



Republic of the Philippines

Department of Education

DepEd Complex, Meralco Avenue, Pasig City

STRENGTHENED SENIOR HIGH SCHOOL CURRICULUM
FOOD & BEVERAGE OPERATION
Grade 11/12

Course Description:

The Food and Beverage Operation is a course that combines the principles of food services, beverage services and coffee preparation. These two (2) learning blocks focus on the essentials of providing restaurant services and preparation of coffee beverages. This will equip learners with hands-on exposure on restaurant knowledge, dining techniques, and skills in preparing coffee and non-coffee beverages. After completing the course, learners may acquire National Certification Level II in Food and Beverages, pursue higher education and careers relative to the food and beverage industry.

Elective: Technical Professional

Prerequisite: None

Time Allotment: In Grade 11, 320 hours for two semesters, 8 hours per week. In Grade 12, 320 hours for one semester, 16 hours per week

Schedule: First/Second Semester

QUARTER 1

Content Standard	The learners demonstrate an understanding of the principles of providing food and beverage operations.	
Performance Standard	Learners demonstrate comprehensive skills in providing food and beverage services operations.	
	LEARNING COMPETENCIES	CONTENT
	1. Discuss the overview of the food and beverage industry.	Overview of the Food and Beverage Service <ul style="list-style-type: none"> ○ Classification ○ Organizational structure ○ Career opportunities ○ Types of food and beverage operation or service ○ Food and beverage operation terminologies ○ Trends and innovations
	2. Demonstrate proper use, maintenance and handling of tools, equipment and materials.	Tools, Equipment and Materials <ul style="list-style-type: none"> ○ Identification and proper use ○ Maintenance and storage ○ Proper handling
	3. Discuss principles of service for food and beverage operation.	Principles of Service <ul style="list-style-type: none"> ○ Hospitality and courtesy ○ Menu knowledge

	<ul style="list-style-type: none"> ○ Accuracy and consistency ○ Timeliness ○ Professionalism ○ Guest focus ○ Customer relation ○ Table etiquette ○ Attention to ambiance
4. Discuss the importance of legislation and safety measures in food and beverage operation	<p>Legislation and Safety and Security Measures</p> <ul style="list-style-type: none"> ○ Legislation on Health and Safety <ul style="list-style-type: none"> • Republic Act (RA) No. 10611 ○ Hygiene Standards <ul style="list-style-type: none"> • Personal hygiene and grooming • workplace cleanliness ○ Food safety principles <p>Waste management</p>
5. Develop menu for restaurant and room services	<p>Menu Knowledge</p> <ul style="list-style-type: none"> ○ Types of menus ○ Menu structure and design ○ Food and beverage pairing ○ Common dietary requirements <ul style="list-style-type: none"> • medical allergy related diet • religious and cultural diet • lifestyle and ethical diet • fitness and wellness diet • special dietary preferences
6. Demonstrate effective customer handling in the food service	<p>Customer Relation</p> <ul style="list-style-type: none"> ○ Effective communication skills <ul style="list-style-type: none"> • verbal • non-verbal • active listening techniques ○ Special needs and consideration <ul style="list-style-type: none"> • age • sex

	<ul style="list-style-type: none"> • health • religious • special Needs ○ Handling customer complaints <ul style="list-style-type: none"> • types of customers • guides for handling customer complaint
7. Demonstrate the correct sequence of reservation process	<p>Reservation process</p> <ul style="list-style-type: none"> ○ Types of reservation process: <ul style="list-style-type: none"> • manual reservation • online reservation ○ Reservation process <ul style="list-style-type: none"> • customer name • contact details • time of arrival • number of guest • special needs and request • mode of payment • reservation number ○ Telephone ethics <ul style="list-style-type: none"> • phonetics • engaging with customer conversation
8. Discuss opening and closing procedures in food and beverage operations	<p>Opening and Closing Procedures</p> <ul style="list-style-type: none"> ○ front of the house ○ back of the house
9. Demonstrate proper handling and serving techniques	<p>Handling and Serving Techniques</p> <ul style="list-style-type: none"> ○ Carrying plates ○ Carrying trays ○ Serving foods and beverage ○ Clearing tables
10. Demonstrate table settings and presentations	<p>Table Setting and Presentation</p> <ul style="list-style-type: none"> ● Table service <ul style="list-style-type: none"> ○ Russian ○ English ○ French

	<ul style="list-style-type: none"> ○ American ○ informal ○ formal ● Types of table set-up <ul style="list-style-type: none"> ○ fine dining ○ casual dining ○ buffet ○ banquet ● Table setting techniques <ul style="list-style-type: none"> ◆ adjust table appointment ● Trends in table setting ● General rules for laying covers ● Basic table napkin folding ● Types of table centerpiece ● Basic table skirting
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QUARTER 2

