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# UNIT: 01

## NON ALCOHOLIC BEVERAGES AND MOCKTAILS

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- 1.1 Introduction
- 1.2 Objectives
- 1.3 Classification of Non-alcoholic Beverages
- 1.4 Tea
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- 1.7 Aerated Drinks
- 1.8 Other Fizzy Drinks
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### 1.1 INTRODUCTION

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As we know that non alcoholic beverage are potable drinks which may be nourishing, stimulating, refreshing may have thirst quenching properties. They also help in maintaining of body ph balance. Non alcoholic beverages provide supplement diet to invalids, infants and convalescents. Some non alcoholic beverage eg. Mocktails (considered as equivalent to cocktails) are consumed by teetotaller at social gatherings. Some non alcoholic beverages provide instant energy after exertion from sports/games or other activities. They prevent dehydration and help in maintaining blood volume in case of bleeding, heat stroke, vomiting, excess sweating or diarrhoea. In this unit we will concentrate on all the basic non alcoholic drinks, which may be taken as a single drink or modified and mixed to make it tastier, refreshing and a new appearance. We will read about tea, coffee, juices, squashes, cordials, mixed drinks etc. where you will also know about the basics of these drinks and how these can be taken in different ways and enjoyed. Certain ingredients in milk like theobromine induce sleep. It decreased body temperature when taken chilled resulting in refreshed feeling.

After reading and understanding this unit you will get the basic knowledge about the non alcoholic drinks. You can also use this knowledge to make innovative mocktails, and surprise the guests whether in the house, working place or at the parties. You will know that in a single drink you can add some edible colored drink or mix with juices and make

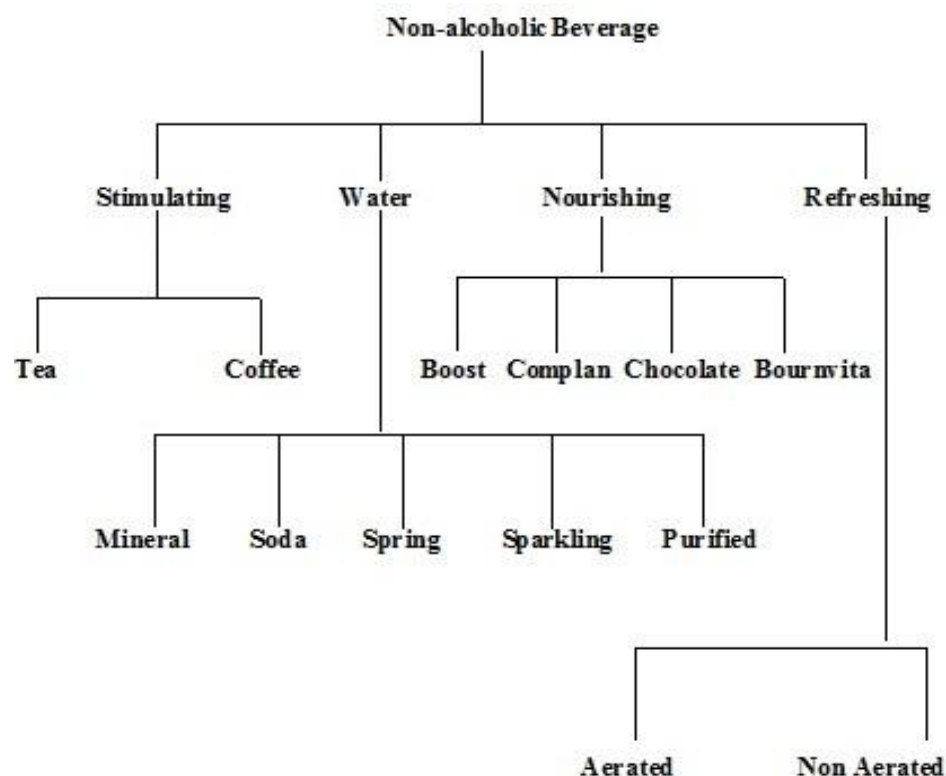
beautiful drinks which will look good and taste good too. So enjoy the drinks for all occasions in a new mix, taste, color, style and aroma.

## 1.2 OBJECTIVES

After reading this unit you will:

- Have knowledge about non-alcoholic beverage.
- Have knowledge about different mocktails.
- Have knowledge about different types of non-alcoholic beverage like tea, coffee, aerated drinks, juices etc.

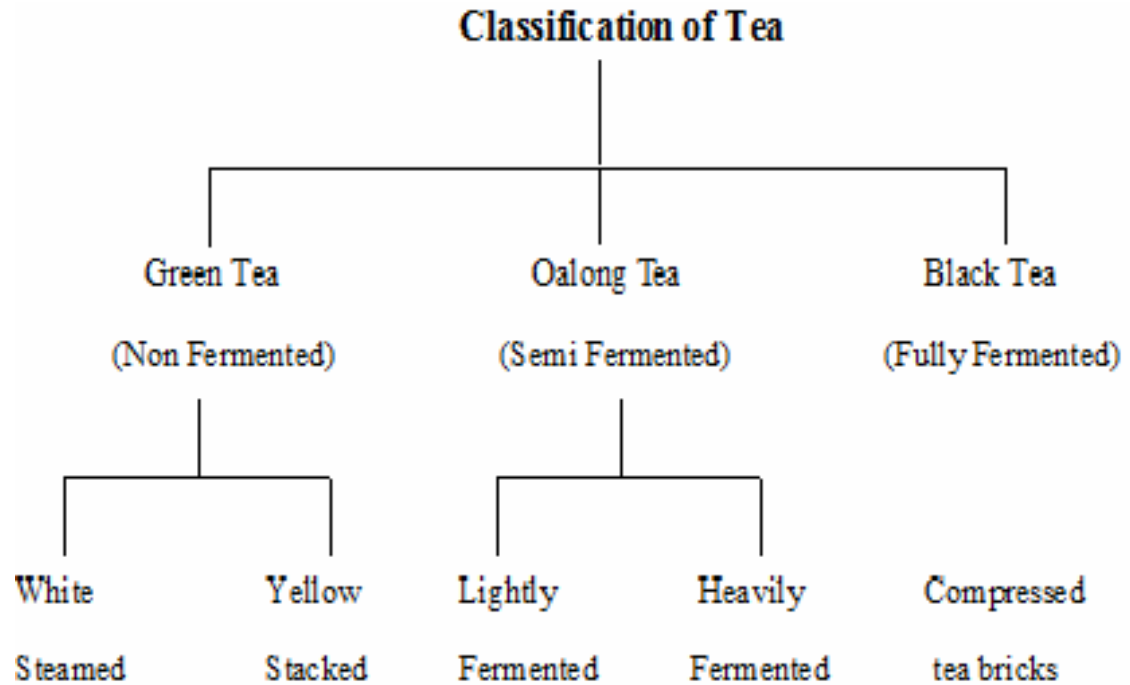
## 1.3 Classification of Non-alcoholic Beverage



## 1.4 TEA

Tea is a non alcoholic beverage derived from a shrub *Camellia Sinensis*, an evergreen plant which grows mainly in tropical and sub tropical climate. Tea is said to have been discovered by Emperor Shen Ming of China in about 2737 BC. It is now widely cultivated in Japan, India in 1736 and in Sri Lanka in 1767. At first they used seeds from China, *Camellia Sinensis* but later seeds from Assam *Camellia Assamica* were used.

Today India stands first in the production of tea, approx 750000 tons ahead of China and Sri Lanka. Darjeeling tea is world famous with international certification.



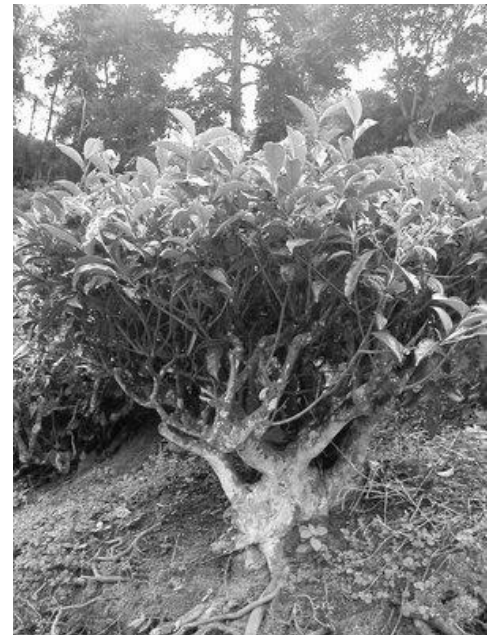
**Tea Species:** There are following variety of tea:

- Thea Sinensis
- Camellia Sinensis

**Green Tea:** Green Tea leaves are steamed immediately after plucking. This prevents oxidation and fermentation. It is then dried and rolled. Green tea has a delicate taste and is pale green/golden in colour. It has more tannin in it, astringent and is slightly bitter in taste. There are four varieties of Green tea:

- Gyokuro
- Sencha
- Bancha
- Matcha

**Oolong Tea:** Oolong tea is popular in China. The tea leaves are withered and oxidized for a shorter term compared to Black tea. It produces tea which is in between black and green tea in taste. The tea is amber in colour.



