



PARTICIPANT HANDBOOK



Food Processing
& Preservation

Language:
English

Food & Beverage Techniques

FOOD & BEVERAGE TECHNIQUES

फूड बेवरेज तकनीक



Orion House, 28, Chinar Park, Rajarhat Road
Kolkata – 700157, Ph.: +91 33 40051635

www.orionedutech.com

Welcome Note

Dear Participant,

Welcome to the "Food and Beverage Technique" training programme. After completion of the training, Participants would be able to:

- Develop competency in English /Vernacular. (Hindi/Regional Language)
- read and write in English
- Learn about time management
- Build team
- To learn ethics and values
- To learn about interpersonal skills
- To learn about computer and internet
- To learn about the working concept of courier

Read each module, log your key learnings and attempt the worksheet questions in the end.

General Instructions to Trainee

1. Greet your instructor and the other participants when you enter the class.
2. Always be punctual for every class.
3. Be regular. Candidates who fall short of the required attendance will not be certified.
4. Inform your instructor if, for any reason, you need to miss class.
5. Pay attention to what your instructor is saying or showing.
6. If you do not understand something, put up your hand and seek clarification.
7. Make sure you do all the exercises at the end of each module in this book. It will help you understand the concepts better.
8. Practice any new skills you have learnt as many times as possible. Seek the help of your Trainer or co-participant for practice.
9. Make sure you are neatly attired and presentable at all times.
10. Participate actively in all the activities, discussions and games during training.
11. Always take bath, wear clean clothes and comb your hair before you come to class.

The three most important words you must always remember and use in your daily conversation are PLEASE, THANK YOU and SORRY.

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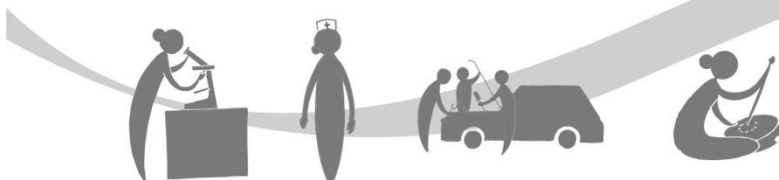
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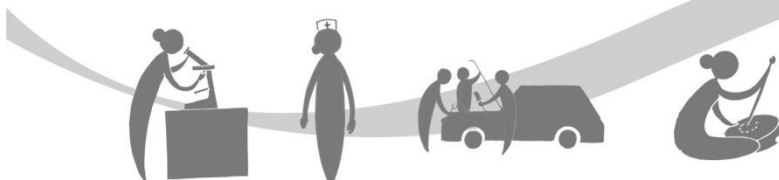
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INTRODUCTION



What is the service of a restaurant?

The restaurant service expert provides high quality food and drink service to guests. A food service expert generally works in the commercial sector, offering a range of services to customers.

A restaurant is a profitable business committed to the sale of food & beverage.

Food & Beverage Service techniques depend on the following criteria:

1. Service Time
2. Time available the guest has to spend in the restaurant
3. Types of client
4. Food & Beverage Service material
5. Qualification of associates
6. Art, style & capacity of the restaurant

Different types of restaurants:

Restaurants (in general)

A restaurant is a retail business that serves prepared food to customers. The term covers many types of venues & a variety of styles of cuisine & service.



Coffee Shop

A small restaurant that serves coffee and other drinks as well as simple foods



Specialty/Ethno/Ethnic Restaurant

The entire atmosphere and décor are geared to a particular type of cuisine. Restaurants, which offer Chinese, Japanese, Indian cuisine, would be termed “specialty restaurants”. The Food & Beverage service is based more or less on the style of the country from which the particular cuisine originates.



Theme Restaurants

Restaurants in which the concept of the restaurant takes priority over everything else, influencing the architecture, food, music and overall ‘feel’ of the restaurant. The food usually takes a backseat to the presentation of the theme and these restaurants attract customers solely on the premise of the theme itself.



Gourmet Restaurant

These are high class calibers, serving up more exquisite food & beverage service. These are mostly expensive cuisine. An expected five star/ diamond service with appropriate table layout and atmosphere is to be experienced in such establishments.



