

Chapter 9 Outline

The Role of the Hotel Food and Beverage Division
Some Misconceptions about Food Service
A Recipe for Success in Food Service
 Excellent Environment
 Excellent Service
 Excellent Food and Beverage Products
 Excellent Value
 Excellent Management Controls
Food Service Subsystems
 Menu Planning
 Purchasing
 Receiving
 Storing and Issuing
 Food Production (Cooking and Holding)
 Serving
 Catering
The Beverage Department
 Beverage Sales and Promotions
Food and Beverage Control
 Production Forecasting
 Calculating Food and Beverage Costs
 Payroll Costs and Controls

Competencies

1. Explain the role of the hotel food and beverage division, discuss some misconceptions about food service, and describe the key elements of success in food service operations. (pp. 213–217)
2. Identify critical features of a food service operation that involve the menu planning control point. (pp. 217–219)
3. Identify critical features of a food service operation that involve the purchasing, receiving, storing, and issuing control points. (pp. 219–222)
4. Identify critical features of a food service operation that involve the food production and service control points. (pp. 222–225)
5. Describe the hotel catering function. (p. 225)
6. Describe operational procedures of a well-run beverage department. (pp. 226–228)
7. Identify features of an effective food and beverage control system. (pp. 228–234)