**Black Tea (Fully fermented tea):** In Black tea, the leaves are withered, twisted and then rolled by placing them in rolling machines which releases the natural enzymes and juices of tea. The leaves are then fermented during which some of the acid in the leaves oxidizes and is converted into less soluble forms while more essential oils develop. The leaves are

then fired in a drying machine. Black tea leaves produce a red orange to deep red liquor which releases a hearty flavour. Some popular Black tea is Darjeeling, Assam Tea (India), Ceylon Tea (Sri Lanka), Keemun (China).

**White Tea:** This is a rare tea from China and is the least processed. It is not oxidized or rolled but simply withered and dried by steaming. White tea produces a pale colour infusion which is not a sign of strength. Freshly infused White tea is harmless to digestion but contains infusion extracts tannin which causes harm to human body.

**Herbal Tea:** This actually contains no tea leaves. But is made from flowers, berries, peels, seeds and roots of different plants like Camellia, Rosemary, Mint, Lemon Grass, Ginseng, Nulfoil and Rose Chip Herbal teas are growing popularity since they contain no tannins and are favoured by people who are health conscious.

**Instant Tea :** This is made by spray or freeze drying an infusion of tea. The tea is then packed in tight containers. It is widely used in automatic vending machines.

**Yerba De Mate :** It is made from leaves and stems of a species of a tree which grows in Paraguay and Brazil and is processed like Black tea. It is taken without milk and has medicinal properties.

**Scented Tea :** This is made by adding flavourings like Jasmine flowers, rose petals, orange zest or mint leaves to tea during the firing stage after which they are sieved out eg. Earl grey, lemon scented, cinnamon tea, lama tea.

**PRODUCTION OF BLACK TEA:** The processing of Black tea is carried out in the following stages :

**Withering (Drying) :** The plucked leaves are weighed and then spread out evenly on wooden racks to wither naturally or by means of heated air forced over withering racks. The object of withering is to evaporate much of the water content of the tea leaves so that the leaves become soft and pliable.

**Rolling :** The leaves are now passed through rolling machines where they are twisted and rolled until they become soft and mashy. This is done to break up the tissues and the cells of the tea leaves and to liberate their juice which gives tea its flavour.

**Roll Breaking :** The leaves in trusted lumps are broken up and sifted through sieves before being sent for fermentation.

**Fermentation or Oxidation :** The purpose of fermentation is to make the tannins present in the tea leaves less soluble so as to prevent a bitter beverage. The term fermentation in connection with tea simply means oxidation. The tea leaves are spread out in order to absorb more oxygen. During this process the tannins are oxidized while more essential

oils develop which impart the characteristic flavour and aroma to the tea beverage. The colour of the leaves changes to black.

**Drying or Firing:** The tea leaves are then heated and dried in a drying machine to arrest further oxidation and to dry the leaves evenly without scorching. The beverage made from Black tea has an amber colour, is less bitter than green tea and has rich flavour and aroma.

**Black Tea Grading:** Black tea is graded according to leaf size. There are four main grade of Black tea:

- Leaf Tea
- Broken and small leaf tea
- Fannings
- Dust

#### 1. Leaf tea grading are :

SFTG FOP→	Super Fine Tippy Golden Flowery Orange Pekoe
TGF OF →	Tippy Golden Orange Pekoe
FOP→	Flowery Orange Pekoe
P →	Pekoe
PS→	Pekoe Souchong

#### 2. Broken and Small Leaf Tea :

BOP →	Broken Orange Pekoe
FBOP →	Flowerery Broken Orange Pekoe
BP →	Broken Pekoe
BPS →	Broken Pekoe Souchong

**3. Fannings :** These are small pieces of leaf. The grading includes BOP fannings, Pekoe fannings and Fannings.

**4. Dust :** Trade name for smaller leaf particle size. This grade yields stronger and darker brew having shorter infusion time.

**Green Tea :** In the processing of Green tea the tea leaves are withered then rolled to break the tissues and cells of the tea leaves and to liberate their juices. The leaves are then heated and dried in a drying machine but not fermented. Thus the leaf retains much of its

original green colour. The beverage made from green tea is greenish yellow in colour and is distinctly bitter. It has little flavour and aroma as compared to black tea.

**Oalong Tea :** This is semi fermented tea. The fermentation period is too short to change the colour of the tea completely. They are only partially blackened. The beverage made from Oalong tea is intermediate between Black tea and Green tea.

**CTC (Cut, Tear & Curl) Method :** The leaves are processed through a special machine which cuts, tears and curls the withered leaf all in a single process during the beginning of fermentation stage. The leaves have pellet like appearance and are broken in size. They have browner leaf & produce strong liquor will less flavour.

**Principles of Tea Preparation:** In making of Tea, the goal is to extract the maximum flavour with minimum of tannins so as to avoid a bitter tea. To get good results the following rules should be observed.

1. Use good tea and always remember the recipe (high quality blends produce good tea). For good tea making the tea should be weighted or measured for each brew. For tea pot service the ideal recipe is one tea spoon full of tea or one tea bag per cup of boiling water. When making tea in bulk allow 45-60 gms of tea leaves to each gallon of water.
2. Use freshly drawn, freshly boiled water. The water should be fresh from the tap and brought to boil before it is poured over the tea leaves. Water that has been boiled previously or that has been boiled for a long time or that has not come to boil i.e. off boil makes the tea flat.
3. Pre heat the pot, rinse the pot with hot water before putting in the tea leaves. Unless this is done the water goes off boil rapidly thus preventing the correct infusion of tea leaves.
4. Use the short pour, the water must reach the tea leaves as near boiling point as possible so as to infuse them properly. To ensure this take the pot to the water and never water to the pot and use the short pour so that when water enters the tea pot it is actually boiling.
5. Tea should be brewed, not stewed. To extract the full flavour and strength from the tea, the tea leaves should be allowed to infuse for 3-5 minutes depending upon the size of all pot and nature of water. The larger the pot, the longer the time for infusion. Tea infuses more readily in soft water than hard water.

**Composition:** The stimulant in tea is referred to as Theine, a chemical identical to caffeine in coffee. Tannins are also found in large quantities. They dissolve slowly in hot water and impart a bitter taste. The characteristic aromas of tea beverage are imparted due to the presence of essential oils in the tea leaves.

**CHECK YOUR PROGRESS-I**

1. Classify non-alcoholic beverages?

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2. Describe tea as beverage?

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3. What are the different types of tea?

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**1.5 COFFEE**

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Coffee, the most popular after dinner beverage is derived from an evergreen bush which grows in sub-tropical and tropical climate. The coffee plant is native plant of Abyssinia (new ethopia) and other parts of tropical Africa. Coffee is grown in America, Mexico,

Brazil, Columbia, Cuba, Farnica, India, Indonesia, Arabia etc. Brazil is world's largest producer of coffee, Columbia 2nd, and Ivory Coast 3rd.

Coffee is said to have been discovered in Ethiopia by a shepherd, Kaldi who noticed that his sheep became hyperactive after eating the beans/red cherries from a plant Kaldi consumed a few beans himself and was affected by the caffeine. The local monks used this bean as it helped them to keep awake for long hours. Soon use of coffee spread all over with the Arabians growing it extensively.

**Varieties:** The two main varieties of coffee beans are :

Coffee Arabica → Milder, flavoured used in roasted blends

Coffee Robusta → Strongly flavoured, used in instant coffee.

**Purchasing Unit:** Coffee beans may be purchased either roasted, unroasted or ground.

Instant coffee is liquid coffee which has been dried into powder form.

Coffee essence is concentrated form of liquid coffee which may contain chicory.

**Note:** “French coffee usually contains chicory. The roots of chicory are washed, dried, roasted and ground, then added to coffee. The addition of chicory gives a particular flavour and appearance to the coffee”.

**Storage:** Points to note with regard to storage of coffee :

- Clean, dry, air tight container.
- Well ventilated store room.
- Away from excess moisture and strong smelling commodities.

**Composition:** Coffee contains caffeine, tannins and caffeol. Caffeine is 90-125 mg per 5 ounce of beverage. Caffeine gives the coffee its stimulating quality, the flavours and aroma of coffee beverage are derived from caffeol and to a lesser degree from tannins.

**Coffee Production:** Coffee is produce from the beans of the coffee plant. The coffee plant is an evergreen shrub that is called berry or cherry. Each coffee berry contains two oval beans or seeds enclosed in a parchment like membrane in the fruit pulp. The beans or seeds are the part used to make the coffee beverage. In the processing of coffee berries the outer side pulp and inner parchment covering are removed leaving the beans that are light green in colour. The green beans are then cleaned, graded and packed into fibre or jute bags and shipped to various markets. When required the beans are blended, roasted and ground to bring out the flavour and aroma.

**Roasting and Grinding:** The green coffee beams contain little flavour and aroma. The flavour and aroma associated with coffee beans is brought about by roasting. Roasting



can be done either on a charcoal roaster or in a electric roaster Roasting should be done evenly without any scorching. It should be done on slow fire and the beans should be uniformly rotated. During roasting the moisture is lost, carbon dioxide gas is formed and the colour of the beans changes from green to golden brown. The fat content of the beans undergoes a change developing a group of essential oils, caffeol which gives the coffee its characteristic flavour and aroma. The time required for roasting depends on whether the desired roast is to be light, medium or dark and the coffee roast are classified according to the colour of the roasted beans into the following :

1. Light Roast
2. Medium Roast
3. Dark Roast

The roasted beans are then ground according to requirement. There are three coffee grinds in the market:

1. Fine Grind
2. Medium Grind
3. Regular Grind
  - Fine grind for vacuum coffee maker
  - Medium grind for dripolator
  - Regular grind for percolator

**PRINCIPLES OF COFFEE MAKING:** In making of coffee the goal is to extract the maximum amount of caffeine and flavouring substances (caffeol) and minimum of tannins and to have a clear infusion.

