and keep it separately. Boil the remaining milk and at the end point add the early prepared custard mix and sugar into this and let it to boil, stir it well in between. Let it to cool.
3. Take the cut fruits and mix it with this custard milk and stir gently.
4. It can serve itself or serve with ice-cream on the top.

Result and Discussion:





4.4 Vegetable and Fruit Carving



Aim:

To gain skill in vegetable and fruit carving.

Tool Needed:

Carving knives, sharp knife, fruits, vegetables.

Carving

- Carving is the art of shaping vegetables and fruits to form beautiful figures, such as flowers or birds.
- Vegetable and fruit carving originates in Thailand.
- The products of vegetable carving are generally flowers or birds; the only limit is one's imagination.
- The techniques of vegetable carving vary from person to person.
- Vegetable carving is generally used as a garnish, but it can also be used for flower arrangement.

1. Vegetable Carving

a. Carrot Carving (Leaf shape)

1. Wash the carrot thoroughly and cut into 3 inch length.
2. Cut each one lengthwise into slices $\frac{1}{4}$ inch thick and trim each slice to the shape of leaf.
3. With the tip of the knife, cut two shallow grooves down the center of the slice to form the mid ribs of the leaf.

4. Along the edge, cut wide spaced notches to form the teeth.
5. Then cut shallow grooves to form the ribs of the leaf, working from the base to the top.

(www.templeofthai.com/fruit_carving/vegetable-carving.php).



Plate 4.11 Carrot Leaf Carving

b. Beetroot Carving (Rose shape)



Plate 4.12 Beetroot Rose Carving

1. Select a fresh beet root
2. Peel the beet root.
3. Cut the beet root into small round
4. Arrange the pieces from smaller size to bigger size.
5. Make a slit in each piece.
6. Take a small cube from the remaining beet root and insert this in a tooth pick to make a bud.



7. Curve the slices and insert one by one in the tooth pick to make a rose.

(<http://www.asion.recipe.com/methods/fruit-vegetablecarving.html>.)

c. Cucumber Carving (Flower shape)



Plate 4.13 Cucumber White Lotus Carving

1. Wash the cucumber, cut off a section of a cucumber, should include both an end and cut surface.
2. Divide the circumference of each into 8 equal parts and then make cuts about 3mm deep between each part down the length of the section.
3. Slice beneath each part down the length almost to the base to separate it from the flesh, thus forming the 8 outer petals.
4. Trim the flesh to remove ridges and then divide into 8 parts as before to make the inner ring of petals.
5. These should be centered between those of the outer ring.
6. Remove the core of the cucumber, trim each petal so it tapers to a point and then insert the center of the flower.
7. For the center, use $\frac{1}{4}$ " thick disk cut from a small carrot. Cut small grooves in a crisscross pattern on one face and place up in the lotus flower.

(<http://www.asion.recipe.com/methods/fruit-vegetablecarving.html>.)

d. Cucumber Carving (Leaf shape)



Plate 4.14 Cucumber Leaf Shape Carving

1. Take two small cucumbers or one long cucumber.
2. Cut the cucumber length wise into fairly thick slices, cut the slices diagonally to obtain diamond shaped pieces.
3. Trim each piece to shape like a leaf.
4. On the green side, cut a green to represent the mid-rib and then cut diagonal grooves to represent the veins.
5. These should be spaced to give an attractive alternating green and white pattern. Finally cut notches around the edges of the leaf.

(www.templeofthai.com/fruit_carving/vegetable-carving.php.)

2. Fruit Carving

a. Watermelon Bowl

1. Select the melon little hard
2. Slice the small of the base of the melon.



3. Draw a pattern on the melon, position the pattern so it covers most of the top surface of the melon, which is typically removed to create a bowl shape.
4. Cut along the pattern.
5. Remove the remaining rind
6. Hollow out the melon, remove all the flesh from the melon, and scrap inside surfaces so only the rind remains.
7. Fill the bowl with fruits and serve.
(<https://youtu.be/obtL3YLF0g>)



Plate 4.15 Watermelon Bowl

b. Apple Carving (Leaf shape)



