

Subject: Tourism & Hospitality

Production of Courseware

-Content for Post Graduate Courses



Paper 05: Food and Beverage Service Operations and Management

Module 35: Cellar Management



THE DEVELOPMENT TEAM

Principal Investigator

Prof. S. P. Bansal,

Vice Chancellor, Indira Gandhi University, Rewari

Co-Principal Investigator

Dr. Prashant K. Gautam,

Director, UIHTM, Panjab University, Chandigarh

Paper Coordinator

Dr. Neeraj Aggarwal

University Institute of Hotel Management

Content Writer

Mahendra Singh Negi

Faculty of Hospitality Management

Amrapali Group of Institutes

Content Reviewer

Prof .S.K Gupta,

Dean, CMTHS

HNB Garhwal University, Srinagar

DESCRIPTION OF MODULE	
Subject Name	Food and Beverage Services
Paper Name	Food and Beverage Service Operations and Management
Module Name/Title	Cellar Management
Pre requisites	Students must have a knowledge of Bar Control and the various formats used in Bar Control
Objectives	Students will be able to understand the functions of Cellar area along with the various equipments kept in cellar area with the type of records maintained in the cellar.
Key words	Cellar, Stock taking, Cellar man, Revenue

TABLE OF CONTENTS
1. LEARNING OUTCOME
2. INTRODUCTION TO CELLAR
3. STORING BEVERAGES IN CELLAR
4. CELLAR TOOLS AND EQUIPMENTS
5. PRACTICES FOR A GOOD CELLAR MANAGEMENT
6. CLEANING THE CELLAR AREA
7. CELLAR CONTROL PROCEDURES
8. CELLAR CONTROL AND RECORDS
9. CONCLUSIONS
10. REFERENCES
11. CHECK YOUR PROGRESS

QUADRANT-1

1. Learning Outcomes:

- To know about Cellar Management
- How to store beverages in cellar
- Tools and equipments used in Cellar management
- Practices for a good cellar management
- Cleaning of the cellar area
- Cellar control procedures
- Cellar control and records

2. Introduction to Cellar

Cellar is the area or a store room where all the alcoholic beverages used in the hotels or clubs are being kept. Its primary function is to record, maintain and to protect all alcoholic beverages such as wines, beers and spirits from theft and helps in maintaining the quality of the beverages by storing them at appropriate temperature. Cellar also monitors and records all the movement of beverages inside and outside the cellar. Traditionally the cellar is located underground with a cool and constant temperature so that the alcoholic beverages do not get disturbed by the change in temperature and vibration by the machines working in the upper level. Cellar might be of any sizes as it doesn't make any difference to the cellar's basic functions of storing alcoholic beverages. Nowadays in hotels and clubs bulk beer is also being kept in the wine cellar where major concern is the operation and maintenance of the beer reticulation system along with the operation and maintenance of bulk wine and spirit dispensing systems. Cellar man is responsible for taking care of cellar, his main duties are as follows:

- Store alcoholic beverages according to the temperature required to prevent them from spoilage.
- Issuing alcoholic beverages to various restaurants, bar and club whenever required against the requisition form duly signed by authorized signatory.
- Stock the cellar with adequate amount of wines, beer, spirits and other alcoholic beverages.
- Maintain and update the records of Cellar room.

- Check for any discrepancy and report to senior authority.
- Ensuring the uninterrupted supply of alcoholic beverages to various outlets.
- Storing the beverages in proper racks.
- Maintaining various stock registers of Cellar room

3. Storing Beverages in Cellar

As soon as alcoholic beverages are received from the supplier they are immediately transferred to the cellar for proper storing and control so that they can be issued to various departments against the requisition. Beverages such as wines and beers should be handled with utmost care and stored carefully at appropriate temperatures in assigned racks to prevent them from spoilage as comparison to spirits which are not as sensitive to wines and beers. Ideal location for the cellar is basement which is dark, cool and free from any vibration which may affect the wines and the temperature should be constant. Cellar should also be well ventilated and clean with a dim lighting. Some cellar also have bottle cooling shelf for efficient control on the temperature at the cellar to store beer and wines. Cellar is divided into five various sub sections to store the various beverages as follows.

