

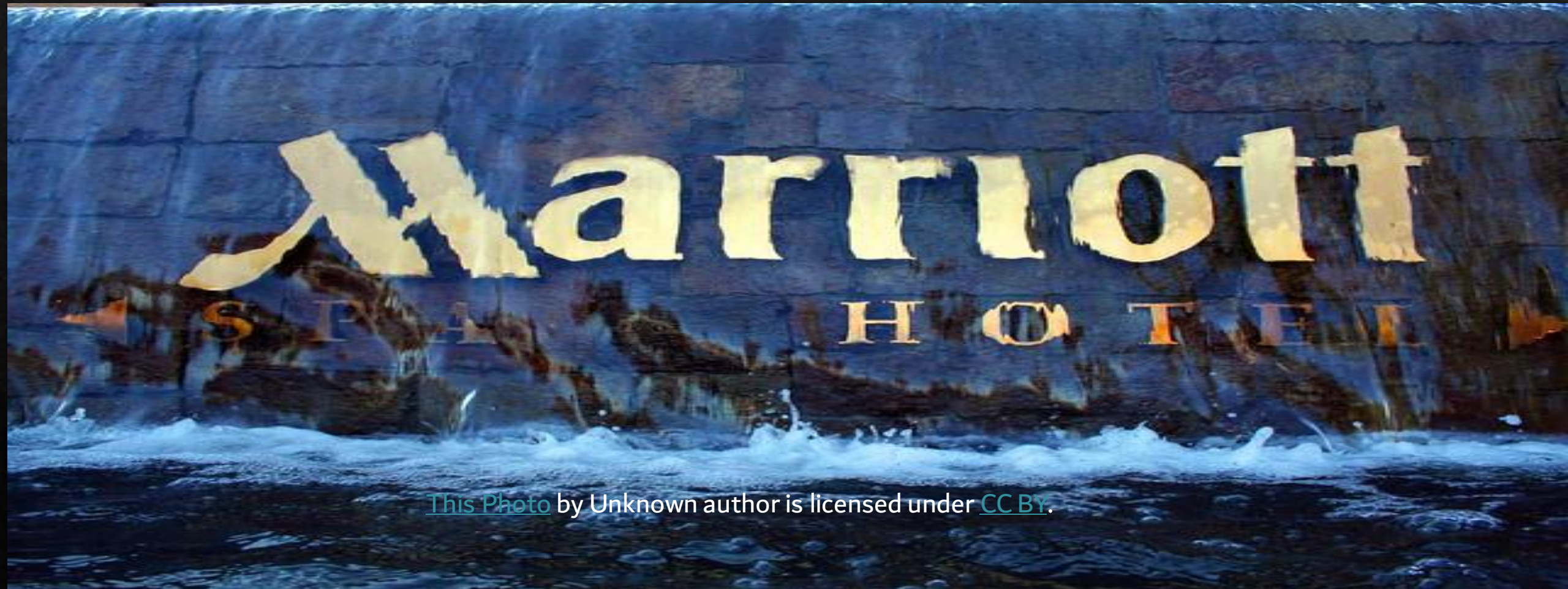


International Management Hotel Students

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Marriott Hotel



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Introduction

- ◆ Food and Beverage Services can be broadly defined as the process of preparing, presenting and serving of food and beverages to the customers.
- ◆ Food and Beverage Service Department is one of the main service oriented and crucial division of the hotel. It renders the services of prepared food items, beverages, and tobacco in a hospitable way to the customers as per their demand. The significant feature of this department is that, it is the second highest revenue generating department next to the front office. The important functions include the design and development of menus, pricing, portion control, wastage control, customer staff relations and staff training.