Plate 4.16 Apple Carving

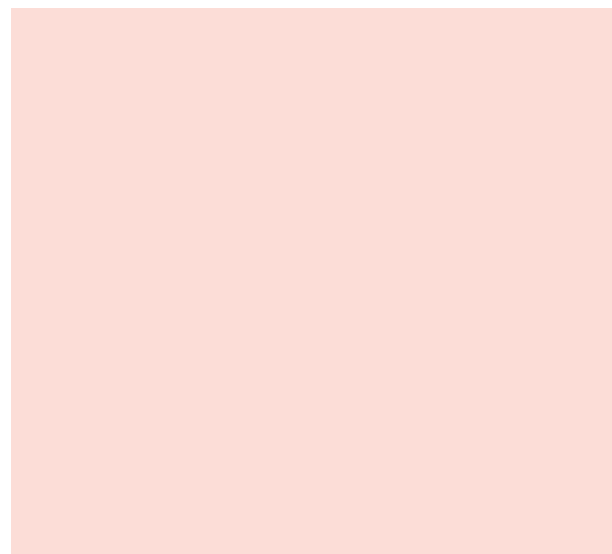
1. Wash the apple.
2. Cut a wedged shape slice as in the picture.
3. Trim away any of the core, leaving the flesh and skin.
4. With this carving knife, cut the slice to the shape of a leaf.
5. With the tip of the knife, make curving grooves in the skin to represent the veins of the leaf. Work from the base of the leaf to the tip.
6. Cut notches along the edges of the leaf.

(<http://www.asion.recipe.com/methods/fruit-vegetablecarving.html>.)



Plate 4.17 Apple Leaf Carving

Result and Discussion:





Food Safety And Adulteration



5.1 Preparation of a Label with Food Standards

Aim:

To prepare a food label based on the food standard.

Table 5.1 FSSAI LABEL

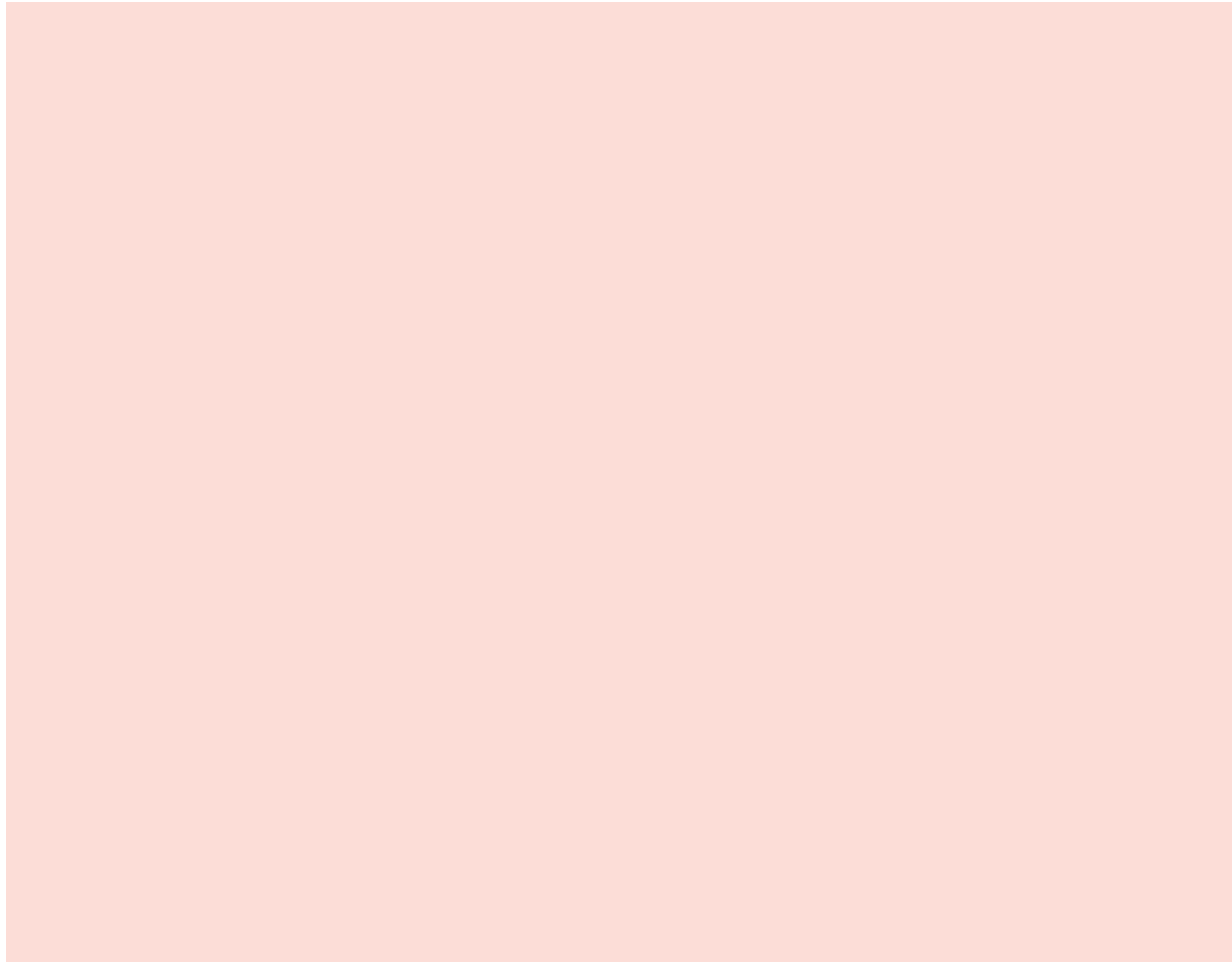
Requisites of the label	Mark Yes or No	Details
Name of the product		
Brand Logo/Symbol		
MRP		
Net Weight		
Display of FSSAI label		
FSSAI License number		
Batch number		
Consumer care Number		
Website		
Bar Code		
Vegetarian/Non-vegetarian		
Pre-packed food		
Packaging material used		
Date of Manufacture		
Date of Packing		
Date of Expiry		
List of Ingredients		
Nutrition Information		
Food Additives		
Permitted colours -Natural/ Synthetic		
Country of origin		