To get good results the following principles should be observed for making of good coffee.

1. Use freshly roasted and ground coffee.
2. Use freshly drawn, freshly boiled water.
3. Use the correct coffee grind boiled water.
4. Use a clean coffee maker
5. Add a set measure of coffee to water → For weak coffee use one level table spoon coffee to 3/4th cup of water, for medium coffee use two level table spoon coffee to 3/4th cup of water.  
For strong coffee use three to four level table spoon coffee to 3/4th cup of water.  
When making coffee in bulk allow approx 300-360 gms of ground coffee to each gallon of water which will provide about 24 cups of black coffee.
6. Add boiling water to the coffee and allow to infuse property to extract the full flavour, colour and strength. The infusion time must be controlled according to the type of coffee being used and the method of making coffee.
7. Strain and serve.
8. Add milk and cream separately.
9. Control temperature as to boil coffee is spoil coffee. The best serving temperature for coffee is 70°C and milk 65°C.

**Coffee Making Methods:** Coffee may be made served in the following ways :

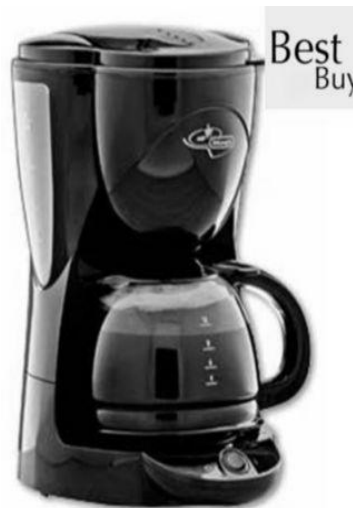
**1. Instant Coffee:** This form of coffee may be made very quickly, immediately before it is required by pouring freshly boiled water onto a measured quantity of coffee powder. Stir well and serve. Hot and cold milk, cream and sugar may be added to taste. Instant coffee may be made in individual coffee or tea cups or in large quantities. When making instant coffee in bulk allow appear 21/2 onze instant coffee to each gallon (4 ltr) of water. For each serving use ½ to 1 tea spoon according to the desired strength.

**2. Saucepan or Jug Method:** This is an American method of making coffee more suitable for home than commercial establishment. A set measure of ground coffee is placed in a saucepan/ jug and required quantity of freshly boiled water is poured over the ground coffee. It should then be allowed to stand for a few minutes to extract the full flavour, colour and strength from the ground coffee. Strain and serve Hot/Cold milk, cream and sugar may be added to taste.

**3. Percolator Method:** The Coffee percolator consists of a pot with a percolated coffee basket and stem. A measured amount of regular ground coffee is placed in the basket and freshly drawn water poured in the percolator, level being below the bottom of coffee basket. On application of heat, the water reaches boiling point and is forced upward through the percolator stem and sprayed gently over the ground coffee extracting full flavour, colour and strength. The length of infusion time depends upon the strength of coffee required. Upon reducing the heat, the liquid no longer infuses with the coffee and falls back into the percolator. The coffee is now ready for service. Hot or cold milk, cream and sugar added to taste.

**4. Cona Coffee:** The cona coffee maker or vacuum coffee maker consists of two flame proof glass bowls. The upper bowl has a open tube that extends to the bottom of the lower bowl. There is a filtered device in the upper bowl which is held in place over the tube opening.

Measured fine ground coffee is placed into the upper bowl and fresh cold water placed in the lower bowl. The upper bowl is set in the lower bowl and water heated from below. Upon reaching bowling point the water rises up through the tube into the upper bowl mixing with the ground coffee. The water filters through the ground coffee extracting its full colour and strength. Upon reducing the heat, the coffee liquid passes back into the lower bowl.



**5. Filter Coffee:** This method is popular in France and produces excellent coffee. The filter coffee pot consists of three sections:

1. lower section – to receive the filtered beverage
2. filter section (usually lined with filter) to place ground coffee
3. upper section (with a percolated bottom) to pour freshly boiled water over coffee.

Ground Coffee is placed on the filter section and upper section placed into position. Measured freshly boiling water is poured into the upper section & covered with lid. The water filters through the ground coffee into the lower section extracting full flavour, colour and strength.

When dripping is completed in 4-6 minutes the upper section and filter section are removed and coffee served from lower section. Hot/cold milk, cream and sugar added to taste.



**6. Espresso Coffee:** The method has its origin in Italy. Espresso coffee is made in a special apparatus called espresso machine that passes a mixture of steam and hot water which gives a frothy effect to the coffee when served. The method involves passing steam through finely ground coffee and infusing under pressure served black the coffee is known as espresso. If hot milk is added in equal quantity the beverage is called cappuccino.

**7. Irish or Gaelic Coffee:** This is sweetened hot coffee served in a wine glass, tapped with whipped cream. The service of Irish coffee may be carried out at the table end has considerable eye appeal.

Tray laid out for service of Irish coffee

1. Silver service tray with serviette on it.
2. Paris gobbler (7 onze / on doily on under plate with a tea spoon)
3. Coffee pot
4. Sugar pot with a spoon
5. Jug of whipped cream
6. Peg measure
7. Bottle of Irish Whiskey

**Recipe to serve one:**

1. One tea spoon sugar
2. Two onze Irish whiskey
3. 1/4th pint hot black coffee.
4. One table spoon whipped cream

**Method:**

1. Place the sugar in a warmed Paris goblet.
2. Pour the measured amount of Irish whiskey.
3. Placing a tea spoon in the goblet to conduct the heat and avoid cracking the goblet, pour in the strong black coffee to within an inch of the top of the goblet.
4. Stir well to dissolve the sugar and to mix the coffee and whiskey.
5. Pour whipped cream slowly over the back of a tea spoon onto the surface of the coffee.
6. Do not stir as the best flavour is obtained by drinking the coffee and whiskey through the cream.
7. The Irish whiskey in the Paris goblet is placed on an under plate and served to the guest.

**Note:** If Brandy is used instead of whiskey it takes the name 'Café Royale'.

**7. Turkish or Egyptian Coffee:**

This coffee is made from darkly roasted mocha beans which are ground to a fine powder. It is made in a special coffee pot with a long handle and is narrower at the top than the bottom. The coffee is put into coffee pot and brought to boil. Now sugar and coffee is added and mixture allowed coming to a frothy boil. Remove the pot from the heat again and bring the coffee to a



frothy boil. A little of broth is poured into coffee cups, then the coffee brought to a frothy boil for a third time poured into the coffee cups.

**9. Iced Coffee:** Make strong black coffee in the normal way and then strained and chilled well. This may be served mixed with an equal quantity of cold milk or cream to make a smooth beverage. It is served in a tall glass with ice cubes added and with straws.

**10. Decaffeinated Coffee:** This is coffee from which the stimulant caffeine has been removed. It is made from beans after the caffeine has been extracted. For this the beans are soaked in very hot water for about five hours. This softens the beans opening their pores. The beans are then treated with a solvent which reacts with caffeine and is then evaporated away taking away 97% caffeine.

**Equipment Required for Service of Coffee and Tea:**

The following equipment are required for service of Tea & Coffee:

<b>Coffee Tray</b>	<b>Tea Tray</b>
Tray or Salver	Tray or Salver
Serviette	Serviette
Coffee cup and saucer	Tea cup and saucer
Coffee spoon	Tea spoon
Sugar basin and tongs	Sugar basin and tongs
Coffee pot	Tea pot
Hot Milk jug	Hot Milk jug
	Tea strainer
	Slop Basin
	Hot water jug

**Service:**

1. The tray is set with beverage on the right with spouts facing inwards and handles outwards.
2. Coffee cups with saucer, coffee spoons resting in the saucer at right angles under the handle of the cup are placed on the table.
3. Like all beverages coffee is served from the right hand side of the guest.
4. First, sugar is offered to the guest which is placed in the coffee cup.
5. Now coffee is poured into the guest cup.
6. After the coffee is poured to 3/4th capacity of the cup, ask the guest if he would like to have milk with the coffee.
7. If the guest asks for milk, pour milk just upto the brim of the cup otherwise pour some more coffee into the cup. Keep an eye on the table and refill when asked by the guest.

**Tea Service:** Tea is served in similar method to coffee but may also be served in the following way.

1. Service from a pot of tea placed at the sideboard, milk and sugar being placed on the table.
2. Service of both milk and tea from pots, each held in one hand with sugar placed on table for guest to help themselves.
3. In function catering, the milk and sugar are placed on the table. Tea is then served from tea pots kept at the sideboard on the hot plate.

**CHECK YOUR PROGRESS-II**

1. What are the varieties of coffee?

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2. What is Irish coffee?

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3. What is decaffeinated coffee?