Baked fish



Fish stock



Deep fried fish



Fish with chili



Escabeche



Grilled fish



Fried fish



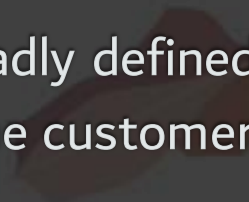
Crab



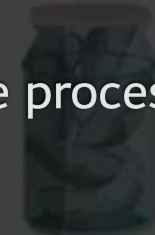
Crab and lobster



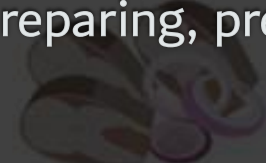
Fish with chili



Fish with chili



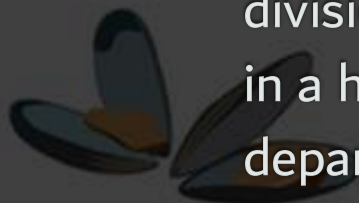
Blue liquid



Fish with chili



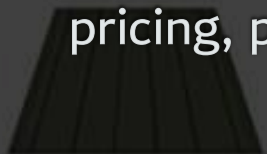
Sea cucumber



Mussels



Soy sauce



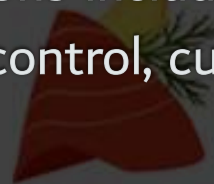
Nori



Pickled ginger



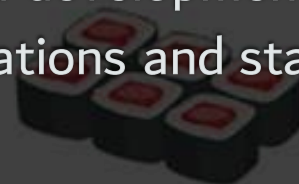
Laminaria



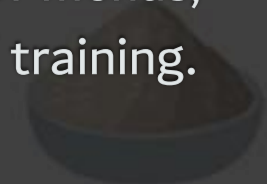
Smoked salmon



Marinated fish



Sushi



Sushi rice



Sea urchins



Wasabi



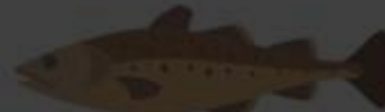
Salmon



Sardine



Smoked fish



Cod



Flatfish



Carp

Food and Beverage

- ◆ Food and Beverage Service operations involve a multitude of activities which engage the staff right from purchasing raw material, preparing food and beverage, keeping the inventory of material, maintaining service quality continuously, managing various catered events, and most importantly, analyzing the business outcomes to decide future policies..In a hotel, the food and beverage department is an integral place. It is responsible for the systematic distribution of food and beverages in the hotel and in the other areas outside as required. An important role is played by this department in the success of the hotel business. It is found that around 40 %of the total revenue earned by the hotel is from the food and beverage department.

FOOD AND BEVERAGE MANAGEMENT

Second Edition



Because we must talk about issue from the Food and Beverage Department I can offer some exemples from my point of view which can be solved very easy. One of the issue can be : Trolley It is a serving cart used for serving as well as storing. It has wheels which enable it to move easily around the kitchen. It is also used in elite food and beverage outlets for serving the guests. When not in use, it is preferably parked at the wall, but unfortunately most of the time the trolleys prevent to access in the places where we should operates activity in the kitchen.



- ◆ Administer all food and beverage facilities and ensure optimal cleanliness and safety procedures in efficient working. How long time i had the training in the Kitchen Department the same knife was used for different fruits and vegetables. In my opinion the staff should use different knives because the flavors can be combined and certain fruits or vegetables lose their flavor.