<https://foodsafetyhelpline.com/2018/04/fssai-drafts-new-labelling-and-display-regulations-2018/>

Prepare a label for your own product using FSSAI standards.

Result and Discussion:





5.2 Identification of Common Adulterants

Aim:

To identify the adulterant in the foods

Apparatus:

Adulterated foods and test tubes.

Procedure:

Definition:

Adulteration is defined as the process by which the quality or the nature of a given substance is reduced through the addition of a foreign or an inferior substance and the removal of a vital element.

Types of adulterants

1. Intentional
2. Incidental

Intentional: Intentional adulterants are those substances that are added as a deliberate act on the part of the adulterer with the intention to increase the margin of profit. E.g. sand, marble chips, stones, mud, chalk powder, water and dyes. These adulterants cause harmful effects on the body.

Incidental: These adulterants are found in food substances due to ignorance, negligence or lack of proper facilities. It is not a willful act on the part of the adulterer. E.g. Pesticides, droppings of rodents, larvae in food.

Table 5.3 Intentional Adulterants and Methods of Detection

S. No	Name of the food	Adulterant	Simple method for detection of adulterant
1	Ghee or butter	Vanaspathi	Take about one teaspoonful of melted ghee or butter with equal quantity of concentrated hydrochloric acid in a test tube and add to it a pinch of cane sugar. Shake well for one minute and test it after 5 minutes. Appearance of crimson colour in lower layer shows the presence of vanaspathi
2.	Vegetable oil	Argemone oil	Add 5ml of concentrated nitric acid to 5ml of sample. Shake carefully, allow to separate. Yellow, orange yellow, crimson colour in the lower acid layer indicates adulteration.
3.	Honey	Molasses (sugar and water)	A cotton wick dipped in pure honey when lighted with a match stick burns. If adulterated the presence of water will not allow the honey to burn. If it is adulterated, it will produce a crackling sound
4.	Rava	Iron particles	By moving a magnet through rava iron particles can be separated.



