

## F&B NOTES 2<sup>nd</sup> Semester

### MEALS OF THE DAY

Food and beverage service is about serving the customers when they are hungry. However, F&B outlets offer a typical variety of food depending on customers demand, type of operation, location etc. The most important meals of the day are:

#### **1. Early morning tea [EMT]**

Most often these orders are placed with the room service and it consists of a choice of tea and coffee served with cookies or biscuits. Service is expected to be fast and timing of this meal is from 4.am to 6.am in the morning.

#### **2. Breakfast, Elevenses, High tea and Supper are considered the subsidiary meals of the day.**

Whereas Lunch and Dinner are the two main meals. Although light (lite), the smaller meals fulfil nutritional requirements of and when required if properly planned, divide the day into even food breaks. Breakfast is considered as one of the most important meal nutritionally. It is commonly served through the room service or coffee shop. Modern hotels offer complimentary breakfast on a buffet in the coffee shop to avoid rush in choice of a quick fast meal early in the morning. Breakfast is extensive yet it offers to be fast as the guest has his daily routine to take-up and complaints can easily come if not managed properly. 7 am to 10.30 am is the normal breakfast time.

#### **3. Brunch or elevenses:**

The word 'brunch' comes from a combination of lunch and breakfast. It refers to a heavy meal eaten around 11 am by guests who wishes to skip lunch or those who hate missed breakfast. Today brunch has become very popular in coffee shops and multi-cuisine restaurants,

especially marketed extensively on these days. Brunch consists of all breakfast items such as juices, cereals, eggs and special dishes like baked beans and toast, sausages, hamburgers, fresh fruits, along with some lunch choices like noodles, pasta with sauces, Indian breakfast options with a large choice of tea, coffee, cocoa etc, Elevenses are the British version of American brunch. However, it is lighter in nature, had around 11am, usually offered in coffee shop and contains tea, coffee, cookies, cakes and breakfast rolls like muffins, donuts, Danish pastries, tarts and tartlets.

#### **4. Lunch and Dinner:**

These are main meals of the day. All F&B outlets cater to these meals. The variety of service differs from buffet and pre-plated in coffee shops, silver service in multi-cuisine restaurants. They have separate courses to offer like starters, soups, main course, accompaniments, deserts and beverages. Menu offer choice as well as some niche items around which the popularity of the establishment centers. Usual meal timing for lunch is 12.30pm to 2.45pm and dinner 7.30pm to 10.45pm.

#### **5. Afternoon tea:**

Normally served around 4pm in the coffee shop or in lounges to provide an informal atmosphere. It has a large choice of tea, tisans, coffee with cookies, pastries, canapys, cocktails, sandwiches to offer. Usually these meals are restricted to the in-house guests.

#### **6. High tea:**

A heavier meal served between 5.30pm to 6.45pm. It is centred around children and offers juices, milkshakes, ice-cream, shakes, sandwiches, cutlets, french fries and Indian options like batura, dosa, pavbhaji alongside with a variety of non-alcoholic beverages.

#### **7. Supper and mid-night snacks:**

Both these meals are not popular in Indian food habits, though it is fast picking up with younger generation. Supper are traditionally a household meal served in coffee shops and restaurants located near

theatres. It offers limited dishes at high prices. Dishes like spaghetti bolognese, beef stroganoff, grilled mushrooms, steaks, pulav with chicken butter masala and a variety of salads and desserts may be offered. Suppers are served between 11.30pm to 1.30am. Midnight snacks are limited to finger chips, fish fingers, sandwiches, canopies and such small easily prepared dishes along with tea, milkshakes, aerated drinks which can be served by a limited staff brigade throughout the night.



## RESTAURANT

The word “Restaurant” comes from a Latin word which means “Re-store”. Restaurant may be defined as primary commercial catering establishment, where varieties of food and beverage are served to the general customers on payment.

Different varieties of food and beverage are provided in different food and beverage outlets, which also offer the pleasure of light music with great emphasis on personalized services.

### **Mise-En-Place:**

Mise-en-place is a French term which means “put in place”. Before starting the actual work in the restaurant, everything should be in its place at the right position in a correct way.

It is a preliminary preparation, which includes getting ready both food and beverage equipments and Surroundings so that the serving of food and beverage can be carried out efficiently. Performing mise-en-place should involve keeping ready in advance the customers’ arrival in the restaurant.

Different Area of Mise-en-place

#### **1. Restaurant Cleaning:**

- Brush and dust tables and chairs every day.
- Polishing of all brass fixtures/ sideboards/windows and door frames as per requirement.
- Restaurant, cleaning and sweeping is done by housekeeping department.

#### **2. Linen:**

Collect all dirty linens and get them exchanged from housekeeping, spare linen to be kept in the cupboard.

#### **3. Silver:**

- Clean and wipe all cutleries and keep them in their respective slots in the cupboard.
- Clean all ash trays and keep them on tables and spares in the cupboards.

**3. Crockery:** Collect all crockery from dish washing, count and keep the breakage aside and later inform the captain about the same. Wipe all the crockery out by using moist cloth and then by dry cloth.

**4. Accompaniments:** Check all the dry accompaniments as required in the restaurant, to be served by the restaurant staff. For example, tomato ketchup, chilly sauce, chilly vinegar, pickles, etc. are to be requisitioned and brought to the restaurant. Serving dispensers to be refilled and kept on the table or on the sideboard, including cruet sets.

**5. Side Boards/Cupboards:** Items must be kept on the sideboard after proper cleaning and wiping. Following are the important items to be included in side board.

- All assorted cutlery
- Assorted crockery
- Folded napkins
- Service trays and salvers
- Soup ladles
- Bread baskets.
- KOT/BOT pad, rough pads etc.
- In case Gueridon service is operated, then Gueridon equipments must be kept ready.

**6. Bar/Pub:** Mise-en-scene in the bar includes the followings such as:

- Clean the bar counter and cupboards.
- Check stock and bring the stock from the store if required.
- Department and clean the glassware and keep properly.
- Clean cocktail equipments and display properly the counter.
- Prepare all the items for garnishes and accompaniments.
- Chill the wines, beers, soft drinks etc.
- Display all the liquors properly in the display rack.
- Glassware to be arranged as required

**7. Miscellaneous:** Prepare all the tables for service with proper layout. Captains check full *mise-en-place* and then grooming of service staff.

**Mise-En-Scene:**

Mise-en-scene is a French term which refers to “prepare the environment and make it presentable” Food and beverage outlets should be pleasant, comfortable, safe and hygienic to ensure better environment to accept guests.

