

## Food & Beverage Support

- ✓ Integral part of Food & Beverage operational team
- ✓ Supports both Service and Production in daily operations

### Areas of Responsibility

- ✓ F&B outlets
- ✓ Kitchens
- ✓ Storage areas
- ✓ F&B operating equipment-maintenance, inventory, procurement
- ✓ Co-ordination with third parties
- ✓ Hygiene & Risk Management
- ✓ Waste Management
- ✓ Training

### WHAT TO OBSERVE

- ✓ F&B Outlets
- ✓ Kitchens
- ✓ Purchase/Receiving/Store
- ✓ Waste Disposal

### F&B Outlets

- ✓ *Type of Service: Speciality, Buffet, All Day Dining, Banquet, IRD, Bar, Lounge*
- ✓ *Glassware used*
- ✓ *Chinaware used*
- ✓ *Cutlery used*
- ✓ *Service Design of the Outlet*
- ✓ *Buffetware used*
- ✓ *USP of the Outlet*
- ✓ *Side station, positioning and its use*
- ✓ *Breakage Reporting/Recording/Analysis*
- ✓ F&B Outlets
- ✓ *Hiring Tracker(if reqd, for Bqts)*
- ✓ *Improved Technology for Greener banqueting, banquet interactive set-up, seasonal props*
- ✓ *Polishing, maintenance of Silverware/copperware*
- ✓ *Buffing mechanism & operation*
- ✓ *Par levels of equipments*
- ✓ *Bar Food Safety Practices*

## Kitchens

- ✓ *Entrance to Kitchen -Food Safety protocol. Hand washing, head covering etc.*
- ✓ *Attire and clothing worn by various associates working / visiting Food Processing & Production sites.*
- ✓ *Personal Hygiene of various associates working / visiting Food Processing & Production sites.*
- ✓ *Location of Different Food preparation, areas , dispensing, Food pick-up sections. Working methods*
- ✓ *Kitchens*
- ✓ *Temperature & Humidity in Various Kitchens*
- ✓ *Location and type of Drains in Kitchens, Whether they are clean, no foul odour*
- ✓ *Wall coving, Tiles, Seamless walls, Stainless steel , Painted.*
- ✓ *Type of Kitchen Ceiling.*
- ✓ *Location and type of Dishwashing System, Pot washing system*
- ✓ *Different types of stores in the kitchen. Are they Clean and organised, accessible and tagged.*
- ✓ *Kitchens*
- ✓ *Food Processing equipment used*
- ✓ *Food Preparation equipment used*
- ✓ *Food Holding equipment - Hot and cold. Temperature guidelines displayed.*
- ✓ *Sanitization equipment used(Veggie washer,Egg Pasteurizer, UV Knife sterilizer,Digiglo,etc .*
- ✓ *Location of Air curtains/strip curtains*
- ✓ *Periodic tinning of kitchen utensils,decarbonising of utensils*
- ✓ *Usage of Charcoal,consumption pattern*
- ✓ *Usage of Chemicals,consumption pattern*
- ✓ *Kitchens*
- ✓ *Best Practices to Kitchen hygiene,display signages on GMP/GHP*
- ✓ *Location of Cold Rooms,flooring,shelving,storage,illumination*
- ✓ *Indoor Air quality*
- ✓ *Best practice to kitchen design*
- ✓ *First Aid box location,hygiene kiosk availability*
- ✓ *Integrated Pest Management ,control system techniques(indoor)*
- ✓ *Innovative ways & trends to operate for sustainable practices*
- ✓ *Kitchens*
- ✓ *Use of Colour Coded chopping boards*
- ✓ *Banquets Outdoor event checklist*
- ✓ *Charcoal storage,usage,ash disposal*
- ✓ *Kitchen Pollutant like Burnt Oil(Remediation techniques)*
- ✓ *Welcomlab procedures,SWAB tests,Corrective actions for failures,probe thermometer calibration*
- ✓ *LPG Handling,safety measures*

## **Purchase/Receiving/Store**

- ✓ *Indenting and ordering control system*
- ✓ *Location of Receiving, Stores*
- ✓ *Receiving Procedures*
- ✓ *Vegetable & meat sanitising system*
- ✓ *Inspection system*
- ✓ *Handwashing facilities*
- ✓ *Pest control system of flying insects, birds*
- ✓ *Storage system*
- ✓ *Par stocks(FIFO & FEFO)*
- ✓ *Cleaning, sanitation of perishable baskets, crates*
- ✓ *Supplier management*

## **Waste Disposal**

- ✓ *Different types of waste*
- ✓ *Segregation of wastes at source*
- ✓ *Screening system*
- ✓ *Storing of wastes and temperature*
- ✓ *Disposal system*
- ✓ *Waste drum Cleaning and sanitizing*
- ✓ *Disinfection and sanitization of the Area*
- ✓ *Organic waste converter*
- ✓ *Touch free waste bins(Foot operated)*
- ✓ *Best practices implemented for managing waste(Reduce Reuse Recycle)*