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**1.6 COCOA AND CHOCOLATE**

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Both Cocoa and Chocolate are made from the beans or seeds of the cocoa tree, the botanical name of which is Theobroma Cacao. The translation of Theobroma is food for the Gods indicating the esteem in which these products were held.

**Places of Growth:** The cocoa tree is grown in countries near the equator mainly South and Central America, East and West Indies and West Africa.

**Production:** The fruit of the cocoa tree is called cocoa pod. The cocoa pods are 7 to 12 inches long having thick leathery rinds containing 25-75 seeds arranged inside rows. The cocoa beans are encased in the fleshy mucilaginous pulp of the cocoa pods.

The production of cocoa and chocolate is carried out in the following stages :

**Depodding :** The cocoa pods are gathered in heaps and cut upon with sharp rounded knife. The cocoa beans are scooped out or removed from the mucilaginous pulp of the cocoa pod. The fresh bean from the cocoa pod has a strong bitter taste and must be fermented to develop its flavour and colour.

**Fermentation :** The cocoa beans are placed on fermenting heaps and fermented to remove the pulp from the outside of the bean and to decrease the strong bitter taste. Oxidation begins almost at once causing the beans to become brown which is due to the oxidation to tannins.

**Drying :** The beans are then spread in the sun and dried to remove the moisture so that they are not spoilt during storage.

**Note** – “The fermented dry beans resemble almonds, they are surrounded by thin paper like skin or shell”.

**Roasting :** The beans are then roasted in revolving cylinders by currents of hot air, the roasting process further improves the colour and flavour and aroma of the beans and dries the husks or shells so that they can be easily removed.

**Shelling :** The beans are then cracked to remove the shells; the beans are now turned cocoa nibs which is the basis for cocoa and chocolate products.

**Grinding the Cocoa Nibs :** The cocoa nibs are ground to a thick brown semi liquid paste called chocolate liquor or cocoa mass which contains 50-57% cocoa butter, the natural fat of cocoa bean. This material solidifies on cooling to a hard brown block that is sold as bitter chocolate and is used to make sweet chocolate and milk chocolate. To make sweet chocolate sugar and flavourings are added to the bitter chocolate and to make milk chocolate, milk, sugar and flavourings are added.

**Pressing the Cocoa Mass :** The cocoa is second benefiteve of chocolate liquor or cocoa mass. To make cocoa the cocoa mass is pumped into powerful hydraulic press where some of the cocoa bitter is removed.

**Making the Cocoa:** The pressed cocoa cakes remaining in the press are removed, then crushed, ground and sifted to a fine powder making cocoa.

**Types of Cocoa:**

High Fat Cocoa	:	Break Fast Cocoa 22%
Medium Fat Cocoa	:	10-20%
Low Fat Cocoa	:	Less than 10%
Dutch Process Cocoa	:	Darker in colour and flavour

**Composition:**

	<b>Cocoa</b>	<b>Chocolate</b>
Water	4.6%	5.9%
Protein	21.6%	12.9%
Fat	27.6%	47.7%
Carbohydrates	37.7%	30.3%
Minerals	7.2%	2.2%
Theobromine	9.55mg/5oz of beverage	125mg/50z of beverage

The stimulant agent in Cocoa and Chocolate is called. Theobromine which is similar to caffeine in coffee. Cocoa also contains proteins, fats, large proportion of carbohydrates in the form of starch and sugar so apart from being a stimulating agent it is also a nourishing food.

**Uses:** Both Cocoa and Chocolate are widely used in the production and finishing of various puddings, cakes pies, cookies, sauces, icings and ice cream. To make a hot beverage it is mixed with water, milk and water or milk.

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## **1.7 AERATED DRINKS**

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These are fizzy drinks aerated with carbonic gas commonly found in kiosks, café, restaurants, bars, discotheque etc. These drinks are artificially coloured, flavoured & sweetened with small amount of natural ingredients.

**Example of Aerated Water:**

Soda Water	Colourless and tasteless
Tonic Water	Colourless and quinine flavoured



Dry Ginger	Golden straw coloured having ginger flavour
Bitter Lemon	Pale, cloudy yellow coloured having lemon flavour

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## 1.8 OTHER FIZZY DRINKS

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Lemonade	Colourless , lemon flavoured, sweetened beverage eg. Seven up, Sprite, Mirinda
Orangeade	Artificially flavored and coloured with a semi translucent – appearance, emulsifier, vegetable oil eg. Mirinda, Gold Spot, Fanta
Gingerale	Translucent yellow aerated drink having ginger extracts, artificially coloured.
Cola	Made from bark of cola tree having phosphates, tannins, artificially sweetened.

Fizzy drinks are available in bottles and cans. They are also available as post mix in operations having high turn over.

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## 1.9 JUICES

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These may be freshly squeezed, bottled or canned The most common available are:

1. Orange Juice
2. Pineapple Juice
3. Grapefruit Juice
4. Tomato Juice
5. Lemon Juice
6. Apple Juice
7. Guava Juice
8. Mango Juice
9. Mix Fruit Juice
10. Melon Juice




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## 1.10 SQUASHES

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These are generally made of citrus fruits having high sugar content, colouring, flavouring and class II preservative.

Squashes are non fizzy but may be served diluted with water, soda water or lemonade.

- eg. Orange Squash
- Lemon Squash
- Grapefruit Squash
- Lime Juice

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## **1.11 CORDIALS**

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These are sweetened citrus fruit juices

- eg. Lime Juice Cordial
- Black Currant Cordial
- Ginger Cordial

### **CHECK YOUR PROGRESS-III**

1. What are various juices served in hotel?

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2. Write a note on Fizzy drinks?

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3. What is squash?

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## 1.12 MOCKTAILS

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Mocktails are contemporaries of cocktails except for the sense that unlike cocktails, they contain no alcohol. The concept of Mocktails originated from the urge to cater to the people who frequented the bar but had no desire or urge to consume alcoholic drinks. Earlier, these people were served with either carbonated drinks or fruit juices. These however, lacked the style and mystery associated with the cocktail. To satisfy the urge of these people, the bartenders came up with exotic ideas and created drinks which had all the qualities of a cocktail without any alcohol in it. Since, these drinks were created as a substitute to cocktails; they came to be called as ‘Mocktails’ or a drink which had the qualities and sophistication to make mockery of a cocktail.

Perhaps, the first mocktail to have been prepared was Virgin Mary, a teetotaler’s answer to Bloody Mary. Mocktails are now as popular as cocktails and are served alone in a restaurant or in a bar famous for preparing cocktails. There are many outlets famous for their mocktails organizing mocktail sessions on a regular basis

It should always be kept in mind that like cocktails, mocktails are a delicate combination of various ingredients and all care taken in preparing cocktails and their service should be done also in the case of a mocktail. The ingredients and the equipment required in the case of mocktails is nearly the same except for the alcoholic beverage.

### **EQUIPMENTS REQUIRED FOR MAKING MOCKTAILS:**

- Cocktail shaker
- Mixing glass
- Bar mixing glass
- Ice bucket and tongs
- Peg measure
- Strainer
- Strainer and funnel
- Cutting board knife

- Swizzle sticks
- Cocktail sticks
- Straws
- Bottle opener
- Cork extractor
- Ice chopper
- Ice shaver
- Refrigerator
- Soda siphon
- Glassware
- Salvers

**INGREDIENTS REQUIRED:**

- Syrups – Grenadine Syrup, Raspberry Syrup, coconut and chocolate syrup.
- Carbonated Drinks, Mineral water, soda, ginger ale and tonics.
- Fruit Juices – Pomegranate, grapefruit, mango, apple, orange, lemon, pineapple, tomato etc.
- Crush – Strawberry, blackcurrant etc.
- Ice creams – Vanilla, chocolate, mango, mixed fruit etc.

**GOLDEN RULES FOR MAKING MOCKTAILS :**

- Make sure that the shaker is perfectly clean because impurities will spoil the drink.
- Ingredients always mix better in a large shaker so try to avoid a small one.
- Ice is nearly essential for most of the mocktails but the same ice should not be used twice because the ice will absorb the flavour from one drink and impart it to the other.
- Mocktail glass should be previously chilled.
- Shake the cocktail shaker as hard as possible for 10-15 seconds.
- Serve immediately after shaking.
- Always use the best quality of garnishes.
- Mocktails containing carbonated beverage are never shaken.
- If egg white or yolk is to be used as a modifier, it should always be broken in a separate bowl.

**SERVICE OF MOCKTAILS:**

- Greet the guest with a smile and according to the time of the day.
- Present the cocktail list to the guest and allow the guest to place the order.
- Suggest cocktail to the guest if he appears confused, up-sell if possible.
- Pass the order to the bartender/mixologist.
- Set tray for cocktail service.
- Place the mocktail and napkins on the tray.
- Holding the tray in one hand, serve the cocktail with the other hand onto the right hand side of the guest.
- Ask If any refill is required before the glasses are empty.
- Clear the glasses as soon as they are empty.

- Serve the new drink as per the same procedure.
- Present the bill to the host when no more mocktails are ordered and the guests have consumed their drink.
- Thank the guest, collect the payment and deposit with the cashier.