S. No	Name of the food	Adulterant	Simple method for detection of adulterant
5.	Rice	Marble or other stones	A simple test for adulteration is to place a small quantity of rice on the palm of the hand and gradually immerse the same in water. The stone or marble chips will sink.
6.	Spices (ground)	Powdered bran or saw dust	Sprinkle spices on water surface. Bran powder and saw dust float on the surface of water.
7.	Black pepper	Dried seeds of papaya fruit	Papaya seeds are shrunken, oval in shape and greenish brown or brownish black in colour.
8.	Turmeric powder	Metanil yellow	Take a teaspoonful of turmeric powder in a test tube. Add a few drops of concentrated hydrochloric acid. Instant appearance of violet colour which disappears on dilution with water. If the colour persists, presence of metanil yellow is indicated.
9.	Chilli powder	Brick powder, sand, soap stone	Any grittiness that may be felt on tapping the sediment at the bottom of glass confirms the presence of brick powder or sand. Smooth white residue at the bottom indicates the presence of soap stone.
10.	Milk	Water	The presence of water can be detected by pouring a drop of milk in a polished surface. The drop of pure milk either stops or flows slowly leaving a white trail behind it. Whereas milk adulterated with water will flow immediately without leaving a mark.

Result and Discussion:





Management Of Resources



6.1 Analyse Methods of Conserving Time, Money and Energy

Aim:

To analyse methods of conserving time, money and energy.

Equipment Needed:

Kitchen equipment.

Procedure:

Labour saving devices help to save energy, time and money. Commercial and non-commercial food service outlets use labour saving devices to save energy, time and money. Some of the equipment are pressure cookers, chappathi maker, grinder, mixers, egg beater, vegetable cutter and so on.

Chappathi maker: The dough is prepared in the dough maker and it is transferred into the chappathi maker. It portions out the dough, rolls out and prepares the chappathis in hundreds in a short time. Here time, energy and money are saved by the food service outlet.

Energy: The process of portioning, rolling and preparing is completed without using the energy of manpower.

Time: The time taken for all these processes is minimum compared to manual process.

Money: Number of labours is less and fuel is saved. Hence money used for all this is also saved.

Note: Students can use any one labour saving device and prepare a recipe. They should mention how they have saved energy, time and money using the labour saving devices (E.g: Labour saving devices: Vegetable cutter, Egg beater, mixie, grinder, pressure cooker and any other available labour saving devices).

Labour saving equipment - Pressure Cooker & Vegetable Cutter

Preparation of vegetable biriyani

- Divide the class into two groups
- First group can use knife for cutting and boiling method for preparation.
- Second group can use vegetable cutter and pressure cooker for preparation.