Content Standard	The learners demonstrate an understanding of the principles of providing food and beverage operations related to alcoholic and non-alcoholic beverages, beverage service, restaurant service, and in-room dining service	
Performance Standard	Learners demonstrate skills in providing food and beverage services.	
LEARNING COMPETENCIES		CONTENT
1. Discuss the types of beverage services		Beverage Service <ul style="list-style-type: none"> ● Overview of beverage types <ul style="list-style-type: none"> ● alcoholic ● non-alcoholic beverages ● Beverage service techniques
2. Demonstrate the pre- and post-service sequence in the restaurant service		Restaurant Service <ul style="list-style-type: none"> ● Preparation before service ● Sequence of service <ol style="list-style-type: none"> 1. welcoming the guests 2. presenting the menu

	<ol style="list-style-type: none"> 3. taking orders 4. serving food and beverages 5. monitoring the table/after service 6. clearing the table 7. presenting the bill 8. bidding farewell <p>After service Procedures</p>
3. Demonstrate in-room dining service	<p>In-room Dining Service</p> <ul style="list-style-type: none"> ● Overview ● Tools, equipment and set up ● Menu knowledge and guest preference ● Communication and guest interaction ● Technology in in-room dining ● Sequence in In-room dining service <ol style="list-style-type: none"> 1. order taking 2. suggestive selling 3. mise-en-place 4. setting up trays/trolleys 5. room service procedure 6. billing and payment 7. clearing procedure

QUARTER 3

Content Standard	The learners demonstrate an understanding of the preparing coffee beverages
Performance Standard:	The learners perform procedures in preparing coffee based and non-coffee-based beverages based on the industry practices
LEARNING COMPETENCIES	CONTENT
1. Discuss the basic coffee knowledge	<p>Overview of the Coffee</p> <ul style="list-style-type: none"> ● History of coffee ● Origin of coffee ● Types of coffee beans

	<ul style="list-style-type: none"> • Roasting methods • Roasting levels • Barista terminologies <p>Coffee innovations</p>
2. Identify the career opportunities related to coffee	<p>Sustainable Careers and Business Opportunities</p> <ul style="list-style-type: none"> • Barista • Pick-Up Coffee • Mobile Coffee
3. Perform proper use, cleaning and maintenance of tools, equipment, and accessories used in a barista operation	<p>Barista Tools</p> <ul style="list-style-type: none"> • Bar tools, materials, and equipment • Parts and functions of espresso machine and coffee grinder • Types of coffee grinder machines • Types of espresso machine <p>Uses of Bar Tools, Materials, and Equipment</p> <ul style="list-style-type: none"> • Brewing and extraction • Milk frothing and latte art • Coffee techniques <p>Barista Cleaning Materials, Supplies, and Maintenance</p> <ul style="list-style-type: none"> • Cleaning supplies and materials • Maintenance of tools and equipment
4. Demonstrate procedures in calibrating espresso and grinder machine	<p>Barista Equipment</p> <ul style="list-style-type: none"> • Grinder machine and accessories <ul style="list-style-type: none"> ◆ Calibration of coffee grinder • Espresso machine and accessories <ul style="list-style-type: none"> ◆ Calibration of espresso machine • Coffee makers
5. Demonstrate brewing methods used in different equipment	<p>Manual Brewing Equipment</p> <ul style="list-style-type: none"> • French press/plunger • Syphon • Pour over/V60 • Cold brew • Aeropress

	<ul style="list-style-type: none"> • Moka pot Machine Brewing Process <ul style="list-style-type: none"> • Espresso machine • Filter coffee machine • Capsule coffee machine • Coffee vending machine Drip filter coffee machine
6. Perform procedures in operating espresso machines	Operations Up to Backflushing and Backwashing <ul style="list-style-type: none"> • Warm-up espresso machine • Check the water source • Pre-heat • Check the temperature and pressure • Prepare portafilter • Flushing • Proper use of towels
7. Apply process in preparing coffee	Process in Preparing Coffee <ul style="list-style-type: none"> • Grinding coffee beans • Dosing • Tamping • Extracting the perfect shot of espresso • Evaluating/tasting espresso • Texturing milk <ol style="list-style-type: none"> 1. prepare milk 2. foam 3. steam Latte art

QUARTER 4

Content Standard	The learners demonstrate the skills of preparing a variety of coffee-based beverages.
Performance Standard	The learners demonstrate skills in preparing and presenting varieties of coffee beverages.
LEARNING COMPETENCIES	CONTENT