Mise-in-scene involves cleaning of service areas, tables, chairs, side station, food trolley/cart, brushing and cleaning of floor, vacuuming/hovering of carpets, doors and windows, etc. This function generally precedes mise-en-place.

**Briefing**

Briefing is short and concise instruction about duty to be performed during each work shift to facilitate a two-way communication between the management and the lower level staff.

Briefing is taken by the team leader at the beginning of each work shift. It is a daily routine and the presence of all the work-related staff is deemed important.

Briefing of food and beverage staff is important because of the following reasons:

- Briefing will help the employee to know their special job of the day.
- It will help them to know the functions, menu and service.
- Review of general rules and policies.
- Likes and dislikes of regular guests.
- Briefing helps to bring employees suggestions on day to day work for smooth functioning.
- Briefing helps in solving the problem faced by the staff in their work.

**Restaurant Linen**

Linen is one of the most costly and essential material used in the restaurants. Mostly, cotton is used in the restaurants for almost all purposes because of its absorbent quality. Very uncommon, but even stained terry-cotton may be used in certain type of frills and table liners.

Buying linen completely depends upon the standard of the restaurant, types of the furniture used and the laundry facilities. The table linen is mostly available branded and can also be made on order in various sizes, shapes and designs. The patterns on the table linen can be of following types:

- *Embossed* (Patterns are raised to give a decorative ambiance)
- *Screen-painted* (Linen painted for various colorful designs)
- *Embroidered* (Decorated fiber with a pattern of stitches using colored thread)
- *Woven* (Manually or mechanically waved linens, used for varieties of purpose)

The standard size of the table linen depend on the standard size of the tables

#### DIFFERENT SIZES OF RESTAURANT LINEN

Napkin/Serviettes 21"×21"/18"×18"/12"×12"

Waiter's cloth/Service cloth 18"×26"

Table cloth 72"×72"/54"×54"/72"×96"

Buffet Cloth 2'4 m/6'x12'

Slip Cloth 36"×36"

Moulton 32"×32"

Frills as per requirement

Tray Cloth as per requirement

A par stock of linen is provided to each outlet for smooth functioning. Care should be taken to store it carefully to avoid the misuse.

#### Restaurant Furniture

Furniture as mentioned earlier form a part of the decor of the restaurant and should also be selected to match the rhythm of the design and decor of the dining room. The furniture are mostly made up of the following materials:

- Wood
- Steel



- Aluminium
- Fibre glass
- Plastic
- Mix of Metal and Wood.

Although wood is being the most common material in use to make furniture, in the last few years, the restaurants in fast food and non-speciality themes are changing over to other materials. Decor and design alone should not be the criteria for selection of furniture; one must keep in mind the following points, too:

- The furniture should be cost worthy and durable.
- It should allow flexibility of use.
- It should be of standard size.
- It should be easy to maintain and clean.
- It should be easier to stack (especially in the restaurants where service styles may change often).
- The area available for the storage of furniture should be enough.
- It should have the shape and size matching to the requirement.

### Specifications of restaurant furniture

#### ❖ Round Table

*For 4 covers – 3 ft diameter*

*For 8 covers – 5 ft diameter*

#### ❖ Rectangular Table

*For 4-6 covers– (76 cm ´ 136 cm)*

#### ❖ Square Table

*For 2 covers – 2.5 ft. square*

*For 4 covers – 3'3' ft (36"´36")*

1. Height of chair seat from ground 18"
2. Width of chair seat (minimum) 18"
3. Top to bottom height of the chair 1 meter
4. Depth of seat from front to back 18"
5. Height of the table irrespective of the shape and design 30"



## Dummy Waiter/Side Board/Side Station

The side board/dummy waiter is located at any convenient position in a restaurant. It can be made up of any wood of good quality. A dummy/dumb waiter is essential for the service of food and beverage in a restaurant used by food and beverage staff for keeping different service equipment/ items (tableware) for efficient service. This includes different types of cutlery, crockery, glassware, linen, accompaniment and other related materials required for guest service. The sideboard usually consists of upper shelf, drawers/compartments, lower shelf, dirty lines section, etc.

### GOLDEN RULES FOR THE SERVICE STAFF

- Must wish according to the time of the day (i.e. Good morning/Afternoon etc.) by using the guest name as far as practicable.
- Must maintain personal hygiene and grooming.
- Should avoid talking in high volume in restaurants and public areas.
- Must use the words like “Hello”, “Thank You” and “Excuse Me” when required.
- Telephone calls must be addressed by saying “Department Name, Time of the Day, his/her name”
- Must carry service kits, (A click button type ball pen, writing pad, opener and match box.)
- Should have full knowledge of the menu being served in the restaurant.
- Should have full knowledge of the facilities offered by the hotel and its tariff.
- Should have the knowledge of the local places of interests and current news.
- Must remember the names of the regular customers and call them by their surnames.
- Always try to remember the likes and dislikes of a customer, which helps in serving them better.

- Never hide a mistake as it can become a reason for embarrassment.
- Always smile, do not gnash your teeth.
- Should know by heart, the control of billing and operational systems followed in the restaurant.
- Always keep your mise-en-place (requirements for service) ready.
- Follow the rules of the organization.
- Show interest in learning, decide your target of learning and try to achieve it.
- Must know the service styles and standards.
- Try to interact with customers and people and develop leadership qualities.
- Preferably address guests by his/her name which means that you remember the guests. Use the word like Sir, Madam, Mrs, Miss etc.
- Help the guest in seating by pulling the chair.
- Establish eye contact.
- Do not interrupt a guest; stand in front before taking orders.
- Stand straight and listen carefully to the guest orders.
- Do not carry pen/ball pen behind the ears/clip into the coat/shirt.
- Do not chew gum, betel nuts and play with one's hair and face.
- Remember a guest's special choice and remind him that you know it and suggest the menu items if required.
- Always present the bill in folder to the host.
- Do not solicit for tips unless the guest wishes to give.
- Enter and leave the restaurant only through the service entrance.
- Service Sequence and Etiquette.

Mainly, a service cycle involves various steps which are as follows:

- Preparing restaurant for service.
- Taking reservations.
- Receiving of guests.
- Taking orders.
- Service of meals.
- Service of beverages and tobacco.
- Clearance of tables.
- Presenting of bills.
- Escorting and bidding farewell to customers.
- Preparing for the next service.

All these steps require a technical hand to lay procedures and standards. It is very important to understand various points within each step of service.

