

Introduction to Food and Beverage

Introduction to Food and Beverage (F&B) Operations

Operations

Key concepts, functional areas, and best practice guidelines for managing a successful F&B department.

1. Overview of Food & Beverage Operations

Aspect	Description
Definition	The set of activities that transform raw ingredients into finished food and drink products and deliver them to guests.
Scope	Includes menu planning, procurement, production, service, inventory control, cost management, and compliance.
Objectives	• Satisfy guest expectations • Maximize revenue & profit • Maintain safety & quality standards • Optimize labor and material usage
Typical Outlets	• Restaurants (fine dining, casual, fast food) • Bars & lounges • Banquets & catering • Room service & mini-bars • Institutional services (hospitality, cruise, resorts)

2. Organizational Structure

General Manager

?? Director of Food & Beverage

?? Executive Chef / Kitchen Manager

? ?? Sous Chefs / Station Chefs

? ?? Kitchen Staff (cooks, prep, dishwashers)

?? Restaurant Manager / Outlet Manager

? ?? Front-of-House (FOH) Supervisor

? ? ?? Servers, Bartenders, Host/Hostess

? ? ?? Bussers/Stewards

? ?? Back-of-House (BOH) Coordinator

?? Banquet & Events Manager

?? Event Sales & Coordination Team

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Size and titles vary by property size and concept.

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3. Core Functional Areas

3.1 Menu Planning & Development

1. **Concept Alignment** – Reflect brand identity, target market, and price point.
2. **Costing** – Calculate *Food Cost %* and *Beverage Cost %* (recipe cost ÷ menu price).
3. **Nutritional & Allergen Info** – Provide clear labeling for health-conscious guests.
4. **Seasonality & Local Sourcing** – Improves freshness, reduces cost, supports sustainability.

3.2 Procurement & Supplier Management

Step	Action
Specification	Write detailed product specs (quality, size, packaging).
Sourcing	Identify qualified suppliers; request quotes.
Negotiation	Leverage volume, payment terms, and delivery schedules.
Receiving	Inspect deliveries (quantity, temperature, condition).
Record-keeping	Log invoices, delivery notes, and any discrepancies.

3.3 Production & Kitchen Operations

- **Standard Operating Procedures (SOPs)** for prep, cooking, plating, and sanitation.
- **Station Management** – Each station (e.g., grill, sauté, garde-manger) has a dedicated lead.
- **Batch Cooking & Par-Cooking** – Reduces peak-time pressure and waste.
- **Quality Control** – Taste panels, temperature checks, visual standards.

3.4 Service Delivery

Service Type	Key Features
Table Service	Order taking, course timing, table-side presentation.
Counter Service	Quick order fulfillment, minimal staff interaction.
Buffet	Self-serve stations, constant replenishment, food safety monitoring.
Banquet	Pre-set menus, synchronized plating, large-group coordination.

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Service Type

Key Features

Room Service

In-room delivery, discrete packaging

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