**MOCKTAIL RECIPES:**

**1. Virgin Mary**  
**Ingredients**

- Tomato Juice – 180 ml
- Worcestershire Sauce – a dash
- Tabasco Sauce – a dash
- Lime juice – as required
- Salt – as required
- Celery – for garnish
- Lemon wedge – for garnish
- Ice cubes – 3-4 no



**Method**

1. Put all the ingredients in a cocktail shaker along with the ice cubes.
2. Shake vigorously for 1-2 minutes.
3. Pour the mixture in a high-ball glass previously rimmed with salt.
4. Garnish with celery and lemon wedge.

**2. Cinderella**  
**Ingredients**

- Orange juice – 60 ml
- Pineapple juice – 60 ml
- Sour mix – 45 ml
- Grenadine syrup – a dash
- Soda – as required
- Maraschino cherry – 1 no
- Ice cubes – 7-8 no



**Method**

1. Put the ingredients in a mixing glass.
2. Stir along with the ice cubes.
3. Put fresh ice cubes in a Collins’ glass.
4. With the help of a strainer, pour the mixture over the ice cubes.
5. Top with soda.
6. Garnish with maraschino cherry and serve.

**3. Cherry Fizz**

**Ingredients**

Cherry juice – 60 ml

Ginger ale – 60 ml

**Method**

1. Put thawed frozen cherry juice concentrate into a cocktail glass.
2. Slowly pour the ginger ale.
3. Stir with a stirrer and serve.

**4. Tornado Twist**

**Ingredients**

Cranberry / Raspberry juice – 60 ml

Lime soda – 60 ml

Ice cubes – 3-4 no

**Method**

1. Put the juice in a high-ball glass.
2. Add the soda.
3. Pour the ice cubes and serve.



**5. Pussy Foot**

**Ingredients**

Orange juice – 90 ml

Sparkling water – 90 ml

Egg yolk – 1 no

Lime juice – 30 ml

Lemon juice – 15 ml

Orange slice – for garnish

Ice cubes – 2-3 no

**Method**

1. Put all the ingredients except for sparkling water in a cocktail shaker.
2. Add ice cubes and shake vigorously for 1-2 minutes.
3. Pour into a tall glass.
4. Add the sparkling water and stir gently.
5. Garnish with orange slice.
6. Serve chilled in a cocktail glass.

**6. Sunset Cooler**

**Ingredients**

Cranberry juice – 120 ml

Orange juice – 75 ml

Ginger ale – 45 ml

Ice cubes – 3-4 no

**Method**

1. Put the juices and ice cubes in a mixer.
2. Blend till the mixture is smooth.
3. Top with ginger ale.
4. Garnish with a flag.

**7. Virginia Pina Colada**

**Ingredients**

Pineapple juice – 45 ml

Lime soda – 30 ml

Vanilla ice cream – ½ scoop

Coconut milk – 15 ml

Ice cubes – 3-4 no

Pineapple slice – for garnish



**Method**

1. Put all the ingredients in a blender.
2. Blend until smooth.
3. Pour into a Collins' glass.
4. Garnish with pineapple slice.

**8. Shirley Temple**

**Ingredients**

Ginger ale – 60 ml

Grenadine syrup – 10 ml

Maraschino cherry – 1 no

**Method**

1. Pour ginger ale into a high-ball glass.
2. Add the grenadine syrup.
3. Stir with a stirrer.
4. Garnish with maraschino cherry.

**9. Purple Rain**

**Ingredients**

Grape juice – 50 ml

Pineapple juice – 50 ml

Lime juice- 20 ml

Lime soda / Carbonated water – as required

Salt – as required

**Method**

1. Put all the ingredients except for the soda in a mixer.
2. Mix with a bar spoon.
3. Pour into a high ball or Collins' glass.
4. Top with lime soda.

**10. Mocktini**

**Ingredients**

Tonic water – 90 ml





Fresh lime juice – 30 ml

Fresh lemon juice – 15 ml

Lemon wedge – for garnish

Ice cubes – 3-4 no

**Method**

1. Put the ingredients in a mixing glass.
2. Stir with a bar spoon.
3. Strain into a cocktail glass.
4. Garnish with a twist of lemon.

**CHECK YOUR PROGRESS-IV**

1. What is mocktail?

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2. Write recipe of Virginia Pina Colada.

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3. Explain the service procedure of mocktail?

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### 1.13 Summary

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After reading this unit the students should have knowledge about the different type of non-alcoholic beverages available in the market and the number of uses these non alcoholic beverages may be put to. Main methods of coffee and tea preparation along with their service have been explained in an easy manner. Some prominent recipes of Mocktails have been detailed so that student may understand the difference between the various Mocktails.

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### 1.14 Key Words

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**Aerated Drinks:** Drinks which contain carbon-dioxide either naturally or to which CO<sub>2</sub> is introduced to cause aeration.

**Carbonated:** A liquid to which CO<sub>2</sub> is introduced in order to create a fizz.

**Decaffeinated Coffee:** Coffee from which most of the caffeine has been extracted by processing the green beans under steam in vacuum.

**Herbal Tea:** These contain no tea leaf but are made up of flowers, berries, peels, seeds and roots of plant like Camellia, Rosemary, Mint, Lemon Grass, Ginseng, Milfoil, Rose Chip Tea etc.

**Irish coffee:** Black coffee, to which Irish Whisky is added, topped with whipped cream.

**Juice:** A liquid extracted from any raw food, usually fruits.

**Mineral Water:** Usually water from natural springs impregnated with various minerals and gases.

**Mocktails:** A delicate mixture of non-alcoholic beverages possessing all qualities of a cocktail except alcohol.

**Oolong:** Chinese tea fermented for a short period of time.

**Rectified Spirit:** A pure spirit eg. Vodka, gin.

**Squash:** Edible fruit of the gourd family, divided into two categories – (1) summer (2) winter.

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## 1.15 References and Bibliography

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## 1.16 Terminal Question

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1. What do you understand by the term non-alcoholic beverages? Elaborate your answer.
2. Classify non alcoholic beverages into different categories and give use of each.
3. What is tea? Discuss its types.
4. Explain in brief the process of coffee making
5. Short Notes
  - Characteristics of good coffee
  - Type to tea
  - Use of Cocoa & Chocolate
  - Mocktails
6. Explain the process of Tea production in detail.
7. Discuss the following methods of Coffee preparation.
  - Cona
  - Espresso
  - Cappuccino
  - Filter
7. Explain method of tea service in the restaurant.
9. Explain in brief the method of tea production.
10. Discuss the various aerated, carbonated and other drinks served in a hotel along with their use.

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# UNIT: 02

## COFFEE SHOP AND BREAKFAST SERVICE

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### Structure

- 2.1 Introduction
- 2.2 Objectives
- 2.3 Coffee Shop
  - 2.3.1 Layout of Coffee Shop
  - 2.3.2 Organisation Structure of Staff
- 2.4 Breakfast
  - 2.4.1 Types of Breakfast
    - 2.4.1.1 American Breakfast
    - 2.4.1.2 Continental Breakfast
    - 2.4.1.3 English Breakfast
    - 2.4.1.4 Indian Breakfast
    - 2.4.1.5 In-house Breakfast
  - 2.4.2 Breakfast services in Hotels
  - 2.4.3 Preparation for Breakfast Services
  - 2.4.4 Method and procedure of taking a guest order
  - 2.4.5 Emerging trends in Breakfast Services
- 2.5 Summary
- 2.6 Key Term
- 2.7 Reference and Bibliography
- 2.8 Terminal Questions

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## 2.1 Introduction

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Coffee shop provides all meals to guest. It is generally located in close vicinity of lobby. It caters the food and beverages needs of guest. Generally coffee shops offer multi-cuisine menu. Breakfast is served in coffee shop. The buffet is laid for breakfast in the morning hours. The coffee shop may offer variety of breakfast like English breakfast, continental breakfast, American breakfast and Indian breakfast. Apart from breakfast coffee shops of hotels may offer multi-cuisine food dishes in lunch and dinner. The lunch and dinner is generally a la carte while breakfast served in buffet.

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## 2.2 Objectives

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After reading this unit the learner will be able to understand:

- Coffee Shop
- Layout of Coffee Shop
- Organization Structure of Staff
- Breakfast
- Types of Breakfast
- Breakfast services in Hotels

- Preparation for Breakfast Services
- Mise-en-place and Mise-en-scene
- Functions performed while on Breakfast service
- Method and procedure of taking a guest order
- Emerging trends in Breakfast Services and salient features

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## 2.3 Coffee Shop

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Coffee shop is a modern day concept which came from USA. It is a restaurant which generally serves all meals of the day right from breakfast tot the supper. These are often operational 24 hrs in a day in hotels to cater to round the clock demands of hotel guests. The furniture, cutlery and crockery utilized are not very expensive and the style of service is casual. Generally, the food ordered comes pre-plated and covers are laid on table mats.