### **Preparing Restaurant for Service**

This step involves setting up of the restaurant in an organized way to be able to provide efficient and smooth service to the customers without any delay or chances of mistakes. Preparation of restaurant includes, Mise-en-place and Mise-en-scene.

### *Taking Reservations*

A reservation which is mostly handled by the senior captain is to collect following information from the customer.

- Date of the reservation.
- Day of the reservation.
- Name of the customer.
- Number of covers required.
- Time of arrival.
- Any special requests.
- Any special occasion.
- Billing instruction.

- Contact telephone number.
- Reconfirm all information with customer once again.
- Check status of reservations in the booking register and confirm if available. Wait-list if the status shows so. Intimate the status of the booking to the customer.
- In case a wait-listed booking is confirmed, immediately inform the customer over the phone.
- Always end your call by saying “Thank you for your booking, good-day”

## After Taking Reservations

### Receiving of Guests

One of the most important social skills every food and beverage professional should have is how to receive a guest. The first impression is the lasting impression. The guest should feel the warmth of being in a place he is cared for. The steps involved are:

- Once the customer's vehicle enters the porch it should be received by the door attendant who should open the door, salute, and wish the customer.
- On the entrance of the restaurant, the customer should be approached with a smile and wished appropriately by the senior Captain or the Hostess and after checking their reservation they should be escorted to their table.
- They should be introduced to their Station Captain, who will be taking their order.
- A good conversation from the start till the customer leaves their table makes customers feel easy and be at home. If possible, talk with few mild jokes.
- In case of waiting, the customer is escorted to the lounge, introduced to the lounge waiter and orders are placed for them.
- As soon as a table is ready, the customer should be escorted to the table.

### Taking Orders

This is also a very skilled job and is mostly handled by the Station Captain. While taking orders, the following steps must be taken:

- Seat the customers on their table.
- Provide menu cards to all the guests.
- Be attentive, standing on the left side of the host to accept orders.
- Always collect beverage orders first, place and serve, allow customers the time to go through the food menu.
- When the customers are placing the order, the order-taker must suggest appropriate accompaniments and side-dishes which will go with the main course ordered.
- Always inform the customers of what is not available.
- Inform and suggest speciality of the day.
- Place orders and ensure speedy service.
- Be around in case customers wish to change/cancel or add any items.

### Service of Meal

Once orders are placed, it is very important to see that food is picked up on time and served to the customers properly and course-wise.

The following points are noted while serving meal.

- Unfold the serviette and place over guests lap and turn wine glass up the correct way. *(This step is not much followed as the formal way of service has given way to informal methods).*
- Serve water, accept wine/drink orders
- Serve the wines/drinks ordered.
- Take food orders.
- Recognize the host, accept orders and clarifications from him/her.
- Waiters will change cover if necessary for the service of the first course.
- Place all necessary accompaniments on the table.

- Lay plates and serve the first course.
- Clear first course in approved way.
- Wine orders must be taken according to courses and replenished or served accordingly, if required.
- Serve all courses in approved way.
- Always use under plates while serving vegetable dishes or sauces.
- After the main course, the waiters must clear main course plates, side plates, side knives, cruet sets, butter dish and accompaniments.
- Crumb the table for any crumbs which may have fallen on the table.
- Change ashtray whenever full with buds and ash.
- Offer menu card and accept dessert orders.
- Change wine glasses if required.
- Serve, desserts (*always serve cold dishes before hot*).
- Clear sweet course.
- Take tea/coffee orders.
- Present the bill to the host, return with change to the host.
- Clear table after the guest has left.

### Clearance of Table

After the guests have left the table, clearance is to be done immediately to make the table for next service. It looks like a very small job but is a very skilled and important. The clearance should be swift and smooth. It should not appear to look shabby.

- Clearance is to be done after all guests have finished their meals.
- Clearance is always done from the right hand side of the guest.
- Always clear plates first.
- Crumb the table, remove any spilled food by using a service plate and a serviette. It should be done before the dessert is served.

- Clearance is done by the first plate method or on to a salver and must be done in systematic way.
- Glasses are cleared after the plates from the right hand side of the guest.
- The cruet set and all accompaniments are cleared before the service of the dessert course.
- Used cutlery (even unused cutlery of previous course) is removed before the service of the next course.
- The tea/coffee cups are never cleared till the guests depart. Can be changed or removed if request by the guests.
- Water glasses and napkins are also cleared only after the departure of the guests.

### Presenting of Bill

Bills should be prepared after the tea/coffee orders have been received. The bills should be presented only when asked by the host or after the tea/coffee has been consumed. Bills must be presented by the station captain or senior steward in a folder along with a pen. Bill is always presented to the host. Bill once paid is to be taken to the cashier and returned after paid stamping along with the change to the guests. If any tip has been left by the guests it should not be cleared till the guests leave.

### Escorting and bidding farewell to the guests after the bill is settled

- The Captain should help the ladies in getting up.
- He should escort them to the reception wishing and thanking them for their visit.
- The Senior Captain should help customers with their coats and hats and also ask about their views on the service and food quality.
- He should escort them till the gate and wishes them farewell. Always say, "We hope to serve you again"



## TIPS FOR BETTER SERVICE

1. Pre-plated/American service is done from the right-hand side of the guest.
2. All beverages are served from the right-hand side of the guest.
3. The platter to plate service is done from the left-hand side of the guest.
4. Soups are served from right hand side unless it is poured by a waiter from a tureen into a soup cup/bowl; which is done from the left-hand side of the guest.
5. Ladies are always served first and the remaining guests clockwise, the host at the last.
6. Soiled, plates should always be cleared from right hand side.
7. Empty crockery, fresh cutlery and glass-ware are always served from right side.
8. Never reach across the customer, if a guest is seated at the table, all equipments on the right of the guest must be placed from right side and that on the left, from the left side of the guest.
9. Always handle the crockery and equipments from the rim and glassware from the stem without making any marks or imprints.

# MENU

Menu is the priced list of food and beverage items available in food and beverage outlets.

Menu is also termed as “Bill of Fare” or “Price List” of food and beverage items. This is one of the most important parts of modern catering operation. A menu has to be well designed since it acts as a selling tool. It helps the guests to select what they like to eat and drink.

## Types of Menu

Basically, there are two types of menu.

### 1. *À la Carte*

À la Carte means “from the card” which is a multiple-choice menu, in which each item is listed down in specific sequence with individual price. The guest is then charged only for the items consumed or ordered.

### 2. *Table d’ hote*

The literal meaning of Table d’ hote is “Table of the host.” It refers to a menu of limited choices, which is planned in advance for specific function or meal. It usually includes 4 to 5 courses at fixed price.