- Front part of the cellar having a temperature of 13-16 degree centigrade to store spirits, red wines and also keg beers if the movement of keg beers is high in the premises.
- Refrigerated area having temperature of 50 degree F for storing white wines, rose wines, sparkling wines and champagnes
- Depending on the low movement of keg beers a refrigerated area maintaining the temperature of 6-8 degree centigrade is also maintained in the cellars.
- Bottled, canned beers, mineral waters and soft drinks are stored in the refrigerated area maintaining the temperature of 13-15 degree centigrade.
- A separate area for empties received from various outlets and bars are also maintained to avoid the misuses of empties and to sell them.

Wine bottles with cork should always be stored horizontally in the designated racks so that cork remains in touch with the wine or else the cork will get withered and the cork particles will get mix in the wine resulting in corky wine. It is almost important to check that cork

remains airtight so that it doesn't allow air to enter, whereas other spirits, liqueurs, syrups and cordials should always be kept on the shelves. Fortified wines are stored upright except vintage port which are to be stored on their sides. Unopened bottle case cases are stored in the lower racks whereas opened cases should be emptied and bottles from it be stored properly in their place at upper rack by placing new arrivals at the back and the old stock in the front allowing the Cellar man to issue the old stock first. All bottles are to assigned bin numbers to implement better control and to be stored as per the bin number.

4. Cellar tools and equipment

Cellar should be equipped with all the essential tools and equipment and be stored in one part of the cellar in a rack. Equipment and tools required in the cellar and beer storage areas are as follows:

- *Stillions/Thrawls* - Casks are supported on stillions or thrawls which are made up of wooden rack or brick platform on which the cask are placed for service. In many cellar casks of keg beers are situated together in one area of the cellar with the carbon di oxide gas cylinders bracketed into the wall.
- *Shives*- These are round pieces of hard wood placed in the bung hole of the cask just before it is sent out from the brewery. The shive has a small hole in the centre which does not go completely throughout the wood. When the case is vented the hole is completed by punching out the thin centre with the help of wooden mallet. This will allow the gas to escape from the casks.
- *Spiles*- These are used to bung the hole to prevent the carbon di oxide from escaping which helps in building the pressure in the cask as a result beer regains its condition (frothy head). Spiles can be hard or soft. Hard spile is made of hard wood whereas soft spile is made of bamboo which allows the gas to escape and so prevents the beer from being too gassy and difficult to serve.
- *Filters* - These are used in the cellar to return good quality beer to the cask which was drawn out of the pipe before cleaning the pipe line. Filters should always be kept clean and to be used with clean filter papers.
- *Beer taps*- These are the taps made from brass used for dispensing cask conditioned beers from the cask. These taps must be cleaned and sterilized after used for hygiene purpose.

- *Dip Sticks*- This is used as an indicator to check the quantity of beer left in the cask. Dipstick is immersed in the cask through shives and then taken out showing /indicating the quantity of beer left.
- *In line coolers*- Provided for cooling the keg beer which are adjusted to the correct temperature for each beer.
- *Scotches*- These are wooden triangular blocks used to stop the cask from rolling.
- *Electrical impelled pump*- These dispense accurate amount of beer into the glass when the beer man presses the button.

5. Practices for a good cellar management

Following points are to be practiced for managing cellar operations:

- The cellar should be clean and well ventilated
- Cask after receiving should be placed on stillions.
- Temperature in the cellar to be maintained so that change in temperature do not spoil the delicate beverages like wine and beer
- Spilling to be done to reduce the excessive pressure held inside the cask.
- Before a cask is required in the bar , tapping must be done atleast 24 hours before.
- During regular intervals pipes and engines to be cleaned for hygiene purpose.
- After closing time excessive beer left in pipes should be taken out
- If a beer is being returned it should be filtered back into the cask
- Cellar should not be overstocked as it can make the cellar looks dirty.
- Beverages should be supplied regularly to the various outlets situated in the hotels.
- Issue beverages to the various outlets against the requisition received only.
- Spiles removed during service to be replaced after the service is closed.
- Equipment available in the cellar should be cleaned on a regular basis.
- Ullages should be returned to the cellar so that proper entries can be marked in the Ullages book.
- Cellar area to be cleaned on a regular basis with the help of mild solution.

