

Chapter - Six

FOOD SERVICE AREAS (F & B OUTLETS)

Food and beverage outlets are the areas in a hotel where food and beverages are sold to both in-house and outside guests. The following types of food and beverage outlets can be seen which may or may not be attached to a hotel:-

A. Specialty Restaurant:- These restaurants deal with a particular type of cuisine like Chinese, Italian or French etc. Each and every aspect of the restaurant is typical and related to the area, region or community whose food is being served. The food, service, uniform, décor etc. are ethnic and authentic of the area whose cuisine the restaurant specializes upon. When one enters such kind of restaurant one can feel the culture and tradition of that area. These restaurants may be attached to a hotel or may independently exist. They have specific hours of operation and are normally more expensive than ordinary restaurants.

B. Multi-cuisine Restaurant:- These restaurants deal with more than one cuisine like Indian, Chinese and Continental etc. They are not as exclusive as the specialty restaurants. There is no emphasis on adherence to the culture and tradition of a particular area, region or community. They may be attached to a hotel or may independently exist. They generally have specific time of operation when attached to a hotel. They may be operating on a straight shift from morning till night when independently existing. They are not as highly priced as a specialty restaurant.

C. Bar:- These food and beverage outlets deal with the alcoholic beverages only. They may be attached to a hotel or independently existing. They have certain specific hours of operation and the law strictly governs the operation. Their hours of operation, inventory, location and client to whom they should serve etc. are governed and regulated by the law enforcing agency.

D. Room Service:- This food and beverage outlet is attached to a hotel and caters to the F&B requirements of the guests who are staying in the hotel only. These F&B outlets cannot independently exist. The service in room service is always in trays and trolleys. In a five star hotel the room service operates round the clock. The prices in the room service are generally more than the coffee shop.

E. Banquets:- This is generally attached to a hotel or restaurant. This outlet generally caters to a huge gathering of people who assemble in the banquet hall for events like reception, marriage party, birthday, conference, seminar etc. The service is generally from a buffet when a lot of guests have to be served within a short span of time. Sometimes formal lunch, dinner etc. also takes place in banquet halls. This is the highest revenue producing F&B outlet in any commercial hotel. Sometimes banquet halls can independently exist where an outside contractor does the catering part.