Comparison of both methods

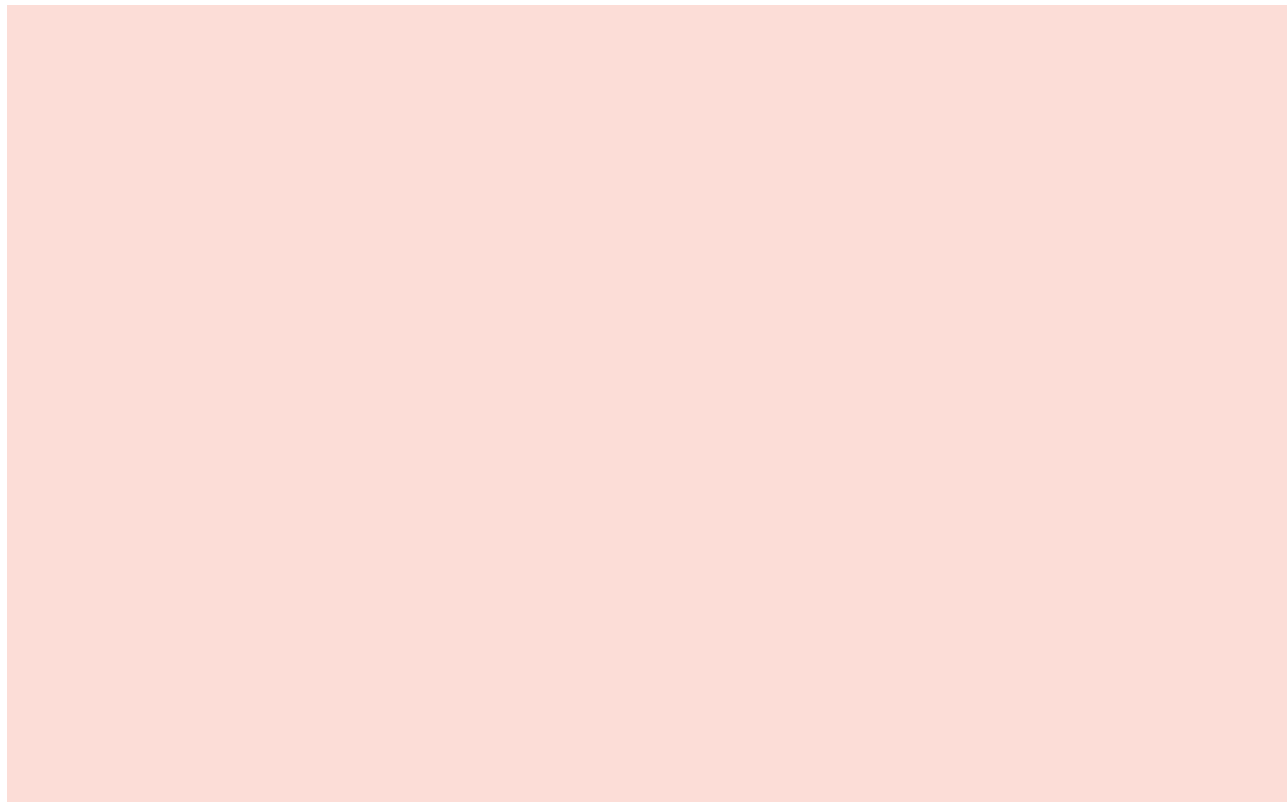
Time saved: Pressure cooking method saves time because it is faster

Energy saved: Vegetable cutter saves energy while cutting vegetables. The students need not supervise the preparation.

Money saved: Time taken for pressure cooking is less thereby saving fuel to the cost also less. Initial cost of labour saving device and maintenance cost may be high.

Note: Students can use any labour saving device and compare like the above example.

Result and Discussion:





Recruitment



7.1 Planning an Advertisement for a Job Title in Food Service Operation

Aim:

To acquire the skill of planning an advertisement for a job in food service operation.

Apparatus :

Chart, pen, pencil, colour pencil

Procedure :

Study the advertisement collected as a part of the student activity. Plan an advertisement for a job in food service operation using the job specification for the title. Some job titles that can be advertised are cook, floor supervisor, steward, waitress, executive housekeeper, purchase manager.

Advertisement for an Executive Chef

Applications are invited from dynamic, energetic and responsible professionals who have hands on experience in all aspects of Food and Beverage, Kitchen Management and controls , for the post of **Executive Chef**.



Plate 7.1 Chef

Candidates with following qualification and experience are eligible to apply:

- Graduation in catering with at least 15 years experience.
- Should be capable of managing and organizing Food and Beverage Department with specialty of Indian/ Continental/Chinese and Italian foods .Should be a team leader and be capable of managing and training the junior staff.
- Should be able to plan and promote menus for different restaurants.

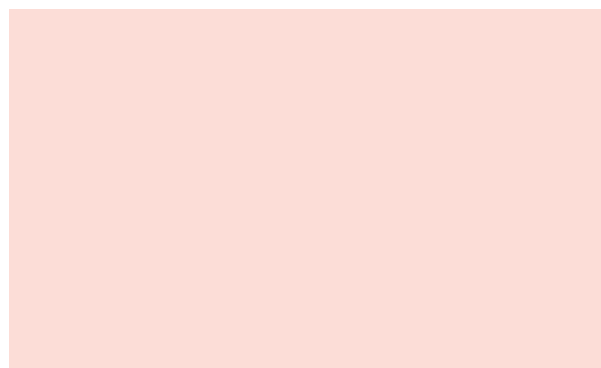
Attractive salary package and other benefits will be offered.