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### 2.3.1 Layout of Coffee Shop

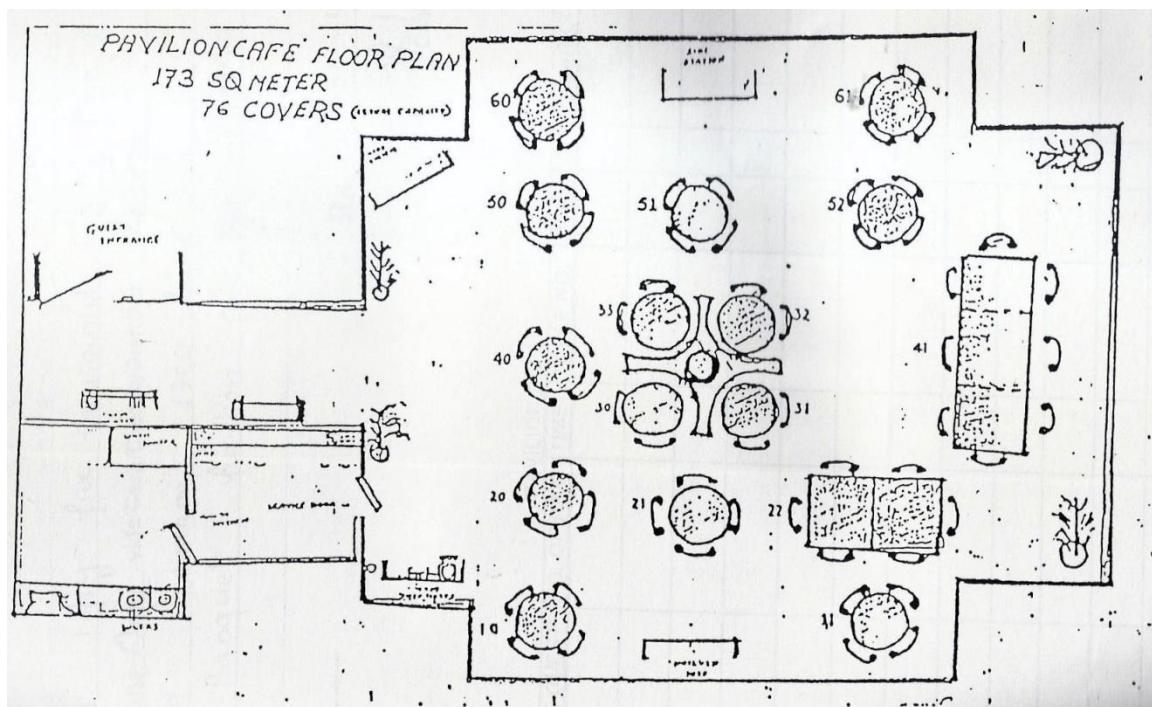
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The objective in planning a coffee shop is to assemble, on paper, the ideas for a coffee shop that will be profitable and satisfying to the guest and owner/operator. While planning a coffee shop one must consider following:

- Location of Coffee shop
- Basic Floor Plan
- Interior Decoration
  - Color Scheme
  - Lighting
  - Flooring
- Furniture
- Kitchen Planning
- Heating Ventilation and Air-conditioning

**Location of Coffee shop:** The coffee shop is located in convenient location so that guest may easily approach to the coffee shop. It is generally located in the vicinity of lobby area so that a guest entering in the hotel may fulfil their food and beverage need with ease. The food and beverages served in coffee shop comprises of multi-cuisine dishes, tea, coffee, snacks etc. round the clock. In most of the hotels late night buffet is also placed in the coffee shop.

**Basic Floor Plan:** The floor plan is necessary for accurately hosting the all items like equipments, chairs, tables, side boards, planters, decorative items for creating the attractive ambience of the coffee shop. A suggestive floor plan is given below for better understanding of floor layout plan.



**Layout Floor plan of Coffee Shop**

**Interior Decoration:** An interior design describes a group of various yet related projects that involve turning an interior space into an effective setting for the range of human activities that are to take place there. It is the arrangement of line, direction, form, shape, colour, and texture and arranging them aesthetically and tastefully. Interior decoration is the art of creating a pleasant atmosphere in the living room with the addition of a complex of furnishings, art, and crafts, appropriately combined to achieve a planned result or design. Design elements are the basic units of a visual image.

**Space:** Space is the area provided for a particular purpose. It may have two dimensions (length and width, such as a floor, or it may have three dimensions (length, width, and height). Space includes the background, foreground and middle ground. Space refers to the distances or areas around, between or within components of a piece. There are two types of space: positive and negative space. Positive space refers to the space of a shape representing the subject matter. Negative space refers to the space around and between the subject matter.

**Line:** Line is the basic element that refers to the continuous movement of a point along a surface, such as by a pencil or brush. The edges of shapes and forms also create lines. It is the basic component of a shape drawn on paper. Lines and curves are the basic building blocks of two dimensional shapes like a house's plan. Every line has length, thickness, and direction. There are curved, horizontal, vertical, diagonal, zigzag, wavy, parallel, dash, and dotted lines.

**Colour:** Colour is seen either by the way light reflects off a surface or in colours light sources. Colour and particularly contrasting colour is also used to draw the attention to a particular part of the image. There are primary colours, secondary colours, and tertiary colours. Complementary colours are colours that are opposite to each other on the colour wheel. Complementary colours are used to create

contrast. Analogous colours are colours that are found side by side on the colour wheel. These can be used to create colour harmony. Monochromatic colours are tints and shades of one colour. Warm colours are a group of colours that consist of reds, yellows, and oranges. Cool colours are group of colours that consist of purples, greens, and blues.

**Shape:** A shape is defined as an area that stands out from the space next to or around it due to a defined or implied boundary, or because of differences of value, colour, or texture. They can be geometric or organic. Shapes in hotel decor and interior design can be used to add interest, style, theme to a design like a door. Shape in interior design depends on the function of the object like a kitchen cabinet door. Natural shapes forming patterns on wood or stone may help increase visual appeal in interior design. In a landscape, natural shapes, such as trees contrast with geometric such as houses.

**Texture:** Texture is perceived surface quality. In art, there are two types of texture: tactile and implied. Tactile texture (real texture) is the way the surface of an object actually feels. Examples of this include sandpaper, cotton balls, tree bark, puppy fur, etc. Implied texture is the way the surface of an object looks like it feels. The texture may look rough, fizzy, gritty, but cannot actually be felt. This type of texture is used by artists when drawing or painting.

**Form:** Form is any three dimensional object. Form can be measured, from top to bottom (height), side to side (width), and from back to front (depth). Form is also defined by light and dark. There are two types of form, geometric (man-made) and natural (organic form). Form may be created by the combining of two or more shapes. It may be enhanced by tone, texture and colour. It can be illustrated or constructed.

**Value:** Value is an element of art that refers to the relationship between light and dark on a surface or object and also helps with Form. It gives objects depth and perception. Value is also referred to as tone.

**COLOR SCHEME:** Colour establishes an aesthetic connection between objects and set of mood. The study of colour may be approached from any of the five angles i.e physiologist, chemists, physicist and psychologists or people who works with pigments. Of the many theories of colour two are in common use. These are generally known as the Prang system and Munsell system.

**Dimension of Colours:** When the average person thinks of color, he or she usually considers the aesthetic aspects of color such as the shade and whether it's light or dark; or a cool or warm tone. There are three properties or qualities that develop the 3-dimensional color space concept- distinct as the length, breath and thickness of an object.

**Hue:** Hue represents the color itself—red, yellow, blue, etc. If you were to take the visible spectrum—red, orange, yellow, blue, indigo and violet—and place each color in a circle. The colour of an object is determined by the wavelengths of the light reflect. An

object appears black when all the wavelengths are absorbed and white when all reflected.

**Value:** It is the one dimension of color space that can stand alone. Value represents the lightness or darkness of a given hue the value ranges from 0 for pure black to 10 for pure white. In the absence of hue you would simply have black, white or shades of gray.

**Tint** is the term used to describe a hue that has been lighted in value from its normal value. Pink is tint of red. Tints are achieved by mixing white with a pigment or by using a pigment in a dilute form to allow for the white of the ground to show through.

**Shade** is the term used to describe a hue that has been darkened in value from its normal value. That your coat is not true blue but some blend of blue with other colors. Maroon is a shade of red. Shades are achieved by mixing black with a pigment. **Note-** This use of the term shade is specific to color theory. In common usage a “shade” is usually a variation in color of a hue. To say “your coat is a nice shade of blue” usually means

**Intensity/Chrome: It** refers to the purity of a hue and the brightness or dullness of a color Intensity is also known as **Chroma** or **Saturation**. The highest intensity or purity of a hue is the hue as it appears in the spectrum or on the color wheel. A hue reduced in intensity is called a **Tone**. A tone is a hue with reduced or dulled strength.

Colour is a very potent feature in interior design because it evokes almost immediate response from the eye and can produce both physical and psychological reaction. Designers can work wonders with colour and colour combinations if they have a good knowledge of colour and its effects.

A good decorator always combines both value and practicality to evolve a scheme, which will work to the best advantage of the interiors. Standard colour harmonies are divided into two main groups:

1. Similar or Related Harmonies
2. Contrasting or Complimentary Harmony

**Similar or related harmonies:** Selecting colours that are close to each other on the colour wheel produces related harmony. This includes two types of schemes

- Monochromatic
- Analogous schemes

**Monochromatic harmony** indicates the selection of one colour or hue. Different values must contrast in a single colour harmony. This scheme is quite safe, effective, and peaceful in small areas. However, tends to get tiresome and monotonous, if carried out in an entire room. Additional interest may be created by providing contrasts and combining textures through various surfaces.