## COVER

Cover is a place allotted in a table for an individual customer with all the accessories required for the meal, which includes flatware, glassware and chinaware along with linen, etc. Mostly cover will occupy 18” ´ 24” on the table for each person. The capacity of an outlet is determined by the number of covers it surrounds.

## Types of Cover and Layout

There are mainly two types of covers (Although cover may be laid in many different manners in different restaurants depending upon the requirement of the menu and style of service)

**À la Carte Cover:** This type of cover setting usually has a standard cover laid down for the entire course. It will consist of the items listed below. The cutlery is placed from out to inside according to the course being served. As in À la Carte menu, orders are placed on the spot. Other cutlery which are required for specific courses are supplied along with the dish. Following are the requirements for an À la Carte Cover.

- a) Serviette/Napkin
- b) AP Knife
- c) AP Fork
- d) Side Plate
- e) Side Knife
- f) Wine Glass (optional)
- g) Water goblet
- h) Desert spoon and fork

**Table D' hote Cover:** As we know that table d' hote is a fixed menu in which all major courses are included. Here, the cover is set according to the menu. The cover setting includes.

- a) Serviette
- b) Soup Spoon
- c) Dinner Knife
- d) Dinner Fork
- e) Appetizer Knife
- f) Appetizer Fork
- g) Dessert Spoon
- h) Dessert Fork
- i) Side Plate
- j) Butter Knife
- k) Wine Glass (optional)
- l) Water Goblet

## Table Accompaniments

While preparing for service, all other items which are required to be placed on table during the service should also be prepared and kept ready on the side boards. These generally include:

- Bread Roll Basket
- Butter chipelets with ice
- Soup Sticks
- Cayenne Pepper
- Sauces like tobasco, barbecue sauce, etc.
- Pepper mill
- Chutneys, pickles, etc.

## Service Equipments

All equipments required for the service must be kept ready after the covers are set so that there will not be any problem or hindrance in service in last minute. These include the following:

- Service salver: A round tray, which is used during the service for:
- Carrying of clean glassware.
- Placing and removing of clean cutlery and crockery from the table.
- Tea and coffee cups.
- Under plates or saucers.

## Important points while Laying of a Table

It is a very important task and must be handled meticulously. The steps for lying of a table include the following:

1. Place all the tables and chairs in their correct positions.
2. Clean the table tops.
3. Lay a correct size of moulton for even balance of the cover to be laid out.
4. Place a table cloth ensuring that the cloth is clean and free of stains.
5. Always ensure that the corners of the table cloth are covering the legs of the table.

6. The fall of the table cloth should be even and equal on sides, usually between 10 to 12 inches.
7. Place a slip cloth on top of the table cloth for protection.
8. All covers should be laid out preferably facing the centre entrance of the restaurant. (*see cover layout*)
9. Check all cutlery and crockery for cleanliness. They should be sparkling clean and wiped. Chipped crockery should not be used.
10. The monograms/logos on the crockery should face the guest.
11. Napkin folds should be appropriate to the time of the day and service style and must face the guest.
  1. Service Platters: These are the platters with serviette and used for:
    - Placing and removing cutlery on the table
    - Crumbing of the table.
    - Clearing of accompaniments from the table.
  2. Extra Serviette Folds: As there may be two or more service rounds, folded napkins are kept ready for the next service on hand so that as soon as the customer finishes his/her meal the table can be set immediately for next.
  3. Extra Cutlery/Crockery

### **Important points while laying a cover**

Once your table has been set, the cover has to be laid down. This is very important factor which does not only improve the presentation of the table but also shows the professionalism of the restaurant.

1. The covers to be laid on the table must be facing each other and should be parallel.
2. All cutleries must be placed at least  $\frac{1}{2}$ " away from the edge of the table.
3. Forks are laid on the left-hand side of the cover (except in case of pastry fork, oyster fork, etc) which are placed on right side, whereas the dessert fork is placed on top of the cover.

4. All spoons and knives are placed on the right-hand side of the cover (except dessert spoon which is placed on top of the cover). Blades of the knives should face the left-hand side.
5. The water tumbler is placed on the right-hand side, on the tip of the large knife.
6. The side-knife is placed on the side plate.
7. It is to be remembered that if the courses are too many only up to 3 knives (for 3 courses) should be placed on the table. The balance should be brought in later for the subsequent courses.
8. For dinner, the napkin fold is placed in the glass, whereas for lunch, it is placed on the cover itself.
9. Cutlery is laid according to the sequence of the course.
10. Check and lay down all filled cruet sets in the centre of the table, along with ashtray, bud vase, etc.

## **BREAKFAST**

### **Introduction**

Breakfast is a meal, often light, usually taken in the morning. The name derives from the concept that you have not eaten whilst sleeping, i.e., you are fasting during that time, and breaking that fast with the meal. It is, therefore, a claue of the French Déjeuner or Petit Déjeuner and the Spanish Desayuno. The German Frühstück and the Danish Morgenmad breakfast has a separate cover because of its different style of service.

### **Breakfast Types**

- a) Continental Breakfast
- b) English breakfast:

### **Food and Beverage Organisation chart**

Restaurant Manager

Senior Captain (Maitre D' Hotel)

Captain (Chef De Rang)

Waiter /Waitress (Commis De Rang)

## GOLDEN RULES FOR THE SERVICE STAFF

- Must wish according to the time of the day (i.e. Good Morning/Afternoon etc.)
- Must maintain personal hygiene and grooming.
- Should avoid talking in high volume in restaurants and public areas.
- Must use civil words like “Thank You” and “Excuse Me” when required.
- Telephone calls must be addressed by saying “Department Name, Time of the Day,
- his/her name”
- Must carry service kits, (A click button type ball pen, writing pad, Opener and Match
- box.)
- Should have full knowledge of the menu being served in the restaurant.
- Should have full knowledge of the facilities offered by the hotel and its tariff.
- Should have the knowledge of the local places of interests and current news.
- Must remember the names of the regular customers and call them by their surnames.
- Always try to remember the likes and dislikes of a customer, which helps in serving
- them better.
- Never hide a mistake as it can become a reason for embarrassment.
- Always smile, do not gnash your teeth.
- Should know by heart, the control of billing and operational systems followed in the
- restaurant.
- Always keep your mise-en-place (requirements for service) ready.