Pizzeria

A shop or restaurant where pizzas are made and sold is called a “pizzeria”. In restaurants, pizza can be baked in a gas oven with stone bricks above the heat source, an electric deck oven, a conveyor belt oven or, in the case of more expensive restaurants, a wood- or coal-fired brick oven.



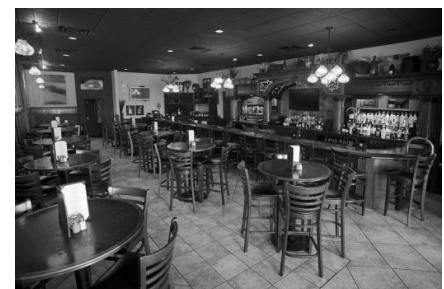
Rotisserie

A rotisserie has also become known as a restaurant specializing in spit-roasted meat and chicken. Additionally in restaurants a “rotisseur” is the chef responsible for all spit-roasted, ovens roasted, grilled & in some cases fried foods.



Bistro

A bistro is a small restaurant serving moderately-priced simple meals in a modest setting. The concept developed in Paris, France. Bistros are defined mostly by the foods they serve.



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Brassiere

In France, a brassiere is a café doubling as a restaurant with a relaxed setting, which serves single dishes and other meals. It can be expected to have professional Food & Beverage service and printed menus, but more informal eating hours than a full-fledged restaurant.



Cafeteria

Cafeterias are different from coffeehouses, although that is the Spanish meaning of the American word. Instead of table service, there are food-serving counters/ stalls, either in a line or allowing arbitrary walking paths.



Tea room/Tea house

A tea house or tearoom is a venue centered on drinking tea. Their function varies widely depending on the culture, & some cultures have a variety of distinct tea-cantered houses or parlours that all qualify under the English language term “tea house” or “tea room”.



Fast Food Gastronomy

A fast food restaurant is a specific type of restaurant characterized both by its fast food cuisine and by minimal table Food & Beverage service. Food served in fast food restaurants is cooked in bulk in advance and kept hot; is finished and packaged to order; and is usually available ready to take away, though seating may be provided.



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Bar

A bar (also called a pub or tavern) is a business that serves drinks, especially alcoholic beverages such as beer, liquor, and mixed drinks, for consumption on the premises. Bars provide stools or chairs for the patrons along tables or raised counters. Some bars have entertainment on a stage, such as a live band, comedians or a floor show. Bars that are part of hotels are sometimes called “long bars” or “hotel lounges”.



Coffeehouse

A coffeehouse is a business which primarily serves prepared coffee or other hot beverages. Coffeehouses focus on providing coffee and tea as well as light snacks. This differs from a café, which is an informal restaurant, offering a range of hot meals, & possibly being licensed to serve alcohol.



Enoteca

Enoteca is an Italian word which literally means “wine library”, which is used to describe a special type of local or regional wine shop which originated in Italy, but which has also spread to some other countries. A genuine enoteca is primarily directed at visitors/tourists who have the possibility to buy local wines and to taste these wines at a reasonable fee.



CHAPTER - 1

BEVERAGE INDUSTRY IN INDIA

LEARNING OUTCOMES: 

- Knowing about the beverage industry in India
- Learning different definitions relate to the industry

PRE-SESSION ACTIVITY

- The Trainer will show a video on the beverage industry in India.

1.1 Beverage Industry in India



Tea is the most common hot beverage in India. **Hindustan Unilever Ltd.** leads this sector with its Brooke Bond Red Label, Brooke Bond 3 Roses, Brooke Bond Taj Mahal, Brooke Bond Taaza, and Lipton tea brands. TATA Global Beverage’s Tetley tea is also popular. The population in southern India prefers coffee, both brewed and instant, including coffee blended with chicory.

Cold drinks such as soft drinks and fruit drinks are also common in the country. Coca-cola and PepsiCo are leading this category.



Packaged water is increasingly common as the Indian population does not have faith on the quality of municipal water. **Parle Agro's** Bisleri, **PepsiCo's** Aquafina and Coca-Cola's Kinley, and **Tata's** Himalaya are the most well-known brands.