**Analogous scheme** is produced by a combination of adjacent hues that have one hue in common. The analogous are a combination of primary or secondary colours with two intermediate colours on either side of it. This scheme is quite restful and shows greater varieties.

**Contrasting or complimentary harmony:** Combining colours that are opposite to each other and far away on the colour wheel produces complimentary harmony. They should differ in value and intensity.

This group includes different types:

- Complimentary harmony
- Double complimentary harmony
- Split complimentary harmony
- Triad harmony
- Accented Neutral Harmony

**Complimentary Harmony:** This is obtained by using colours lying opposite each other on the colour wheel e.g. Blue and orange with yellow and violet etc. This type of harmony provides a richer effect of colour than related harmony. It can be successfully used for rooms, window displays and outdoors. It should have strong colour intensity.

**Double Complimentary Harmony:** In this scheme, two directly adjacent colours and their complimentary colours are used together for a double complimentary harmony e.g. Yellow and yellow green with red and red violet. In using this scheme, the outstanding view should contain the largest amount of colours, that is, the duldest of all the colours. The next may be a little bright but should be partially neutralised. The fourth colour, which is used in the least quantity, should have the brightest intensity.

**Split Complimentary Harmony:** It is the combination of primary or intermediate colours on either side of the colour wheel; compliment yellow with red violet and blue violet, blue with red orange and yellow orange, red with blue green and yellow green etc. A true split complimentary scheme is a harmony of similar colours with a note of contrasting colours. The amount of different values and intensities should be adjusted to prevent a shocking effect.

**Triad Harmony:** This is a combination of any three colours that form an equilateral triangle on the colour wheel. It requires careful treatment and can provide the richest and most interesting harmony. But if not carefully planned, it can have a very irritating effect e.g. Red yellow blue orange, violet & green and red violet blue green and yellow orange.

**Accented Neutral Harmony:** It is a harmony in which the largest area of the room will be neutralised with a smaller area in a brighter colour.

## EMOTIONAL IMPACT OF COLOUR

**How Colour Affects Mood:** Relying strictly on the colour wheel to make decorating decisions leaves an important factor out of the equation: the moods that colours can create. The colours you live with really do influence your emotions. Some palates lighten and brighten your mood while others pacify or purify. We respond to colour with our

hearts, not just our heads, so it's important to choose wisely. Understand that colours behave in three basic ways -- active, passive, and neutral -- and you can easily match every room's colours to your personal desires and taste and to the room's purpose.

**Active Colours:** On the warm side of the colour wheel, active colours include yellow, orange, and red. These advancing, extroverted hues stand out to greet and sometimes dominate. They inspire conversation and an upbeat attitude. Red, the most intense, pumps the adrenaline like no other hue. Small doses of the fire-engine hue wake up an entry or turn up the heat on a hearthside den. Golden or lemony yellows -- good for home offices and kitchens -- unleash creative juices.

**Passive Colours:** The cool colours - blue, green, and purple - will pacify, staying quietly in the background to calm and restore depleted spirits. They're ideal for bedrooms or private retreats, but if yours is a cold climate, you may want to work in some sunny accents for warmth and contrast.

**Neutral Colours:** Neutralizers are the "uncolors": browns, beiges, greys, whites, and taupe. They neither activate nor pacify but combine and cooperate, bridging together different rooms and colours. They're good transitions on woodwork, trim, hallways, and functional spaces like kitchens and baths, but even living rooms can benefit. Darker neutrals tone down other colours; crisp white intensifies them.

**Colour Language:** Curious about how colour influences mood? Here are a few examples:

**Pink:** soothes, acquiesces; promotes affability and affection.

**Yellow:** expands, cheers; increases energy. It is warm but not over bearing. Cream and light tans are suitable background colours.

**White:** purifies, energizes, unifies; in combination, enlivens all other colours.

**Black:** disciplines, authorizes, strengthens; encourages independence.

**Orange:** cheers, commands; stimulates appetites, conversation, and charity. Beige and tan are favoured as background colours.

**Red:** empowers, stimulates, dramatizes, competes; symbolizes passion. It is the strongest of colours and is associated with danger. When reduced to a tint of pink it loses its intensity and becomes milder and delicate. As a shade, red may give a warm brown.

**Green:** balances, normalizes, refreshes; encourages emotional growth. It is associated with nature, health and well-being. It provides dignity and solidity.

**Purple:** comforts, spiritualises; creates mystery and draws out intuition.

**Blue:** relaxes, refreshes, cools; produces tranquil feelings and peaceful moods. It is associated with simplicity, purity, truth and meditation. It stimulates intellectual activity but in the extreme, it could lead to depression.

**Violet:** It is the colour of tension and ambiguity. It represents sensitivity, subtlety and has lavender in playful and magical. Deep violet should be used with caution.

A combination of colours from the three families i.e. Warm, cool and neutral in a correct balance will provide attractive and comfortable interiors. Colours may also have an advancing or receding effect. Warm colours tend to appear closer than their actual distance while cool colours tend to have a receding effect. Spaces can be made to seem larger or smaller through choice of colours and shape. A long narrow space can be made to seem less long and less narrow through the use of warm colours on either ends and cool colours on the sides. A low ceiling will seem less oppressive in light colours where as a high ceiling will appear lower in dark tones.



*Marine Room-Coffee Shop-Hotel The Piccadily, Lucknow*

**LIGHTING:** Light is an essential element of every interior scheme and should be given special attention in the initial plan of each coffee shop. Sufficient and conveniently planned outlets should be an integral part of architectural planning. Planning of artificial light presents a major problem, as it requires both aesthetic and practical considerations. The average coffee shop lighting equipments and fixtures must be consistent with the style of the décor and must consistently contribute to the character and atmosphere of the coffee shop.

**Types of Lighting: Natural:** Day light provides natural light and varies according to the position of the sun and time of the day. Light is necessary for colour visibility. Textures are also influenced by light absorbed or reflected by them.

**Artificial:** These are of two types:

- Incandescent
- Fluorescent

**Incandescent Lighting:** In this type of lighting tungsten filament is sealed in a glass bulb and heated to a point at which it glows. The glass bulbs are usually made of standard lined glass/heat resistant borosilicate glass, which permits higher voltage used for outdoor lighting. Some bulbs are finished with an acid solution from inside which etches the glass and gives a frosted effect.

**Fluorescent Lighting:** This consists of sealed glass tubes, which contains mercury and halogen glass. It has electrodes at each end and on the inside, the tube is coated with a florescent material containing phosphorous. When a current is passed, the mercury vapour emits ultra violet light which is converted into visible light by the phosphorous on the inside surface of the tube. The lifespan of the incandescent lamp would be 750-2000 hrs and of a fluorescent light 1800-20000 hrs. Fluorescent lamps are suited for lower ceiling application and general lighting. They provide diffused light.



**Sahib Café-Vivanta by Taj, Lucknow**

### **CONSIDERATION IN LIGHTING SELECTION**

**Function:** The function of lighting must be evaluated in terms of quantity and quality of vision. The primary goal is visual clarity and to safeguard guest.

**Safety:** Safety is important in light consideration since improper lighting could prove hazardous to persons working in a particular area. Staircases require adequate lightings to prevent accidents. Proper wiring insulations and earthing should also be considered for safety.

**Beauty:** A close relationship exists between the type of lighting and appearance of colour. Wrong colour choices reduce the effectiveness of well-planned schemes. The designer should use brightness/ contrast to create visual interest. Interior lighting should be an integral part of the total designing of the area.

### METHODS OF LIGHTING

**Architectural lighting:** It supplies functional lighting and is good for contemporary rooms.

- **Valence Lighting:** A historical fluorescent tube is placed behind a valence board, carting up light which reflects and then down, shining on the drapery by providing both direct and indirect light.
- **Cornice Lighting:** A cornice is insulated in ceiling and directs the light downward. It can provide a dramatic effect on drapery, wall covering and pictures.
- **Covered Lighting:** Covered lighting consists of placing a series of continuous fluorescent tubes in a group or placed at one or more walls of a room.
- **Soft-fit Lighting:** This is a method of direct lighting in which the illumination from the light source is built into the underside of soft-fits or beams used in staircases, reception, lounges etc.
- **Luminous Lighting:** This is recessed lighting to light up a particular area e.g. Kitchens, utility areas, bathrooms etc.

**Non Architectural Lighting:** This consists of the light reflected from walls and ceilings. Portable lamps may also be used for general overall light or localised light.

**Other Lighting:** Table lightings, point source, accent diffused and ambient lighting.

**Lighting Systems:** Types of lightings may be classified by the manner in which the light rays are directed on the object to be illuminated.

**Direct Lighting:** It is a type of light that is produced by most table and floor lamps. The light is directed downwards and the ceiling receives reflected light. This light produces sharp shadows and some times a glare. Direct lighting is usually combined with other types of lighting according to the requirements e.g. Spot lightings.

**Indirect Lighting:** In this type of lighting, the light is directed to the ceiling or walls from which it is reflected into the rooms. The immediate light source is secluded from view. Overall, room illumination with indirect lighting will diffuse or shadow less with low, less, light source brightness. When used above, indirect lighting is flat and uninteresting without shadows. It is suitable for general lighting of the covered valence and cornice fitting. Other lighting systems are semi direct and semi indirect lighting.