- Follow the rules of the organization.
- Show interest in learning, decide your target of learning and try to achieve it.
- Must know the service styles and standards.
- Try to interact with customers and people and develop leadership qualities.
- Preferably address guests by his/her name which means that you remember the
- guests. Use the word like Sir, Madam, Mrs, Miss etc.
- Help the guest in seating by pulling the chair.
- Establish eye contact.
- Do not interrupt a guest, stand in front before taking orders.
- Stand straight and listen carefully to the guest orders.
- Do not carry pen/ball pen behind the ears/clip into the coat/shirt.
- Do not chew gum, betel nuts and play with one's hair and face.
- Remember a guest's special choice and remind him that you know it and suggest the
- menu items if required.
- Always present the bill in folder to the host.
- Do not solicit for tips unless the guest wishes to give.
- Enter and leave the restaurant only through the service entrance.

### **Restaurant Service Equipments**

Restaurant service equipments play a vital role on attracting customers. Attractive service wares, colourful and clean dishes, plates, glass wares, cutleries, etc, add décor of a restaurant. The choice of the service equipments usually reflects the standard and style of the restaurant. It is an asset of establishment so it should be handled carefully.

### ***a) Crockery/Chinaware***

Crockery/Chinaware is made up of silica, soda ash, bone ash and china clay. It is glazed dry to give it a fine finish. Chinaware is available in different designs and colour. These are more resistant to heat than glassware but have high breakage percentage and need careful handling.

Most Chinawares are available in the following varieties:

- Vitreous
- Vitrock
- Vitrex
- Viresso
- Ironstone
- Vitrified

This classification depends upon the strength of Chinaware. The vitrified, being the strongest among all, is in maximum use in the industry. The common commercial classification for the earthenware in the industry is given below:

1. Bone China: Very fine and hard China, very expensive and needs greater care;

advisable only for large and high budget restaurants.

2. Stoneware: Natural ceramic material is used to make this earthenware. They are fired at around 1200°C. mostly hand-made, have elegant designs but are expensive and require longer order-period for replacement orders.

3. Porcelain: These are semi-translucent earthenware with high resistance to chipping.

### ***b) Cutlery/Flatware***

Cutlery/flatware refers to all equipments that are required to handle food items. Cutlery is a set of spoons, forks, knives and other service equipments. These sets are laid on the table for different covers. Some of the important types of cutleries/flatware used in restaurant are: spoons, forks, knives, fish knives, fish forks, tea/coffee spoons,

cheese knives, butter knives, dessert spoons, dessert forks, sugar tongs, ice tongs, ice cream scoopers, soup spoons and ladles.

### ***c) Earthenware***

Earthenware are service equipments, which are made of clay/mud and then fixed and fired in the oven/Tandoor are heated usually with color base such as brown/red. Generally, they are used for ethnic and typical authentic food serving. e.g. French onion soup bowl, casserole bowls, Au-gratin dish, etc.

### ***d) Glassware***

The appearance of the table-setting starts with beautifully set glasses on the table. In the traditional service styles, different glasses are required for different types of beverages and services. The glasses are measured in fluid oz. Regular glasses are made of silica, soda, magnesia and alumina. Lead oxide is added to make the glass more clear, smooth and better.

Glasses are available in transparent or coloured varieties as many as required. Mostly

standard restaurants prefer to use transparent varieties.

Different types of glasses used in the industry are Water Goblet, Red Wine Glass, White Wine Glass, Champagne Tulip, Champagne Saucer, Beer Mug, High Ball, Tom Collins, Old fashioned or On-the-rock or Whisky Glass Brandy Balloon/Snifter/Inhaler, etc.

### ***e) Hollowware***

As the name denotes, the equipments which are hollow/ditch at the inner part. These are made up of stainless steel. Hollowware could be either silver/EPNS (Electro plated nickel silver), brass, copper or China. Some example of hollowware are water jug/pitcher, teapots, food platter, soup bowls, fruit bowl, butter dish, finger bowl, wine bucket, toothpick holder, flask etc.

## Restaurant Linen

Linen is one of the most costly and essential material used in the restaurants. Mostly, cotton is used in the restaurants for all purposes because of its absorbent quality. Very uncommon, but even stained terry-cotton may be used in certain type of frills and table linen.

Buying linen completely depends upon the standard of the restaurant, types of the furniture used and the laundry facilities.

The table linen is mostly available branded and can also be made on order in various sizes,

shapes and designs. The patterns on the table linen can be of following types:

- *Embossed* (Patterns are raised to give a decorative ambiance)
- *Screen-painted* (Linen painted for various colorful designs)
- *Embroidered* (Decorated fibre with a pattern of stitches using colored thread)
- *Woven* (Manually or mechanically waved linens, used for varieties of purpose)

The standard size of the table linen depends on the standard size of the tables

### DIFFERENT SIZES OF RESTAURANT LINEN

Napkin/Serviettes 21" x 21" / 18" x 18" / 12" x 12"

Waiter's cloth/Service cloth 18" x 26"

Table cloth 72" x 72" / 54" x 54" / 72" x 96"

Buffet Cloth 2' 4 m / 6' x 12'

Slip Cloth 36" x 36"

Moulton 32" x 32"

Frills as per requirement

Tray Cloth as per requirement

A par stock of linen is provided to each outlet for smooth functioning.

Care should be taken to store it carefully to avoid misuse.

1. Fresh cutlery and glass-ware are always served from right side.
2. Never reach across the customer, if a guest is seated at the table, all equipments on the right of the guest must be placed from right side and that on the left, from the left side of the guest.
3. Always handle the crockery and equipments from the rim and glassware from the stem without making any marks or imprints.



## SALES CONTROL SYSTEM

Every Hotel needs proper and effective control system in order to run its operations smoothly and effectively, without any fraudulent activities.

This control is required at each and every stage of the Food and Beverage Cycle, i.e.

1. Taking the customer's food or beverage order
2. Announcing these orders to kitchen or bar as the case may be
3. Getting the order correct and ready on time
4. Serving the correct order, on time with correct serving temp. to the guest
5. Making the correct bill
6. Setting the bill
7. Closing of the restaurant

Food sale is such a business if allowed unchecked can make an establishment bankrupt overnight. Therefore, it is not the workers or masters should work to control but system should work efficiently to prevent a disaster.

### Functions of A Control System

The control system monitors the area where food and beverage sales take place.

It reduces the pilferage, fraud, and wastage to minimum.

It provides required information to the management for costing purposes, so that they forecast the statistics accurately for the next financial period.

It ensures that cashiers make bills correctly so that the customer is neither overcharged nor under charged.