Best Mineral Water Brand in India

Whiskey leads the IMFL category. India has the largest whiskey industry in the world. India-based **United Spirits Limited's** McDowell's No. 1 is the most well-known whiskey. Its Royal Challenge and Bagpiper are also popular. Other common whiskeys include **French Pernod Ricard's** Imperial Blue, Seagram's Blender's Pride, and Royal Stag and Japanese **Beam Global's** Teacher's. Rum is the second most common spirit in India. India-based **Mohan Meakin Ltd.'s** Old Monk is popular. Gin and vodka also comprise the IMFL category. Bermuda-based **Bacardi's** Bombay Sapphire gin and U.K.-based **Diageo's** Smirnoff vodka are top products.



The beer group is mainly comprised of strong beer (with an alcohol content of at least 8%). India-based **United Breweries**, 42% owned by Dutch beer giant Heineken, leads the market with its Kingfisher. U.K.-based **SAB Miller's** Miller, Foster's, and Royal Challenge and Denmark-based **Carlsberg's** Carlsberg and Tuborg are also popular options.



The homemade liquor is mostly comprised of regional Indian drinks. Feni, a spirit made from cashews or coconuts, is produced exclusively in the western state of Goa. Palm wine, made from the sap of palm trees, is also common in India. Arrack is another alcoholic drink made from coconut, sugarcane, or fruit sap. This category is mostly unbranded, locally distributed, and consumed by blue-collar and lower-middle class workers.



The wine group is growing due to wine tourism and marketing. The majority of wine consumption occurs in the cities of Mumbai, Delhi, and Bangalore. India's largest vineyards are located in the states of Maharashtra and Karnataka. Widespread wines include **Grover's Zampa**, **Four Seasons'** Four Seasons, and **Samant Soma Wines'** Sula.



1.2 Packaged drinking water

What is packaged drinking water?



Packaged drinking water- It uses water from any source which has to be treated and disinfected. It is a process that involves filtration, UV or ozone treatment or reverse osmosis (RO) before it is fit for human consumption.



What is natural mineral water?



Natural mineral water is water from underground sources that is packaged close to the source that meets the specified quality standards without any processing.



1.3 Difference between natural mineral water and packaged drinking water

Packaged Drinking Water



Mineral Water



VS

Mineral water is the water that contains minerals. The minerals are added artificially or it can naturally be in the water. Water from other places is treated with minerals by artificially adding the nutrients in it. Mineral water is a good source of nutrients and it provides extra benefits during consumption. It is expensive as the water undergoes many processes before it is bottled.

Packaged drinking water is the sealed water, which ensures that the water will be safe, clean, and potable for human consumption. Though it is safe and clean, it is chemically treated but it is not that healthier as compared to mineral water. It may be treated in various manners to eliminate microbial hazard but does not contain sufficient minerals in it, or the minerals will be artificially added. But it does not cause illness.

1.4 Types of packaged water

Spring Water: "spring water" is defined as bottled water derived from an underground formation from which water flows naturally to the surface of the earth. To be eligible as spring water, it must be collected only at the spring. Harvested from protected sources, spring water represents the purest of waters and free of any chemicals or contaminants. Natural spring water is enriched by minerals from the rocks through which it flows.



Purified Water: This is a type of drinking water that has been treated with processes such as distillation, deionization or reverse osmosis. This means that the bacteria and dissolved solids have been removed from the water by a process, making it "purified." This type of bottled water is usually labeled as purified drinking water.



Mineral Water: Water that contains not less than 250 parts per million dissolved solids (natural minerals) and is defined by its constant level and relative proportions of minerals and trace elements derived from the rock formations that the water travels through on its way to the spring source.



Sparkling Bottled Water: This water contains CO₂ (carbon dioxide) that it adds "fizz", much like a soda, without the calories. Sparkling bottled waters may be labeled as sparkling drinking water, sparkling mineral water or sparkling spring water.



Artesian Water/Artesian Well Water: Artesian water comes from a well that taps a layer of rock or sand-in which the water level is above the top of the aquifer. Artesian water comes out of the ground under pressure. Water that rises in excess 12 inches above the aquifer is classified as a geyser.



Well Water: Well water is water from a hole made in the ground that taps the water source.



Municipal/Tap Water: This type of water is piped by the city right into your home or office. While tap water is not regulated by the FDA (Food Regulators), it must meet the standards of the Environmental Protection Agency (EPA). Municipal/Tap Water contains contaminants and chemicals that may be hazardous to health. Typical additives to municipal sources include lime, activated carbon, aluminium sulphate, sodium hexamethaphosphate, and chlorine and sodium silicoflouride.