6. Cleaning the Cellar Area

Cellar area should be cleaned regularly so that beverages should be stacked properly in the area to avoid any breakage of bottles and bad odour.

6.1 Equipment

Kegs ,casks and other gas equipments are expensive equipment and may carry a deposit so they should be placed in a secure place and must be returned to the supplier whenever next supplies are received from the supplier and recorded on a return slip. Empty cask conditioner beer containers should have a hard spile knocked into the shive and the tap hole should be sealed with a cork. Gas cylinder are given a five year check up , so it is most important to use them in strict rotation and to return empty ones as soon as possible after use to allow the supplier to have them maintained correctly. Empty bottles should be stored out and packed into their respective crates , either at the end of a service or during the preparation time on the morning of next day. Afterwards crates should be stacked in a secure are

6.2 Walls , floors and ceilings

As the cellar remains damp it encourages moulds to grow on the walls and ceilings which may increase the chance of infecting cask conditioned beer therefore walls and ceiling of a cellar should be whitewashed or painted in a light color at regular intervals. Besides the cellar will also acquire an unpleasant smell. Un necessary wetting should be avoided and ventilation be provided as far as possible. The cellar cooling air vents and intakes must be free from dust and dirt and any filters cleaned or replaced whenever necessary. If the cooling is on contract then the contractor should be informed about the non working or cleaning of cooling vent for necessary action. The floor should be scrubbed and washed down at least once a week and dried afterwards to make the cellar area neat. Little mid diluted bleach or chloride of lime may be sprinkled over the floor as this will inhibit the growing of mould. Avoid using strong disinfectants as they may spoil the wine and beers

6.3 Drainage

The drains, gulley and sump(if any) must be kept clean and fresh. If there is a sump it must be scrubbed out at least once a week using bleach and chloride of lime. Also ensure that the sump pump filter and grating are kept clean and in position.

6.4 Rubbish

Rubbish may not allowed to deposit or accumulate or left lying around as it can act as an obstacle to free passage or a possible fire risk. Rubbish must be properly binned outside the building in an area especially constructed for this purpose.