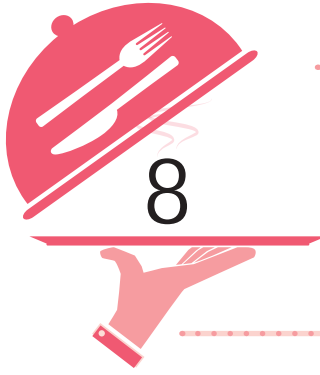
Application can be sent through email to the following address hrd2907@gmail.com or contact 044-24354929.

Apply on or before date: month: year

Note: Students can be asked to prepare advertisements for any job title

Result and Discussion





Marketing Skills



8.1 Sales Promotion Techniques

Aim:

To understand and gain practice on sales promotion techniques.

Procedure:

Plan a new food product for sales:
Keeping in mind

- Type of customers
- Purchasing power of the customer
- Feasibility of production and sales possibilities.

Plan suitable marketing techniques:

- Providing free samples
- Free trials
- Free gifts
- Special pricing
- Digital marketing
- Customer contests
- Attractive packaging

Free Samples

Providing free samples is a technique used to introduce new products to the market place. Samples give the consumer a chance to see how well they like a product or try something

they otherwise would not normally buy. Local bakeries can hand out their new creations at a super market or in a local sale area.

Free Trial

A free trial is a way for a consumer to try a new product while eliminating risk. It may be used when a product is new to the market. This technique is commonly used in television where the customer has 30 days to try the product, during which time the customer can return it for a full refund if he is not satisfied.

Free Gifts

Free gifts tempt consumers to make a purchase because it includes a bonus along with the product. The gift may be included in the outer part of the product packaging to serve as a visual attraction. It may also take the form of a prize or coupons inside the package. For example- soap inside the soap dish.

Special Pricing

Special pricing is used to offer consumers a lower price for a period of time or to purchase in multiple quantities. Examples for this are Buy one get one free, Discounted price and Buy 3 for the price of 2.



Plate 8.1 Buy one Get one Free



Plate 8.2 Discounted Price

Digital Marketing

Digital marketing does promotional strategies by providing online display ads or direct marketing, to advertise other

Result and Discussion

consumer-centric efforts. A business offering a free gift with purchase can use Facebook ads to promote the event or offer a coupon code to subscribers of an email list.

Customer Contests

Contests offer the customer a chance to win prizes like cash or store products. For example, an electronics retailer could hold a karaoke contest at its store, while using local celebrities as judges.

Attractive packaging

The packaging of products is one of the most important aspects of marketing. An attractive packaging design must make both a psychological and physical connection. So the product should look good and easy to identify for consumer convenience.

Students can prepare any two appropriate sales promotion techniques to sell a food product.



8.2 Marketing and Technology

Aim:

To get to know marketing techniques which can be done through technology.

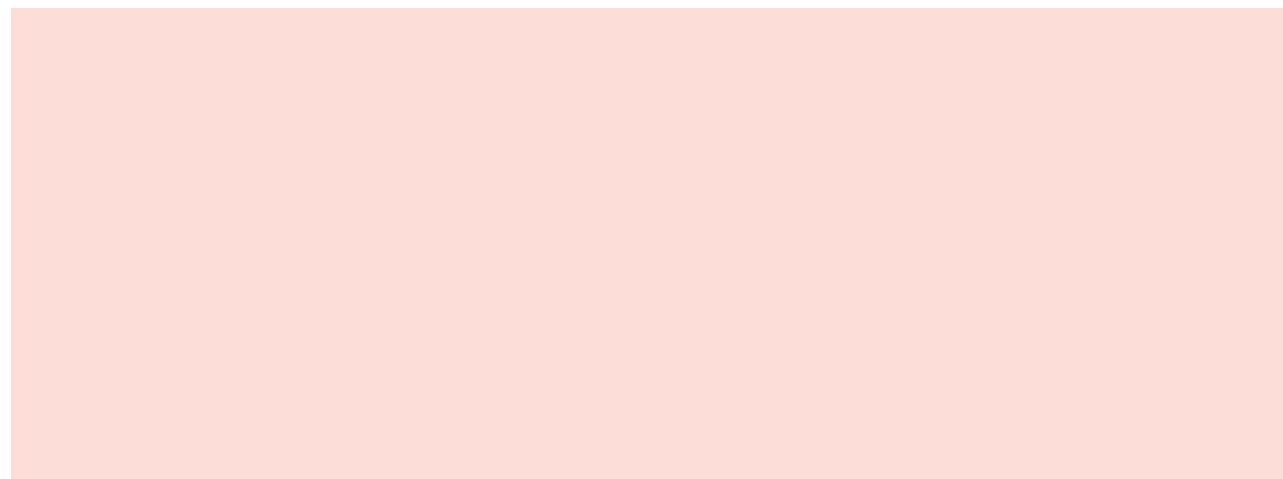
Procedure:

Select a new product.