The food and beverage order taken from the guests should be documented for effective control.

There are different checking methods followed for either of the two menu styles

namely:

- i. Triplicate checking methods
- ii. Duplicate checking methods
- iii. Single order sheet
- iv. Quick service menu and customer bill “OR” Service with order
- v. Computerized order taking

## **MANUAL CHECKING SYSTEM OR CONTROLLING SYSTEM**

### **TRIPPLICATE CHECKING METHOD**

This system is traditional and time tested and very efficient and still is vogue. As the name implies, the food check has 3 copies. Each copy has same serial number on them and be off different colour for easy identification and demarcation. Once the order is recorded on the KOT, the first copy goes to the kitchen or the dispense bar on the basis of which the order is prepared. Once the waiter picks up the order, the KOT copy is dropped in to the control box, which is always kept locked. Control box is maintained by the food and beverage control department to prevent any kind of fraud and malpractice. The second copy is given to the cashier, and based on that the bill is prepared, which has 2 copies.

The first copy of the bill goes to guest and another copy is retained by the cashier the cashier attached the 2nd copy of KOT to the 2nd copy of the bill and submits it along with sales summary to the food and beverage controls at the end of the day.

The 3rd copy of KOT remains with the waiter in the KOT book for reference and checking up the order during service. It may be called for auditing at any time by the control department.



## DUPLICATE CHECKING METHOD

This kind of checking method is used in small hotels, Cafés, and popular restaurants. As the name implies the KOT book has 2 copies. The first copy is sent to the kitchen on the basis of which the order is prepared. When the waiter picks up the order, the first copy is dropped in to the control box for auditing by the control department. The waiter retains the second copy as a means of reference during the service. When guest requests for the billing, the waiter or cashier sum up all the rates on the 2nd copy of KOT and presents the same to the guest as the bill.

In a few organizations, the copy has four to five perforated slips. The waiter writes down the food order course wise on different perforated slips. As and when each course is required that particular slip is torn off and given at the hot plate. Every slip has a waiter number, table number, serial number and date. When the food is ready, the Aboyer keeps the particular slip along with the food to avoid confusion.

## Difference Between Duplicate and Triplicate Method

S.NO.	PARTICULARS	DUPLICATE	TRIPPLICATE
1	Type of establishment	Popular price restaurants, cafés, and small hotels where the table d'hôte menu is in operation with possibly a limited à la carte.	First-class establishments usually operating an extensive à la carte menu.
2	Number of copies of food check	Two	Three
3	Bill	Bill is the duplicate copy of the food check and is made out by the waiter/cashier.	Cashier makes out the bill, which is in duplicate
4	Payment of the bill	The guest may pay the bill to the cashier directly or through the waiter according to the policy of the establishment.	The guest pays the bill to the cashier via the waiter who returns the receipted bill and change to the guest.
5	At the end of service	The sales summary sheet along with the stubs from the waiter's checkpad must be handed over to the controls, together with the cash received.	The sales summary sheet along with the duplicate bills and checks is handed over to the controls department by the cashier.

***SINGLE ORDER SHEET:***

This system is used in cafés, quick turn over restaurants, departmental stores, and taken away establishments; usually the menu is very limited with little or no choice. Many organizations following this system may have order sheet printed with the menu, after taking the order from the guests, the waiter writes it on KOT and calls for the order verbally over the hot plate. When the guest requests for the bill the waiter prices the order sheet and hand over to them as a bill. While leaving the restaurants, the guest submits the bill to the cashier and pays the amount. The cashier retains the bill for control purpose.

***SERVICE WITH ORDER:***

This system of ordering is used in fast food joints, taken away, cafeterias, etc.

Here the menu offered in the establishment is displayed in wall mounted boards. The guests choose what they want to eat and then order that. The person at the cash counter make the bill collects the cash, stamp the “bill received” and hand it over to the guest. The guest goes to respective food counter and collects the dishes against the bill. After delivering the order the person at the food counter stamps the bill “delivered” and hand it over to the guest. Whatever may be the checking system used, it should ensure good control over the food service operation staff who deals with two important things- FOOD and CASH.

***MODES OF PAYMENTS:***

There are various methods of making payments for the consumed food and beverage services. Some of the most popular methods are;

**CASH**

The payment received in cash should always be checked in front of the guest and at the same time when change is given then it should be counted back to customer. In this method complete payment is made in cash and therefore the currency notes should be checked for their authenticity and proper shape.

### CREDIT CARDS

If the payment is made by credit card, the first step is to check its validity. Then a voucher is made out and filled in with the required details. The customer is then requested to sign the voucher after which the operator should check and match the signature with that on the credit card. The customer copy should be given to the guest. The validity of the credit card is checked by passing it through the electronic machine after which the details of the credit card are printed on the form of itemized bill which the customer then signs. (One copy of this itemized bill is given to the customer for his record)

### DEBIT CARDS

The use is similar to the above, but the amount used is immediately deducted from the customer's account.

### CHEQUES

When accepted cheques, the cashier should check the following information;

Correct date

Filled amount (correct/incorrect)

Signed by the person indicates on the cheque

Match the signature of cheque card.

NOTE: *cheque should always be accompanied by the cheque card.*

### TRAVELLER'S CHEQUE

These may be issued by the travel agent (if travel agencies and hotels have tie up or any type of contract). The traveler's cheque must be signed once when issued and again when to pay.

KITCHEN ORDER TICKET/TOKEN

IHM Lucknow		
Training Restaurant KOT/BOT		
Date .....	Table No.....	KOT/BOT No .....
Room No .....	No of Pax.....	Time .....
S. No.	Items	Quantity
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
Waiter Name .....		Signature .....

KOT is prepared by food service personnel to intimate the food order of the guest to the kitchen staff. It helps in serving the right order to the right person. The KOT consists of details such as table number, covers, name of the waiter, date, time, items ordered, and its quantity. Usually, all the KOTs are serially numbered for control purpose. The food check may be duplicate or triplicate depending on the size and style of the organization.

A KOT is written as follows;

- The order is written along the lines and not up or down.
- Indication is given between the courses.
- If a few lines are left in KOT, that space is struck off.
- Quantity of each dish is written in words rather than the numbers.

Different types of KOTs such as Suivant, Supplement, Retour/En place, and Accident are used in certain instances.

There explanations are as

### **SUIVANT**

(Name of the Establishment)		
Table no: _____	Covers: _____	Waiter: _____
Date: _____		Time: _____
<b>Suivant</b>		
2 Peche Flambé		
		Signature

This KOT is used where it is necessary to write more than one KOT for a meal order. When a separate KOT is required to be written to order dessert for the same table after the main course is served, at the top of the KOT 'suivant' is written, which means the 'following' check of the previous one.