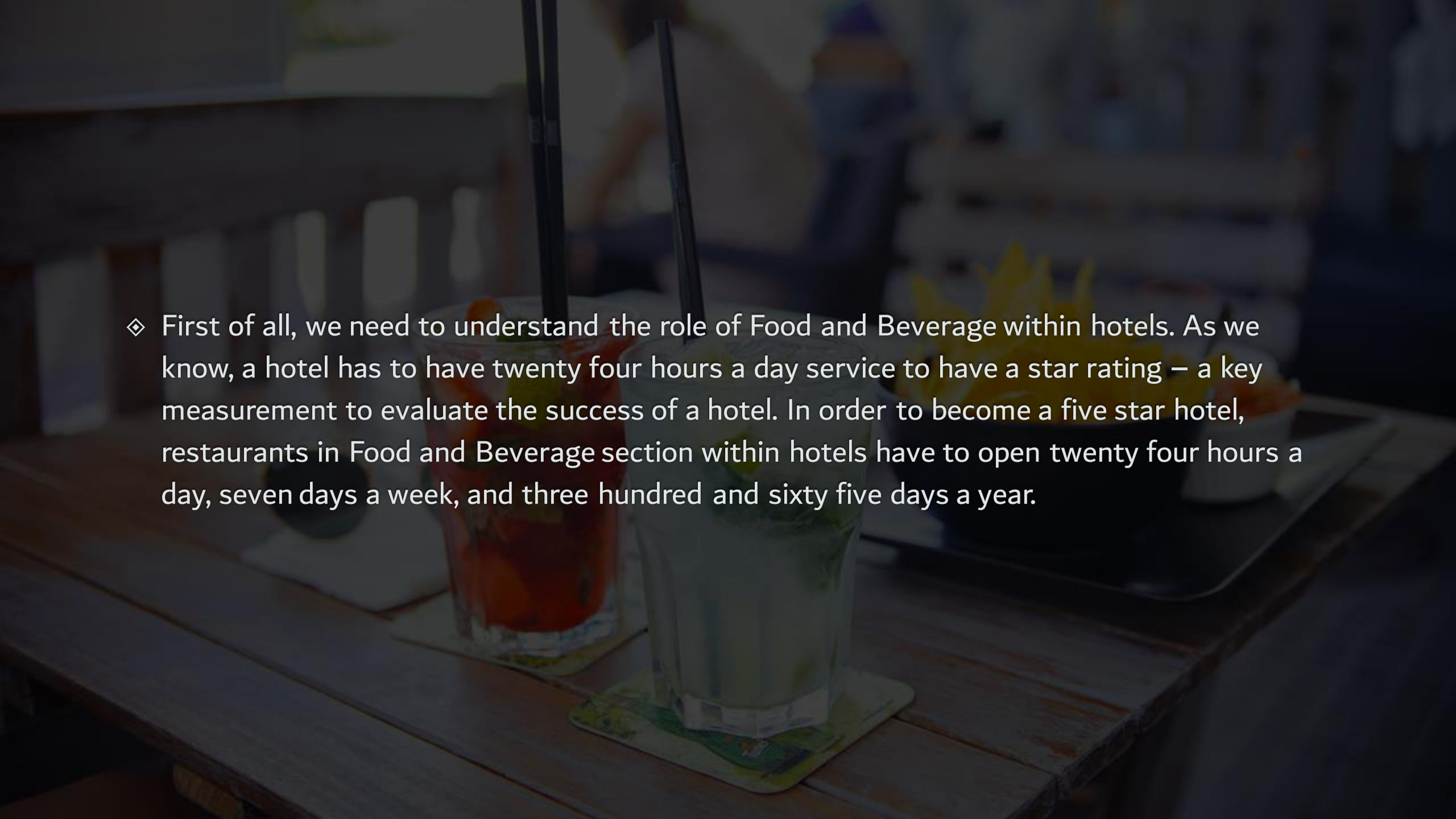
Food

- ◆ Changes of Menus is important also for you make happy the guests.
- ◆ Customers might not like same menu every time and menu should be changed on daily basis and production changes accordingly. In this context variation must be brought in food service and preparation then business would be more profitable.