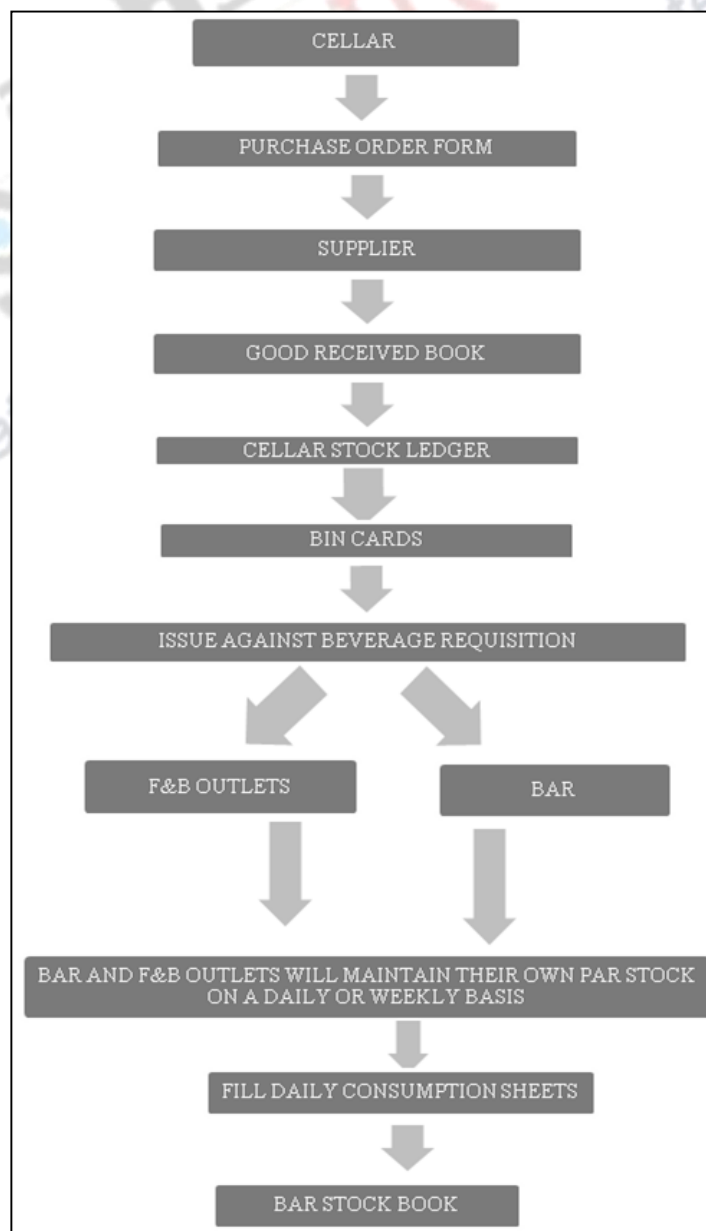
6.5 Other Equipment-

Corks and spiles used for cask conditioned beers should be kept in plastic bags in the cellar tidy. All items of equipment such as beer taps, dip sticks , beer filters, jugs and buckets must be washed out after use and dried. They should be put away when not in use.

7. Cellar control procedures

Strict monitoring and controlling process is required for a proper cellar control as the it is a major area where all the alcoholic beverages are being kept. To ensure the proper flow of beverages inside and outside the cellar many types of records are being maintained. All the F&B outlets where alcoholic beverages are being served get the beverage issued from the cellar after providing duly filled requisition form to the cellar, this may be on daily or a weekly basis depending on the organization policy. Requisition forms should be duly signed by the authorized signatory for a control purpose. All the outlets situated in the hotels or bars are required to maintain the par stock of the alcoholic beverages sufficient for a day or a week. Entries in the bin card are maintained while receiving and issuing beverages to check the amount of stock left at any given point of time, it also helps the cellar man to know when the beverages are to ordered for the cellar .In the bar as all drinks are checked before issue a daily consumption sheet is completed each day after the end of the service by copying down the sales shown on the top copy of the wine sheets. The consumption sheet will also list the complete stock held in the dispense bar, later on at the end of the week the consumption sheets is totaled up, thereby

showing the total sales for that period. These totals may then be transferred into a bar stock book for costing purposes. Flow management is shown as below:



total sales for that period. These totals may then be transferred into a bar stock book for costing purposes. Flow management is shown as below:

8.1 Purchase order

A purchase order is a form or a format used to list down the beverages to be purchased containing the essential information such as

- Price of the beverage
- Expected delivery date
- Other important information.

The purchase order is a primary cellar control tool helping the supplier to know about the beverages to be supplied along with their quantity and type to be supplied as per the requirement of the cellar.

8.2 Cellar Inwards Book/Goods Received Book

Also known as Goods Received Book, details of the goods received are to be recorded in the Cellar Inwards Book. All deliveries should be recorded on full detail. While receiving all the items/beverages are to be checked properly for any damages, expiry, broken bottles and so on. Each delivery should show the following information

- Name and address of the supplier
- Delivery date
- Delivery note
- Invoice number
- Order number
- Lists of items delivered
- Price of the item
- Quantity and unit
- Total price
- Discounts if applicable

WAZOBIA HOTELS LTD Cellar inwards book						
						Date:
Date	Beverage	Delivery/Invoice No	Bin Code No.	Bottle	Halves	Other sizes

8.3 Bin Card

Bin card is used in the cellar to check the stock level of each item at any given point of time. These bin card is attached to shelves or racks for each type of beverages. Each beverage will have an individual bin card and all the entries pertaining to receiving and issuing of that beverage is recorded in that individual bin card. It also shows the maximum and minimum level of stock of individual item helping in determining the reorder level. When the stock gets minimum in bin card, cellar man gives further order of that beverage after obtaining proper permission from the concerned authority. Information like brand name, size, quantity, storage information, date of receiving, date of issuing are mentioned in the bin card. Modern cellar for security reasons also stamp the expensive beverages like wines and spirits with their own

stam

p.