### **SUPPLEMENT**

(Name of the Establishment)		
Table no: _____	Covers: _____	Waiter: _____
Date: _____		Time: _____
<b>Supplement</b>		
1 Choufleur mornay		
		Signature

When an extra portion of food is required because sufficient amount has not been sent (or extra portion of accompaniments are required) from the kitchen, a special KOT must be written out headed 'supplement'. This means to 'supplement' what has already been sent. It should be signed by the senior caption and normally it is not charged.

**ACCIDENT**

(Name of the Establishment)		
Table no: _____	Covers: _____	Waiter: _____
Date: _____		Time: _____
<b>Accident</b>		
1 Chocolate Mousse		
		Signature

A waiter may drop a dish by accident. In this situation, a separate KOT, called 'accident', is raised, indicating the dish name and the number of portions required. This has to be signed by the senior caption and it is not charged.

**RETOUR/EN PLACE**

(Name of the Establishment)		
Table no: _____	Covers: _____	Waiter: _____
Date: _____		Time: _____
<b>Retour</b>		
1 Poulet roti		₹ 350.00
<b>En place</b>		
2 Dinde roti		₹ 400.00
		Signature

When a wrong dish has been ordered and has to be sent back to the kitchen and replaced, a special KOT must be made mentioning *retour* (return) and *en place* (in place). If the dishes are from an à la carte menu, then the price should also be mentioned along with the order.



## BILLING

### BILL FORMAT

In the restaurants, when the guest request for the bill, the waiter collects it from the cashier and checks it whether all items are entered and priced correctly. It is always advisable for the waiter to double check the addition. Then the bill is presented to the guest in a bill folder.

Many types of billing methods are used in foods service operations. The type of method used depends on style and volume of business. They are explained as follows;

**Bill as check:** in a duplicate checking system, the second copy of the food check is used as a bill. When the guest requests for the bill, the waiter or cashier sums up all the rates on the second copy of the KOT and presents the same to the guest. This method is used in small hotels, café, and popular restaurants.

**Separate bills:** The bill is made for the second copy of the food check. The second is given to the cashier. Based on that, the cashier prepares a bill that has two copies. The top copy of the bill is presented to the guest. On receiving payment to the guest, the bill is stamped 'paid' and is returned to the guest. The second copy is retained to the cashier and attached to the second copy of KOT to submit it along with sale summery to the food and beverage controls department.

**Pre-paid:** The customer purchases tickets or coupons in advance, either for specific meal or specific value. For example, food service operations organizing theme food festivals, fashion shows, and New Year's Eve program sell admission tickets in advance at fixed price. Admission in to the venue and service of food and beverages is based on tickets or coupons.

**No-Charge:** in this system, the guest is not charged for receiving the goods or services.

The guest is asked only to sign the bill as acceptance of service received, and the particular amount is posted to the house.

**Deferred:** This type of system is used in catering function. In this, a service has been requested by an individual, firm, or company, which

has been confirmed and taken place. Upon the conclusion of event, the bill is prepared for the services rendered and are sent to the company or organization person.

### **COMPUTERIZED CHECKING SYSTEMS OR CONTROLLING SYSTEM**

In today's food service operations, computer has become an integral part and is used in every sphere of operations. Computerized pre-check systems are extensively used in food and beverage control. The advantages of using modern technology in food service operations are as follows;

- It ensures good control over the operations.
- It increases productivity and reduce labor costs.
- It eliminates revenue leakages by ensuring that all the orders are billed.
- It reduces clerical errors to minimum.
- It avoids duplication of work.
- It saves time.
- It generates bills quickly without any mistake.

### **ELECTRONIC CASH REGISTER**

An electronic cash register is a mechanical device used to calculating and recording sales transactions. It usually prints a receipt for the customer. It has an attached drawer for storing cash. The cash drawer can be opened after a sale, except when special keys, which only senior employees have. This reduces the risk of cash pilferage.

Its following advantages are;

- Print checks, including the printing of previously entered items.
- Provide an analysis of sales by waiter per hour shift period.
- Provide an analysis of sales made by type of product.
- Analysis of sales by method of payment (cash, cheque, credit card, etc)
- Complete automatic tax calculations and cover service charges.

## Sales Summary Sheet

Outlet: Cilantro			Hotel XYZ				Date: 02.12.2013						
Bill No.	Table No.	Covers	Net Total	Tax	Gross Total	Food	Non- Alcohols	Alcohols	Tobacco	Extra	Cash	Credit	Room a/c

Cashier Name: \_\_\_\_\_ Cashier Sign: \_\_\_\_\_

The sales summary sheet is an analysis of all the transactions/cash taken during the particular period of service. It is prepared to know the revenue generated through the sales of food, beverages, the modes of bill settlement- cash, cheque, credit card, amount charged to room accounts, tax amount, discounts given etc. the basic information required in a sales summary sheet includes the following:

- Date
- Bill number
- Table number
- Number of cover per table
- Bill amount
- Modes of payment- cash, credit card, cheque, posted to room
- Analysis of food, beverages, and other sales items.

### Point of Sale (POS) Terminal

Point of sale systems are computerized system incorporating registers, computers and peripheral equipments, usually on a computer network. These systems keep track of sale & can generate records used in accounting and book keeping.

**POS registers** are connected to touch screen monitors, magnetic strip readers, bar code terminals, etc. the data is fed to various terminals and it can be accessed in various output units. This system integrates the data and reduces the manual work. For example- if a bill is made in the restaurant, it will be automatically posted in the guest bill, if a KOT is made it can be displayed in the kitchen or can be printed in the kitchen. These systems can also generate reports required by various departments at any given point of time, can control reservations, guest history, guest registration, sale summary sheet etc.

# TOBACCO

For the plant genus, *Nicotiana*.

## PRODUCTION

1. Cultivation of tobacco
2. Curing of tobacco
3. Tobacco industry
4. Tobacco products

**Tobacco** is a plant within the genus *Nicotiana* of the Solanaceae (nightshade) family. There are more than 70 species of tobacco. Products manufactured from dried tobacco leaves include cigars, cigarettes, snuff, pipe tobacco, chewing tobacco and flavored shisha tobacco. Other uses of tobacco include plant bioengineering and ornamentals, while chemical components of tobacco are used in some pesticides and medications.