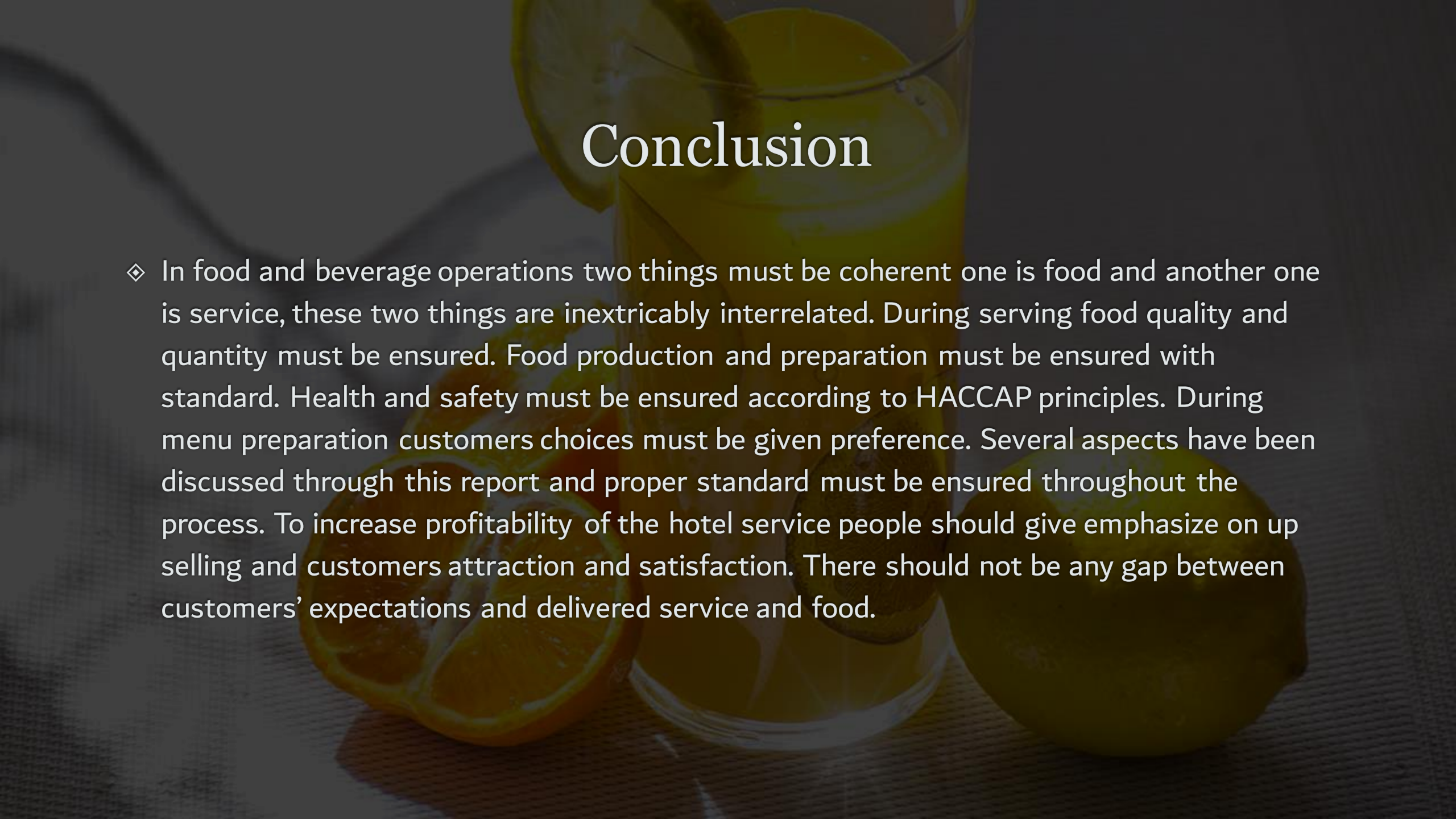


All Customer cannot be Equal

- ◇ Travelers today use food as an entry point and a conversation starter to experience the social fabric and cultural customs of a destination. This change in mindset raises travelers' expectations of culinary experiences, and also raises the bar for hotel food and beverage. Large destinations and hotel groups in particular can capitalize on this paradigm shift by gathering local data on what kinds of experiences travelers are looking for, and using that data to personalize their offerings and promotional campaigns.

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- ◆ First of all, we need to understand the role of Food and Beverage within hotels. As we know, a hotel has to have twenty four hours a day service to have a star rating – a key measurement to evaluate the success of a hotel. In order to become a five star hotel, restaurants in Food and Beverage section within hotels have to open twenty four hours a day, seven days a week, and three hundred and sixty five days a year.

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- A collection of fresh vegetables is displayed, including a yellow bell pepper, a red bell pepper, a green bell pepper, a head of green broccoli, a head of purple cauliflower, a bunch of green asparagus, a bunch of green beans, a bunch of cherry tomatoes, and a bunch of green peas. The vegetables are arranged in a cluster, with the text overlaid on the image.
- ◆ Another issue in my opinion is the food and drinks which are used in large quantities and then discarded in the garbage. I think it makes a lot too big a waste and it should take into account the costs of food. Either it could be used in small quantities of food or it could be donated to needy people who would certainly be more excited to ensure their daily living.

A glass of orange juice with lemon slices and a whole lemon on a table.

Conclusion

- ◆ In food and beverage operations two things must be coherent one is food and another one is service, these two things are inextricably interrelated. During serving food quality and quantity must be ensured. Food production and preparation must be ensured with standard. Health and safety must be ensured according to HACCAP principles. During menu preparation customers choices must be given preference. Several aspects have been discussed through this report and proper standard must be ensured throughout the process. To increase profitability of the hotel service people should give emphasize on up selling and customers attraction and satisfaction. There should not be any gap between customers' expectations and delivered service and food.

The background is a solid gold color. It features decorative elements in the corners: the bottom-left and top-right corners have clusters of overlapping circles of various sizes, and the left and right sides have vertical lines with small circles attached at intervals.

Thank You