8.4

Beve

rage

Req

uisit

ion

WAZOBIA HOTELS LTD Bin Card						
Bin No:						
Type:		size:				
Date	Received	Issued to bar				Balance
		A	B	C	Total	
05/02/10	12	2	-	1	3	9
07/02/10	-	1	1	2	4	5

- Second or Duplicate copy is forwarded to the accounts department or F&B Controls.
- Third or triplicate copy remains with the bar or outlet for their reference to check the items received from cellar.
- Outlet or Bar name
- Date of filling the requisition form
- List of beverages required from the cellar
- Quantity, size and number/unit of beverages require
- All beverages should be duly signed by the authorized personnel deputed by the management.

- Beverage requisition form also helps in controlling the movement of items from the cellar into the bar/outlet and too avoid too much stock being taken at one time , thus overstocking the bar. The level of the stock held in the bar is known as par stock.

This format is used to record all daily receiving and daily issuing of each beverages to and from cellar. All the movement of beverages is recorded in the cost price. Goods are accepted with invoice or delivery note and verified against the bin card and the perpetual inventory record.

[illegible]

Item	Unit	Op. Stock	Issues	Total Issues	Returns	Book Stock Value	Balance By Stock Take	Variance s	Values Issued at Cost
Signature Of Cellar Man: _____									

8.6 Ullages, Breakages and Spoilage Record

The term *ullages* refers to all inferior quality or damaged bottles, wines with faulty cork, weeping wines, damaged beer casks and so on which require immediate action and to be returned to the supplier for replacement. To record all *ullages* a book known as Ullages Book is maintained in the cellar. The value of returns and the items returned are recorded in Returns book and Credit memo is issued. Breakage of bottles due to mishandling should be recorded in the breakage column of the book to know the value of beverages lost. All these record should be entered with a proper explanation and countersigned by the authorized signatory as frequent *ullages* and *breakages* needs investigation.

SPOILAGE REPORT						
Section :		Date:			Time:	
No.	Item	Quantity	Unit	Unit Cost	Total Cost	

Record by _____					Checked by _____	

8.7 Credit memo

It is requested from the supplier for the value of the goods returned due to damages or for any discrepancies between the purchase order and the invoice. It includes the items invoiced but not delivered, it is prepared in duplicate; one copy goes to the supplier and another one to the accounts for information. Credit memo is prepared for the following :

- Wrong goods shipped.
- Wrong quantity shipped.
- Wrong quality shipped.
- Broken or damaged merchandise.
- Not in stock (back order)
- Items invoiced but not delivered..
- Short on delivery.
- Old or expiry goods
- Empties.
- Computational errors.

8.8 Empties Return Book

Suppliers charge for the containers sent along with the goods such as crates, kegs and so on. Therefore it becomes necessary to maintain the record of all those empties and must be returned in good condition to the suppliers to claim the credit. For the same Empties Return Book is to be maintained to keep the record of empties in hand and returned to the supplier.

8.9 Transfer Book

This book is used in the various F&B outlets/bar to record the movement of stock between F&B outlets or bars.

INTER BAR TRANSFER				
From: _____		To: _____		
Date :				
Item	Size	Quantity	Unit Cost(Rs.)	Total Cost (Rs.)
Ordered By _____		Bar Manager/Bar In charge: _____		

8.11 Bar code Systems

Barcodes are now a vital part of many modern stock control systems. It identifies items precisely for stock control and ordering purposes. When used in cellar the barcodes on all stock being received or issued can be swiped in the same way as seen in supermarket, quickly recording its movement and adjusting the stock records immediately.