**Tobacco smoking** is the practice of burning tobacco and inhaling the smoke (consisting of particle and gaseous phases). (A broader definition may include simply taking tobacco smoke into the mouth, and then releasing it, as is done by some with tobacco pipes and cigars). The practice may have begun as early as 5000-3000 BC. Tobacco was introduced to Eurasia in the late 17th century where it followed common trade routes. The practice encountered criticism from its first import into the Western world onwards, but embedded itself in certain strata of a number of societies before becoming widespread upon the introduction of automated cigarette-rolling apparatus

## How Cigarettes Are Made

### An account of basic processes

This method is used primarily by PM and BAW.

Cigarette tobacco is harvested and then cured using direct heat, which increases the amount of tobacco specific nitrosamines (a major cancer-causing agent). This method is now used as a convenience and was not developed to cause cancer. It was actually developed by accident and the effect is to make a brighter yellow leaf. Many companies are moving away from this process and introducing more oxygen to the curing process. The Virginia leaf in cigarettes used to be called Bright Leaf but is now called Virginia Flue Cured or VFC after this old process.

The whole leaf is then processed since the stems within the leaf have more nicotine than the leaf. Stems used to be removed because they are bitter but are now retained for their high nicotine content. In order to mask their poor burning qualities and bitter flavour, the stems are masticated along with scrap leaf into a paper pulp, which then has sugars added. Basically, the stems are spread throughout the paper to mask its poor burning qualities, and the sugar is used to mask its bitter flavour. A problem here is that burned and inhaled sugar is an addictive substance, which is a factor in why NicoDerm and Nicorette are unsuccessful in helping people quit: there is no sugar withdrawal program. The sugar also accounts for the burning sensation in the throat and larynx associated with some products.

Ammonia is also added to the masticated leaf/stem paper pulp. Ammonia has the effect of raising the PH of the smoke which "frees" the nicotine that is in salt form. Freed nicotine is more readily absorbed by the body in smoke. Alkaloids, like nicotine and cocaine, are more readily absorbed when freed and not in salt form. This is why crackheads smoke "freebased" cocaine.

Ammonia "freebases" nicotine. Yep, you're a cigarette crackhead. Next licorice and cocoa are added to many popular brands. The reason: to smooth out the flavor. The REAL reason: licorice and cocoa, while approved for use as a food additive, have never been approved for use to be burned and inhaled. What happens when they are burned and inhaled? They act as "bronchodialators" not unlike Primatine Mist, which opens the breathing passages deep in your lungs and gives you that final kick in your nicotine rush. The more surface area of your lungs exposed to the freebased nicotine and sugars, the faster you get your rush. Problem: the more insidious your cancer since it gets in deep where surgery is ineffectual. We won't even get into the practice of "front loading" or treating the lighted ends of cigarettes to supercharge the initial rush. This masticated paper pulp is then dried and crumbled, real shredded leaf is added, and your cigarette is rolled. Tobacco content in the tube: 90%

The rolling process involves a hopper of "tobacco," a roll of cigarette paper, a hopper with filters, a roll of filter paper, and glue. Basically, the roll of cigarette paper runs on a sort of conveyor belt where the hopper of tobacco forces the shreds onto the belt just as it rolls over on itself, causing the paper to form a roll with the tobacco in it. Glue is applied along one edge of the paper and a long tube is formed. This tube is very shortly cut into lengths estimating the final tobacco tube on various sized final cigarettes. The filter then goes through a similar process and is bunged up against the tobacco tube, glue being applied to two edges of the filter paper, one to seal it on itself, and the other to seal it to the tobacco tube. The finished cigarettes are then hopped and fed into a wrapping mechanism.



## Common Cigar Shapes and Sizes

Here are some of the most common cigar shapes and sizes available with a visual image of what they look like next to each other. The size for each shape is denoted in the format of “Length x Ring Size” (i.e. 6 x 50).

Belicoso, Normal Size: 6 x 50



Churchill, Normal Size: 7 x 47



Cigarillo, Normal Size: 4 x 26



Corona Extra, Normal Size: 5.5 x 46



Double Corona, Normal Size: 7.8 x 49



Double Robusto, Normal Size: 5 x 60



Esplendido, Normal Size: 7.5 x 50



Giant Corona, Normal Size: 7.3 x 44



Gigante, Normal Size: 9 x 52



Grand Corona, Normal Size: 6.5 x 46



Long Corona, Normal Size: 6 x 42



Long Panatela, Normal Size: 7.5 x 38



Lonsdale, Normal Size: 6.5 x 42



Panatela, Normal Size: 6 x 38



Petit Belicoso, Normal Size: 5 x 50



Petit Corona, Normal Size: 5 x 42



Presidente, Normal Size: 8.5 x 52



Robusto, Normal Size: 5 x 50



Rothschild, Normal Size: 4.5 x 50



Salomon , Normal Size: 5.8 x 56



Short Panatela, Normal Size: 5 x 38



Slim Panatela, Normal Size: 6 x 34



Small Panatela, Normal Size: 5 x 33



Torpedo, Normal Size: 6.5 x 52





### Cigar brands

- Ambrosia
- Angelina
- Casa blanca
- Davidoff
- Diesel
- DonDiego
- Don Pedro
- Eureka
- Habana
- Heat
- Miranda
- Padron
- Playboy
- Punch

### Cigarette brands,

**ITC:** ITC's highly popular portfolio of brands includes Insignia, India Kings, Lucky Strike, Classic, Gold Flake, Navy Cut, Players, Scissors, Capstan, Berkeley, Bristol, Flake, Silk Cut, Duke & Royal.

**Godfrey Phillips India:** Godfrey Phillips India, one of the renowned companies of India, manufactures some of the most popular cigarette brands in the country like FS1, Four Square, Red and White, Cavanders, Tipper and North Pole. Godfrey Phillips India is known for its innovations. The company has created popular products like Stellar, India's first slim cigarette and 'i-gen' a king-size cigarette, the first in India to conform to EU norms of 10-1- 10 in their kitty.

**Golden Tobacco:** Golden Tobacco Limited is a professionally managed organization in the field of tobacco and tobacco related products. Name of cigarette Brands are Panama, Taj Chhap, Chancellor, Style, June, Just Black etc.

**NTC Industries:** brands of Cigarettes namely REGENT, NUMBER TEN FILTER, NUMBER TEN VIRGINIA, COOL, PRINCE HENRY (Pipe Tobacco), and REGENT MINI KINGS.

**VST Industries:** Manufacturer, Exporters & Importers of Cigarettes, Tobacco Products and Unmanufactured tobacco