1.5 Bottled Water Regulation:



The FDA is responsible for the food and pharmaceutical industries, two industries where safety and quality are of paramount importance. As a result, bottled water is one of the most extensively regulated packaged-food products. The bottled water industry receives government oversight from federal and state agencies across the country, providing consumers with multiple layers of safety assurance - from the finished water product back to the source. State governments inspect and certify the "sources" of spring water, meaning that samples have been analysed and found to be of a safe and sanitary quality.

1.6 Water treatment plant for mineral water



The mineral water bottling plant comprises of water treatment plant, rinsing and filling machinery, blowing machinery, labelling machinery, taping machines and SS storage tanks. It has the capability of performing various operations ranging from purification of water, bottling water till the labelling and coding of bottles.

Working

- Raw water to be processed is collected in tanks
- Water is then dozed with alum for coagulation with heavy metals or insoluble matters
- After coagulation, water is settled for an hour
- The stored water is then taken to the chlorination tank
- The water is treated with chlorine gas
- Then water is passed through sand filters for trapping of un-dissolved impurities
- After this, the water is sand filtered and Carbon filtered for removal of odour, colour and also for de-chlorination
- Treated water is then finally passed through micro fillers followed by ultraviolet disinfection system
- Packing is done through an automatic rinsing, filling, and capping machine fitted with an ozone generator

Technical specifications

- Purification: 1000 liters / hour
- Bottle Manufacturing: 550 Bottles per hour per machine
- Bottling: 24 Bottles per minute of 1000 ml.
- Labelling : Heat Shrink Tunnel would handle 1000 Bottles per hour

Application areas:

- These plants are widely installed at water packaging industries.

1.7 Water treatment plant for packaged water



Packaged Drinking Water Plants offered are backed by latest technology support. With advanced purification process, these functional processes of these drinking water plants ensure optimum functional support is provided in gaining purified water as per internationally approved norms. Further, these plants also provide for high efficiency operations as well as also require less maintenance support while handling varied purifications processes involving rinsing, filling, capping as well as water sterilization using oxidants and filtration techniques.

The package drinking water plant is installed with following machines:

- Filter Assembly
- High Pressure Pump
- Membrane with Housing
- Ultraviolet system
- Water Purification Equipment
- SS Storage Tank
- Fully Automatic or Semi-Automatic Bottle Filling Machine
- PET Stretch blowing Machine
- Pouch Filling Machines

Working

- The liquid to be processed is fed into the plant
- Various chemical and biological treatments are carried on the liquid for removing dissolved substances
- After treating the liquid, it is passed through chlorine bed for the removal of odour, colour and other substances
- The purified liquid is then fed into the storage tank from where it is taken to filling machines
- The liquid is filled into bottles or pouches in accurate volume

Technical specifications

- Capacity: 500 LPH to 100,000 LPH
- Power: 4.5 kW
- Voltage: 380 V

Application areas:

- Food Processing industry
- Plastic industry
- Pharmaceutical industry
- Chemical industry
- College Labs

1.8 Water Purifying Equipment



Product Description

The water purifying equipment is broadly used in homes and offices for purifying water and making it fit and healthy for drinking purpose. There are various models available in purifying equipment in different capacities. A series of chemical and biological treatments are carried out in order to remove all the harmful elements from water.

Working

- Water is first fed into the Pre Filter unit
- In the filter unit, the sand, dirt and other sediments are removed from water
- The water is then passed through carbon filters where chlorine is removed from water
- After passing through chlorine filter beds, the water then goes through the post filter unit
- Any remaining tastes and odours are removed from the product water by post filtration

Technical specifications

- Filtration Capacity: 25 C, 60 psi, 10L/hr. (2.6 gal/hr.)
- Membrane: 80 GPD (280mm/1,900 gal)
- Product Recovery: 35 %
- System Dimension, (H x W x B) in inches: 16.5 x 10.2 x 12inch, 419 x 259 x 305
- TDS Rejection %: 90 to 95 %
- Tank Capacity: 8 liters (2.1 gal)
- Mains Voltage: 100-300 V AC/50 Hz
- Net Weight kg: 10kg (22Lb)
- Booster Pump Voltage: 24 V DC

