

## Chapter - TWO

### F & B Services — Organization

The food and beverage service is part of the service-oriented hospitality sector. It can be a part of a large hotel or tourism business and it can also be run as an independent business. The members of the F&B Services team are required to perform a wide range of tasks which include preparation for service, greeting the guests, taking their orders, settling the bills, and performing various other tasks after the guests leave. Let us see the F&B services in hotels, structure of F&B department and ancillary services in a hotel. Food and Beverage Services in Hotel Most of the star-ranked hotels offer multiple F&B services in their hotels. They can be:

- Restaurant
- Lounge
- Coffee Shop
- Room Service
- Poolside Barbecue/Grill Service
- Banquet Service
- Bar
- Outside Catering Service

#### Structure of F&B Services Department

The F&B Services personnel are responsible to create the exact experience the guests wish for.

The department consists of the following positions:

#### Food & Beverage Service Manager

The Food & Beverage Service Manager is responsible for:

- Ensuring profit margins are achieved in each financial period from each department of F&B service.
- Planning menus for various service areas in liaison with kitchen.
- Purchasing material and equipment for F&B Services department.

### **Assistant Food & Beverage Service Manager**

The Assistant Food & Beverage Service Manager is aware of and is tuned to all the work the F&B Services Manager performs and carries out the same in the absence of his superior.

### **Restaurant Manager**

The Restaurant Manager looks after the overall functioning of a restaurant. The responsibility of this staff member include::

- Managing the functions in the dining room
- Ordering material
- Stock-taking or inventory checking.
- Supervising, training, grooming, and evaluating the subordinates
- Preparing reports of staff and sales
- Managing budgets
- Handling daily sales and coordinating with cashiers

### **Room Service Manager**

The Room Service Manager is responsible for:

- Selecting, training, encouraging, and evaluating all junior employees
- Ensuring that cultural values and core standards of F&B department/establishment are met
- Controlling labour expenses through staffing, budgeting, and scheduling
- Handling guest complaints
- Providing special requests

### **Banquet Manager**

The Banquet Manager is responsible for:

- Setting service standard for banquets
- Forecasting and allocating budgets for various types of events such as conferences, meetings, etc.
- Achieving food and beverage sales

- Controlling chinaware, cutlery, glassware, linen, and equipment
- Handling decorations and guest complaints
- Providing special requests
- Purchasing required stock by following appropriate requisition procedures
- Following up each function by receiving guest feedback and submitting it to F&B Manager

- Participating in departmental meetings
- Planning and pricing menu
- Training, grooming, and development of staff underneath

### **Bar Manager**

The Bar Manager is responsible for:

- Forecasting the daily flow of customers
- Allocating right number of staff according to customer influx
- Managing and monitoring bar inventory from store to bar
- Tracking all types of drink sales
- Allocating cleaning and tendering tasks

### **Food Safety Supervisor (FSS)**

A Food Safety Supervisor is a person who is trained to recognize and prevent risks associated with food handling in an F&B Services business. He holds an FSS certificate that needs to be no more than five years old. He is required in an F&B Services business so that he can train and supervise other staff about safe practices of handling food.