1. Prepare coffee- based beverages	<p>Types of Coffee Beverages</p> <ul style="list-style-type: none"> ● Hot <ul style="list-style-type: none"> ○ types of espresso ○ americano ○ cappuccino ○ café latte ○ mocha ○ macchiato ● Cold <ul style="list-style-type: none"> ○ mocha ○ frappe ○ iced café latte ○ iced café mocha ○ Spanish latte ○ affogato
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Content Standard	The learners demonstrate understanding in preparing non-coffee beverages.
Performance Standard:	The learners perform skills in preparing and presenting non-coffee beverages.
LEARNING COMPETENCIES	CONTENT
2. Perform the skills in preparing non- coffee-based beverages.	<p>Types of Non-Coffee Beverages</p> <ul style="list-style-type: none"> ● Non-Coffee ● Milk-based ● Fruit-based ● Tea-based ● Powder-based ● Mocktails

Content Standard	The learners demonstrate an understanding of basic steps in cashiering, general control procedures and beverage costing.
Performance Standard	The learners perform basic cashiering, general control procedures and beverage costing.
LEARNING COMPETENCIES	CONTENT
3. perform basic cashiering, general control procedures and beverage costing.	Beverage Costing <ul style="list-style-type: none"> • Understanding Beverage costing • Calculating beverage Cost Operate Electronic Cash register (ECR) or Point of Sales System (POS) <ul style="list-style-type: none"> • Receive payments • Handle change funds and petty cash Maintain par stock of items

GLOSSARY

Acidity – Not to be confused with bitterness, acidity refers to the pleasant tartness and brightness that’s present in high-quality coffee. Without acidity, coffee will lack complexity and fall rather flat.

A la carte – when every item in the menu is priced and ordered separately

Banquet – style of food service for a special occasion

Barista – Italian for bartender. A barista is a coffee professional skilled in espresso preparation, milk steaming and customer service, along with a great many other things.

Booster seats or booster cushions – a type of elevated seat intended for children

Caffeine – The world’s most popular drug, caffeine produces stimulating effects on the brain and nervous system of animals. Caffeine is present in tea, coffee and cacao plants.

Cappuccino – Hailing from Italy, the cappuccino can now be found all over the world. A traditional cappuccino is served in a 6-ounce cup and consists of equal parts espresso, steamed milk and milk foam.

California Menu – features items for breakfast, lunch, and dinner that are offered throughout the day **Computerized**

Control system – a docket system which is widely used in restaurants, residential hotels, and large establishments where orders are entered by waiters at one or more terminal

Condiments – is a spice, sauce or other food preparation that is added to food to impart a particular flavor, to enhance its flavor **Cover** – another name for a place setting. A combination of flatware, dishes, glasses, and linens that are appropriate for the foods served

Crockery – tableware such as plates, dishes, cups, and other similar items used for eating and serving; made of baked clay

Customers – persons that buy goods and services offered in a restaurant

Cutlery – sharp tools made of metal, particularly knives

Cycle Menu – set of dishes or menu items that are different for each day during a cycle and repeats

Decaffeinated – Coffee that's had at least 97 percent of its caffeine removed can be referred to as decaffeinated or decaf. Decaffeination can be achieved through either a chemical process, water process or carbon dioxide process, and is always performed on green (unroasted) coffee.

Degustation menu – **“chef's tasting menu”**. This type of menu is described as "showcasing the chef's flair for combining flavors and textures

Dinner Menu – has a larger and elongated serving portion for guests to have more time and leisure for eating **Doppio** – a double espresso clocking in at around three ounces

Double book – overbooking; done by accepting more than one reservation for the same table

Drawback – feature that renders something less acceptable; a disadvantage or problem

Du Jour Menu or Daily Menu – "Du jour" means "of the day," while "soup du jour" focuses on seasonal ingredients and preparing the freshest food possible

Duplicate docket system – a traditional manual system which can be preprinted. Often used in medium and large-sized hotel and restaurant offering limited menu

Electronic Order Pad – order entry tool which provides all the menu list to make customer orders quickly

Espresso – a popular brewing method in which hot water is forced under a minimum of nine bars of pressure through a bed of compressed, finely ground coffee. The Italians have done a lot for humanity, but espresso has to be up there among their greatest gifts.

Extraction – This is how you get the goods. Extraction is the process of obtaining desirable compounds and caffeine by combining ground coffee beans and hot or cold water. This can be achieved under pressure or through full immersion

Fine Dining – style of eating which takes place in expensive restaurants, often in a formal style

Flatware – generic term for all dining utensils

Group Head – A protruding fixture on the front of an espresso machine, the group head is where the portafilter with its coffee puck is inserted. The group head acts as the interface between the inner workings of the espresso machine and the barista.

Guest check – form used to record the orders of the guests and is presented afterwards for payment

Holloware – serving dish or piece such as water pitcher, teapot, and gravy boat

Latte – a milk-based espresso drink, consisting of 1 or more shots of espresso, steamed milk and milk foam. Can also be served over ice with cold milk and espresso.