9. Conclusion

A cellar is an area meant for storing all types of alcoholic beverages to protect them from theft, prevent them from spoilage and to issue them against the requisition as and when required by various bars and other licensed outlets. Cellar man is the charge of the cellar room and his responsibilities includes stocking the cellar with adequate supply, neither more nor less checking the quality and quantity while receiving the stock, issuing them against the authorized requisitions, maintaining and updating the cellar room. Cellar is divided into various section to store the beverages properly and cleaning of all the equipment is done frequently. The ideal location of the cellar is basement underground to prevent the cellar from light and vibration. Temperature is well controlled in the cellar as change in temperature may

spoil the wines and beer. The sale of beverages brings revenue to the hotel therefore strict monitoring is done while receiving, issuing and storing so that every bottle should give revenue. All the records such as Cellar Inward Report, *Ullages* and Breakage report, Bin Card ,Empties Return Book are to be kept updated and maintained properly. It is also important that the cellar is never left attended to avoid the entry of any unauthorized person in the cellar.

10. References

1. Bamunuge, H, Edwards, G, Nutley, J. (2010) Food & Beverage service, 2nd ed, City & Guilds, Essex: Heinemann.
2. BOC Gases. (2010) Sure Serve Programme, BOC : Ireland.
3. Davies, B., Lockwood, A, Alcott, P., Pantelidis, I. (2012) Food and Beverage Management, 5th ed, Oxford: Routledge.
4. Dopson, L.R., Hayes, D. K (2011) Food and Beverage Cost Control, 5th ed, New Jersey: John Wiley & Sons.
5. Dittmer, R. P and Keefe, D.P. (2006). Food, Beverage and Labor Cost controls, 8th ed, New York, John Wiley & Sons Inc.
6. Elliott, M. S. (2006) How to Run a Successful Pub, Oxford: How to Books.
7. Lillicrap, D. and Cousins, J. (2010) Food and Beverage Service, 8th edition, London: Hodder Education.
8. Murphy, J. (2007) ‘Stock Management Vital to Maintaining Profits’, April Issue, *Licensing World*, Jemma Publications Ltd: Dublin.
9. Murphy, J. (2008) ‘Overcoming Fraud and Dishonesty’, December Issue, *Licensing World*, Jemma Publications Ltd: Dublin.
10. Murphy, J. (2006) ‘Workplace Health and Safety in the Irish Licensed Industry’, July Issue, *Licensing World*, Jemma Publications Ltd: Dublin.
11. Murphy, J. (2006) ‘ Storing your wines, *Licensing World*, October, Dublin: Jemma Publications Ltd.
12. Murphy, J. (2009) ‘ The importance of cellar safety, *licensing World*, October, Dublin: Jemma Publications Ltd.
13. Murphy, J. (2013) Principles and Practices of Bar and Beverage Management, Goodfellow Publishing Ltd, Oxford: England.

14. Murphy, J. (2013) Principles and Practices of Bar and Beverage Management – The Drinks Handbook, Goodfellow Publishing Ltd, Oxford: England.
15. Katsigis, C. Thomas, C. (2007) The Bar & Beverage Book, 4th ed, New Jersey: John Wiley & Sons Inc.

11. Check you progress

1. Which of the following wines are stored on the sides
 - a. Vintage port
 - b. Sherry
 - c. Madeira
 - d. Marsala
2. The person responsible to take care of cellar is
 - a. Bar man
 - b. F&B Controller
 - c. Cellar man
 - d. Receiving clerk
3. List down the various equipments found in cellar area.
4. In which of the following situation is a credit memo not made:
 - a. Overcharged
 - b. Wrong delivery
 - c. Bottle broken by accident
 - d. Rate wrongly charged

Rate wrongly

charged

5. Draw the specimen of Bin Card with the information provided in the Bin Card.
6. Weeping wine bottle is an example of _____.
7. To draw the beverages from the cellar area one needs to fill :
 - a. Transfer
 - b. Requisition Form
 - c. Purchase order form
 - d. Wine Demand Form

Form

8. List down the information recorded in the Cellar Inwards Book.
9. Wooden triangular blocks which are used to prevent a beer cask rolling from side to side is known as _____.
10. Write down the various points to be considered for a good cellar management.