Result and Discussion

- Make advertisements suitable for promotion in televisions, radios, display boards, social media, telephone marketing and learn and understand the do's and don'ts
- Produce commercials
- Stage or enact

Note: Watch commercials in the television and analyse the suitability of the commercial. Each student can be given a single product.





Entrepreneurial Skills



9.1 Interview with a Small Scale Entrepreneur

Aim:

To collect information of a successful small industry entrepreneur using a questionnaire

Tool: Questionnaire

Method:

Name :

1. Age:
2. Educational Qualification:
3. Type of business:
4. Location of the shop:
5. Date of Registration:
6. Type of organization:
7. Source of investment:
8. Number of partners involved:
9. Profit/Yield:
10. Turnover of the customers/products:

11. Period of running the business:

12. Number of employees:

13. Wages paid Weekly/Monthly:

Manager	Supervisor	Utility Workers
Rs.	Rs.	Rs.

14. Type of Insurance:

15. Source of procurement of raw materials:

16. Frequency of purchasing raw materials:

17. Employee cost in percentage:

18. Overhead cost in percentage:

19. Sales promotion techniques used:

20. Customer feed back:

21. Business satisfaction: Yes ☐ No ☐

23. How do you deliver the products?

24. How do you clear your stocks?

25. Do you have franchise for your business? Yes ☐ No ☐

Instruction: Prepare a report and submit

Results and Discussion:



9.2 Team Building Games

1. Blind Drawing

Time: 10 – 15 minutes

Number of participants: Two or more people

Tool Needed: A picture, pen and paper

How to Play / Rules:

- Divide everyone into groups of two
- Have the two individuals sitting back to back
- Give one person the pen and paper and the other person the picture.
- The person with the picture describes the picture to their team mate without actually saying what it is.
- The person with the pen and paper draws what they think the picture depicts, based on the verbal description.
- Set a time limit for 10-15 minutes.

Objectives:

- Focus on interpretation and communication
- Can invoke creativity among students

2. Game of Possibilities:

Time: 5 - 6 minutes

Number of participants: One or multiple small groups

Tool Needed: Any random objects

Rules:

- Give an object to one person in each group.

- One at a time, someone has to go up in front of the group and demonstrate a use for that object.
- The rest of the team must guess what the player is demonstrating.
- The demonstrations must be original.

Objectives:

- This team building exercise inspires creativity and individual innovation.

3. Card Pieces

Time: 10 – 15 minutes

Number of participants: Atleast 3 teams (3 or 4 people each group)

Tool Needed: Card pieces

Rules:

- Each team will receive an envelope of mixed cut up cards.
- The teams then have a set amount of time to barter and trade in order to complete their cards.
- The team with the most completed cards wins.

Objectives:

- It builds negotiation skills which will help the people navigate to the most successful outcomes.
- It develops empathy which helps people to see things from another's perspective.

4. Four at a Time

Rules:

- In a room of sitting people, only four can be standing at a time.



- The four can only stand for 10 seconds before they must sit down and be immediately replaced by someone else.
- The trick is that there is no speaking during the game.
- The goal is to keep the game going as long as possible.

Objective:

- Four at a time is great for teaching non-verbal communication and team work.
- It is essential for safer environment.
- This game works best in large groups.
- They can function more cohesively.

MODEL QUESTIONS

Part – A

Answer the following question (Any one) (1x10=10)

1. Explain and prepare any one napkin folding.
2. Prepare an advertisement for any post in the food service.
3. Draw a layout for any one department in food service outlet.
4. Explain and prepare a flower arrangement.