Macchiato – Italian for “stained,” the macchiato can cause a lot of confusion. That’s because there are two types of macchiato – a latte macchiato and an espresso macchiato. A latte macchiato involves a small amount of espresso “staining” the top of a large glass of hot milk, while an espresso macchiato is a shot of espresso “stained” by a small amount of milk foam.

Menu – a list of food items served in a restaurant

Mise en place – French word which means “put into place” pre-service preparations

No show – guest who made a reservation and neither uses nor cancels it

Over-Extraction – a coffee term that explains what happens when ground coffee is in contact with water for too long, thus extracting more flavor from the coffee grinds than is palatable

Pax – party number; number of persons or guests; derived from the word passenger

Phraseologies – expressions made when dealing with the guests

Point of Sale (POS) equipment – a computer-based order-entry technology which is used to capture orders, record data, and display or print tickets

POS systems – Point of Sales; the hardware and software used as transaction terminal equivalent of an electronic cash register

Reservation – act of making prior arrangement in a restaurant

Reservations – advance arrangement to secure accommodations in a restaurant or hotel

Restaurateurs – person who owns and manages a restaurant

Room service – is the service of food and beverages in guests’ rooms in hotels or other accommodation establishment, such as motel or serviced apartment

Roasting – The process by which raw green coffee beans are turned into palatable coffee for consumption. The roasting process uses heat to chemically and physically alter the green coffee, resulting in beans that are pleasantly caramelized and complex.

Semi a la carte – an entrée accompanied by standard components

Shot – used to describe a single serving of espresso

Static Menu – most common type of menu or pre-determined menu that does not need to change everyday

Station mise en place – the preparation of a waiter's station in a food service

Table D' Hôte – French phrase which means "host's table". It offers one or more variants of each dish for fixed prices

Table D'hote or prix fix – complete meal at a set price

Triplicate docket system – a traditional manual system used in medium and large-sized hotels and restaurants

Walk in-guest – a guest who walks into a place without reservations

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World Health Organization (WHO) Food Safety Resources.

TOOLS, MATERIALS, AND EQUIPMENT

TOOLS	MATERIALS	EQUIPMENT
Hand tampers	Cleaning chemical	2 - Group (semi automatic) commercial type espresso machine with complete accessories
Bar spoons	Cleaning Towel	Single or 1-group semi-automatic commercial type espresso machine with complete accessories
Tamping pads	54”X54 tablecloth	Refrigerator or cooler for milk/cream
Espresso cleaning tools (brushes)	Table skirting cloths (20 yards)	Doser grinder/Coffee bean grinder (commercial type)
Screw drivers	Rectangular tablecloths	Chiller
Thermometer w/ clip	Side towels	French Press
Shot glasses	16” x16” Cloth Table napkin	Syphon
Demitasse cups with saucers	Menu Folders	Pour Over/V60 Hand drip
20 oz steaming pitcher	Order pads	Moka pot/stove top espresso maker
10 or 12 oz steaming pitcher	Bill Folder	Automatic drip coffee maker
Jigger	change trays	Table top stove; camping stove
Dinner plates, 10”	Waiter station/cabinet	Knock box
Show/service plates, 11-14”	Square/rectangular tables (4’s/6’s)	Hand stopwatches

Salad plates 7-8"	round tables (8's)	3 in 1 Cocktail Shaker
Fish plates, 8-9"	Dining/Banquet chairs	Heavy Duty Blender (commercial type)
Dessert plates, 7-8"	Buffet Table	Ice Maker Machine
Side plates or bread plates, 6		Aeropress
Soup plate/bowl		Square/rectangular table (6'/8')
Cups and saucers 5-6 oz		Round Table (8")
Dinner knives		Dining chairs
Dinner forks		
Salad knives		
Salad forks		
Fish knives		
Fish forks		
Soup spoons (cream and consume)		
Dessert spoons		
Dessert forks		
Teaspoons		
Cocktail forks		
Service forks		
Service spoons		
Steak knives		
Butter knives		
Oyster forks		
Red wine glasses		
White wine glasses		
Water goblets		
Juice glasses/Hi ball		
Champagne flute		
Collins glasses		
Pilsner glasses/Ice tea glasses		

Irish Glass		
Coffee pot		
Tea pot		
Salt and Pepper shakers		
service trays (Oval Tray)		
Tray Stand (for oval tray)		
Silver platters		
Round (bar) trays		
Rectangular Trays		
Toothpick holders		
Napkin holders		
Sugar containers		
Creamer containers		
Sauce/gravy boats		
Soup tureen		
Peppermill		
Food tongs		
Sauce ladles		
Soup ladles		
Cake servers/Slicer		
Water pitchers		
(Room Service) Plate covers		
Ice buckets with tongs		
Glass Canister		