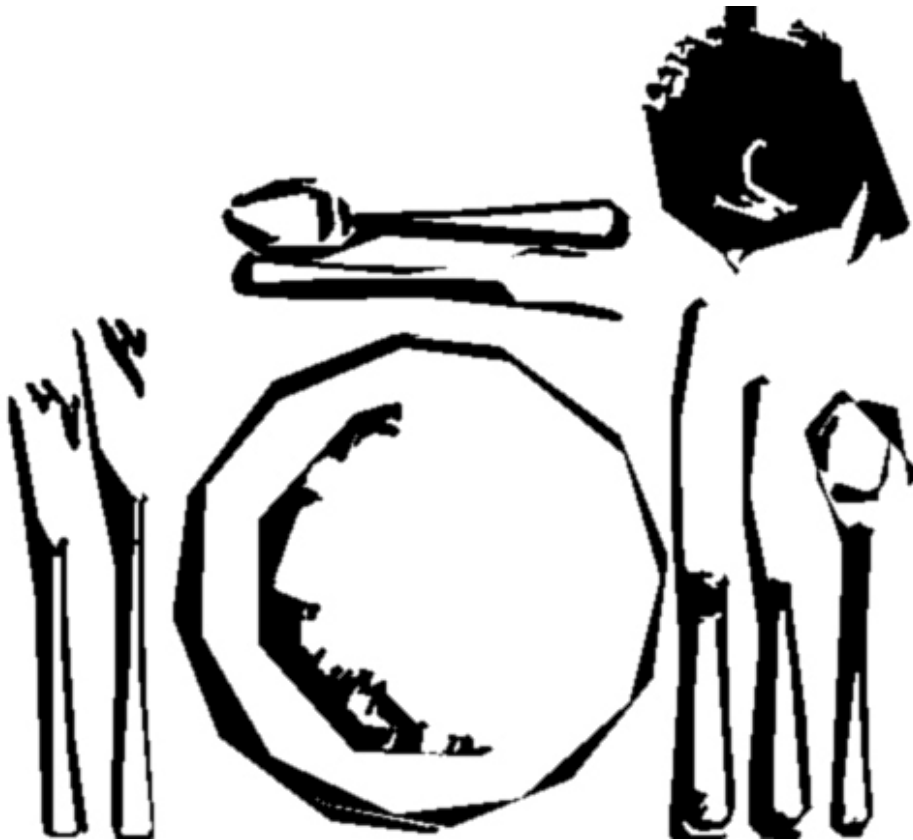


# **Food & Beverage Service**

**First Edition**



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## **PREFACE**

The content of this Training Manual covers the basic technical knowledge, technical skills and social skills that a Food & Beverage Service Operator needs to be aware of, in order to achieve a proficient standard of work within this profession.

This document is suitable as an introduction to Food & Beverage Service for those training to be Food & Beverage Operators in the catering industry as for courses taught at Technical Colleges, Colleges of Higher education, International Hotel Schools, Universities and was especially designed for In-house training departments of hotels, industrial catering companies, Golf Clubs, Cafeterias, Coffee Shops, Fast Food Outlets and Restaurants.

## **MOTIVATION**

The motivation for compiling this document was the simple fact that our local food and beverage service brigade needs to be given the skills and knowledge associated with excellent practical food and beverage service.

A tremendous amount of professional knowledge has gone missing in the past twelve years, partly due to the level of crime, but also because South African companies can not afford expat service staff salary expectations anymore. Especially noticeable at entry level to the industry, there has not been any organised effort made to provide a teaching and learning academy for those staff that have already worked in the industry a long time.

It has long been left up to the individual employer to commit to training their workforce either by integrating a company owned training academy as is the case with Mc Donalds, City Lodge Hotels and Famous Brands (formerly known as Steers) or in form of hiring trainers for their own in-house training department. In both cases, a long term commitment with regards to financial and human resources is needed.

Hospitality students leaving our hotel schools expect to be given positions as assistant food and beverage managers, departmental heads and/or deputy general managers, still lacking in-depth theoretical know-how, practical experience, seniority and expertise to lead an un-skilled and in many cases still illiterate workforce.

Similar to the motor industry, where for example the Ford Motor company trains their mechanics only the integral components and mechanical workings that make up a Ford motor car, we recommend to train your service brigade customised to your establishment's service needs.

With your service staff's increased service knowledge and consequent increase in productivity, you will be able to satisfy stakeholder and customer expectations with regards to achieving service-excellence, ultimately streamlining your financial, human and other service orientated time consuming resources.