Part – B

Notes: 20

Skill: 20

1. Prepare a standardized recipe. Calculate the cost per serving.
 - a) Standardization - 5
 - b) Recipe - 5
 - c) Cost calculation - 10
2. Enlarge any one standardized recipe and calculate cost per serving for a food mela.
 - a) Methods of enlargement of recipes - 5
 - b) Recipe enlargement - 5
 - c) Cost calculation - 10
3. How will you reuse left over food? Prepare any one recipe using left over food.
 - a) How to use left over food - 10
 - b) Recipe - 10
4. Prepare a recipe and display it using A'la carte cover requirement.
 - a) Setting a table for A'la carte - 10
 - b) Menu & Recipe - 10
5. Prepare a recipe and display it using Table d'hôte cover.
 - a) Setting a table for Table d'hôte - 10
 - b) Menu & Recipe - 10
6. Prepare an eggless cake and prepare a score card.
 - a) List ingredients for cake preparation - 5
 - b) Methods of cake preparation - 5
 - c) Recipe for eggless cake - 10
7. Prepare any two types of common beverages and serve using any one type of cover.



- a) Classification of beverages - 10
- b) Recipes - 10
- 8. Prepare one fruit and one vegetable carving and set using any one type of cover.
 - a) Define carving. List the equipments needed for carving - 10
 - b) Method of carving - 10
- 9. Read the label given and identify the details. Prepare a label for your product using FSSAI regulation.
 - a) What is FSSAI? Mention its objectives - 5
 - b) Identify the label given - 15

Note: Skill - preparing the label for their product.

- 10. Identify the adulterants in foods (Any 10 foods can be given).
 - a) Define adulteration. What are the types of adulterants - 5
 - b) Write on any ten food steps that are adulterated and how it should be identified - 15

- 11. Write a note on any one Labour saving device and prepare a recipe using it. Write how you saved time, energy and money?
 - a) Write a note on any one labour saving device - 5
 - b) Explain how you will save time, energy and money using it - 5
 - c) Recipe - 10
- 12. What are the sales promotion techniques? Prepare any two and display.
 - a) Define sales promotion - 5
 - b) Methods of sales promotion techniques - 15

Note: Still - preparing any two advertisements.

MARK ALLOTMENT

Externals:

Part A	:	10 Marks
Part B	:	40 Marks
Notes	:	20 Marks
Skill	:	20 Marks

50 Marks

Internals:

Record	:	20 Marks
Handling	:	5 Marks
Test	:	10 Marks
Field trip	:	5 Marks
Co-curricular Activities	:	5 Marks
Attendance	:	5 Marks

50 Marks

Total (External + Internal) : 100 Marks

PROJECTS

1. Manage and organize a Small Scale and Food Outlet

Aim:

Manage and organize a small scale and food outlet.

Procedure:

- Choose the type of food outlet
- Plan and formulate an Organisational Structure of a food outlet, depicting the various departments
- Give the job description for all the jobs
- Frame a work schedule in terms of staff and time
- Sources of finance for starting the outlet and framing the budget
- Mode of advertising and content development
- Proposal submission.

2. Visit to a Food Service Establishment and Study the Management Functions

Aim:

To study the effective management of time, energy and money in a food service establishment.

Method: Observation

Procedure: To observe and record:

Time Management

- Type of food service outlet
- Timings and customer turnover
- Organizational flow chart (Hierarchy)
- Planning involved
- Record maintenance
- Number of staff
- Work and time schedule
- Back-up preparedness

Energy Management

- Number and type of equipment's
- Type of fuel energy used
- Methods of cooking
- Colours used on walls and ceilings
- Labour saving devices
- Layout of the work area
- Leadership style
- Health record of employees

Money Management

- Cost control
- Budgeting
- Proper accounting
- Auditing
- Investment and expenditure statement
- Evaluation / review on expenditure

3. Visit a Food Service Institution and observe the Quantity Food Production and Equipment used

Aim:

To understand the quantity food preparation techniques and the details of equipment.

Method:

Visit to an institutional food service establishment.

Points to be considered:

- Different recipes
- Quantity produced
- Pre preparation methods
- Equipments used for the quantity
- Holding and service procedure