



Table of Contents

1 Foodservice Industry	1
1.1 Introduction	1
1.2 Food Services Today	2
1.2.1 Factors Affecting Growth	4
1.2.2 Multifunctional Units	10
1.2.3 Service Trends	10
1.2.4 Food Trends	12
1.2.5 Customized Dishes	14
1.2.6 Technological Trends	16
1.3 Challenges For the Industry	19
1.4 Summary	24
1.5 References	25

2 The Systems Approach	26
2.1 Classification of Food Services	26
2.1.1 Introduction	26
2.1.2 Scope	27
2.2 Classification of System of the Foodservice industry	33
2.2.1 Conventional System	34
2.2.2 Centralized System	35
2.2.3 Ready and Prepared System	38
2.3 References	41
3 Food Safety	43
3.1 Introduction	43
3.2 Foodservice Operation	46
3.2.1 Hazard Analysis & Critical Control Point (HACCP) (600)	50
3.3 Food Inspection	52
3.4 References	64
4 Sanitation and Safety	66
4.1 Introduction	66
4.2 Types and Importance of Hygiene	69
4.2.1 Dishwashing	70
4.2.2 Cleaning & Maintenance of Facility	73
4.3 Summary	76
4.4 References	76
5 Menu Planning and Maintenance	78
5.1 The Menu	78
5.2 The Systematic Approach Towards Menu Planning	80
5.3 The Types of Menus	81
5.3.1 À La Carte	81
5.3.2 Table d'hôtel	82
5.3.3 Cycle Menu	83
5.3.4 Prix Fixe Menu	84
5.3.5 Static Menu	85

5.3.6 Beverage Menu	86
5.3.7 Dessert Menu	87
5.4 Menu Patterns & Meal Planning	88
5.4.1 The Menu Planning Process	90
5.5 Organizational Mission and Goals	91
5.5.1 The Customer	92
5.5.2 Food Habits of the Customers	93
5.5.3 Budget Guidelines	94
5.5.4 Production and Services Capabilities	96
5.6 Summary	97
5.7 References	98
6 An analysis of Menu Development	100
6.1 Introduction	100
6.2 Development of a Menu: Steps Involved	102
6.2.1 Combinations of Food Items	104
6.3 Evaluating the Menu	109
6.3.1 Modified Diets	111
6.4 The trend of Posted Menus	114
6.5 Summary	116
6.6 References	117
7 Service	119
7.1 Introduction	119
7.2 Assembly Production System	120
7.3 Conveyance or Delivery in Services	122
7.4 Foodservice Systems	123
7.4.1 Kinds of Food administration Systems	123
7.4.2 Ordinary Foodservice System	124
7.4.3 Concentrated (Commissary) Foodservice System	124
7.4.4 Prepared Foodservice System	124
7.4.5 Get together Serve Foodservice System	125
7.5 Customer Services	125
7.6 References	127

8 Human Resource Management	129
8.1 Introduction	129
8.2 What is Staffing?	130
8.3 Functions of Staffing	131
8.4 Skill Standards	132
8.5 The Process of Employment	133
8.5.1 Recruitment	134
8.5.2 Selection of Candidates	137
8.5.3 Employees	138
8.6 Summary	142
8.7 References	143
9 Organizational Design	144
9.1 Introduction	144
9.2 Theories of Management	145
9.2.1 Classical Management Theory	146
9.2.2 Functions of Management	151
9.3 It of Management	158
9.3.1 Technical Skills	158
9.3.2 Conceptual Skills	158
9.3.4 Human or Interpersonal Skills	158
9.4 Managerial Activities and Rules	159
9.5 Summary	160
9.6 References	160
10 The Resource Conservation	162
10.1 Introduction	162
10.2 The Available Natural Energy Resources	163
10.2.1 The Green Design Models	164
10.3 Energy Conservation and the Importance	165
10.3.1 Water Conservation	166
10.4 Solid Waste Management	167
10.4.1 What is Solid Waste Management?	167
10.4.2 Source Reduction	168
10.4.3 Recycling	169

10.4.4 Incineration and Landfilling	170
10.4.5 Facility Waste Assessments	171
10.5 Summary	171
10.6 References	172

Index**174**