**Impact of Lighting on Mood and Atmosphere:** The selection of lighting systems, light intensity, its colour and the accessories used influence the mood and atmosphere of the room. Lighting in the bedroom should be warm and relaxing. Yet, it should be bright enough to observe the articles in the room. Light of low wattage and medium wattage is suitable. Using dimmer switches can change the atmosphere and mood. A series of down lighters and wall washers will be suitable to light up the room and prevent glare to the occupants. Subsidiary lighting by the telephone, mirror, coats rack may be necessary. In a restaurant, a relaxing mood can be created by using pelmet lights and pendent lamps above the table. The light should be dim around the people, but with medium wattage over the food.

**FLOORING:** Flooring is yet another important area that needs to be addressed as it adds to the ambience of the coffee shop. Floors are important aspect of interior decoration. Floors are both functional and decorative and play an important part in the cleaning and maintenance program of any hotel. They cover a large area and are subjected to a great deal of wear and tear. Clean and well-kept floors indicate the standard of cleanliness throughout the establishment. Ease of cleaning in relation to the type and amount of soiling Sound and heat insulation Nature and condition of sub floor. Floor surfaces cover a large area of the room and are subjected to constant wear. They are expensive and replace less frequently than other furnishings. Improperly laid floors or damaged floors can cause accidents and damage to the equipment. Floor surfaces must be comfortable and quiet besides contributing to the décor of the room. The traffic in the area and utility of the room must also be considered.

**Sub-Floors:** Floor surfaces are divided into two types hard and soft floors. A sub floor is laid below the floor surface which may be made of soft wood or hard board. It should be free from dampness, dirt and unevenness. This protects the top floor. In large modern buildings the subfloor is often made of concrete but in older and smaller buildings it consists of soft wooden boards, nailed to wooden joints.

### SELECTION OF FLOOR FINISHES

**Appearance:** Colour, pattern and texture of the floor surfaces should be compatible to the size, décor and activity of the room. Pale colours provide a cool appearance of warmth. Patterned surfaces add interest to the room.

**Comfort:** Foot fatigue should be reduced by use of soft resilient surfaces. Floor surfaces should not be noisy or slippery.

**Durability:** Grit, dragging of furniture and placement of equipment or circulation of heavy traffic should not damage the floor surface. They should also not be affected by the cleaning reagents and food spillages.

**Life Expectancy:** Since floor surfaces are not changed frequently, they are expected to last for longer time.

**Safety:** Safety to the guests and occupants must be considered. Fire resistance, slip resistance and accident proof surfaces must be selected.

**Ease of Cleaning:**

Ease of maintenance and cleaning costs must be considered while selecting them.

**Cost:** The cost of floor surface cost of laying and maintenance should be considered before selection.

**NON RESILIENT HARD FLOOR FINISHES**

**Stone:** The natural stone are available in slab form, is usually cut in tiles from quarried blocks of the stone or rocks. Floors made from marble & granite is expensive and hard on feet. Provides beautiful flooring material that has a timeless, elegant quality. They referred as hard floors because they offer no resilience, are cold underfoot and noisy in comparison to other types of floors. The various types of stone commonly used are: marble, slate, quartzite, sand stone, granite etc.

**Concrete:** It is composed of cement and sand. Pigments may be added to provide colour. This floor can withstand large weights but is damaged by acids and alkalis. It is suitable for stores, sub-floors, laundry, staircase etc. Concrete is extremely porous, hard and soiled easily. A scale may be applied to make it stain resistant. These floors are suitable in halls, lounges, corridors, and bathrooms and as tabletops.

**Granolithic:** It is hard floor finish of graded granite chips set in cement. It is used for basement corridors, storerooms, stairways and laundry. The final surface is hard- wearing and its appearance is improved if the surface is polished. It is usually laid in tile form.

**Terrazzo:** This is also a hard floor finish, consisting of a mixture of marble and other decorative chipping set in fine cement that can be colored. Marble is a rock (limestone) mainly found in Italy, and maybe white, black, green or brown. When used as flooring it is laid in slabs. Marble is very expensive; terrazzo being only chips of marble is much cheaper. To prevent slipperiness self-polishing emulsions are applied. Terrazzo is used in foyers, cloakrooms and kitchens.

**Ceramics:** Ceramic tiles are made of clay and fired at high temperature. They are hand or machine made, glazed and unglazed. Shapes of the tiles may be square, rectangular or hexagonal. Tiles are waterproof and impervious to cleaning liquid. They are commonly used in bathrooms, kitchens, laundry, canteens, bars etc. These floors are hard, noisy and tire the feet. Ceramic floors should not be polished since that would make it dangerously slippery. Glazed ceramic tile  
Glazed ceramic tiles are made from special ceramic clay in two operations Biscuits the body of tile is made and fired at 1200 To 1300 c Glazed Biscuits are then coated with glazed, decorations etc. Vitrified tile When Special Clay is mixed with quartz and feldspar and burned to very high temperatures. These extra ingredients melt, creating a glass element inside the tile. This glass component makes the vitrified files very hard and resistant to any type of absorption. This word \_Vitrified

Tiles' is simply a type tile with very low water absorption. And this property makes vitrified tiles acid/alkali/chemical resistant, imparts a greater strength & makes it stain resistant. Vitrified tile Full body vitrified tiles: This type of vitrified tiles has color all the way throughout the body (thickness) of the tile. Because of this scratches are less noticeable in this type of tiles. Full body vitrified tiles are formed with the paint mixture pre-added while making the body. It is called Glazed Vitrified Tiles (GVT). Main advantage with GVT is it offers option of making any type of design/art work that is only possible in this type of vitrified tiles. Much type of textures (like wooden, bamboo slate or stone) are possible in GVT.

### RESILIENT HARD FLOOR FINISHES

**Wood:** Wood Floors There is nothing quite as attractive as the warmth and richness of wood floors. Most hardwood floors are made from oak, but other popular woods include ash, beech, birch, hickory, maple, teak, and walnut. In addition to its attractiveness, hardwood floors are extremely durable if they are properly finished and maintained. Unfinished wood floors will quickly deteriorate under even light use, as wood is an extremely porous material. Unfinished woods are susceptible to dirt lodging in the grains, splintering of the wood fibers abrasions caused by normal foot traffic, and of course, moisture, the bane of wood floors. Too much moisture will cause a wood floor to warp, while too little humidity will cause wood floors to shrink and crack. To help forestall damage, most wood floors made today receive factory applied finish. Tung oil and carnauba wax are then applied to seal the wood. Wood Floors since there is a degree of resiliency in even the hardest of hardwood floors, precautions should be taken to protect the floor from furniture legs that may dent the flooring. The types of wood flooring are outlined below:

**Wood Parquet flooring:** It is a floor composed of short strips or blocks of wood forming a pattern, sometimes with inlays of other woods or other materials. Parquet flooring is a series of wood flooring pieces that create a geometric design. Parquet offers a variety of design options. Timber used for Parquet floor is Jati & Kempis.

**Plywood:** These are made into tiles that can be used to simulate wood parquet but are generally called 'parquet' these days even when laid simply to resemble a board floor. Various ready-patterned tiles in herringbone, basket weave or strip are available. Plywood parquet tiles are not durable in areas of heavy wear. It is supplied in various squares from 9 inches to 3ft.

**Hard wood strips:** These are high-quality wood flooring made of hardwoods. A well maintained hardwood floor improves with age. Hardwood blocks vary in thickness from ¾ inch to 1 ¼ inch and the size may be up to 12 x 3 inches. The strips used are up to 4 inches wide and are carved to have a tongue and groove.

**Asphalt tiles:** they are composed of asbestos fibres, pigments, inert fillers, bound with asphalt in the case of a darker varieties and with some other resinous binder in the case of lighter colors.

**Bitumastic flooring:** This is a joint less, low cost flooring and consist of a type of asphalt roll onto a solid sub floor in a hot plastic state. It is soft in texture, though the appearance is that of a hard floor. It is normally black, brown and red in colour. It is also used in as



moisture-proof membrane to protect other flooring against dampness. However, it is damaged by heat and heavy weight.

### **SEMI HARD FLOOR FINISHES**

**Linoleum:** This is made up of lignum, i.e. flax and ileum in oil. Ground corkwood, linseed oil and resins (gum) are pressed on to jute backing. This is prepared in sheet or tile form. Linoleum may crack if laid on poor quality sub floor. It is hard wearing, resilient and warm, but may peel, rot and gets destroyed by alkalis. The thickness varies from 2mm to 6mm. Linoleum flooring is also available in form of tiles. Linoleum flooring should be laid over an effective damp-proof area. Its properties included in a remarkable degree of resiliency. Next to cork and rubber, and of course, padded carpeting, linoleum is considered to have the greatest degree of resiliency. Linoleum was quite durable, was resistant to oil and grease, and do not shrink. The negative aspects of linoleum were that it is highly susceptible to water. The linoleum would absorb water and would then soften, causing it to lose its abrasion resistance and become more susceptible to indentation.

**Rubber:** Rubber floors are usually made by a combination of natural and synthetic rubber. They may be laid in sheets or tile form. They may be coloured and mottled with inlaid patterns. The floor is hard wearing, resilient, quiet and waterproof. It is non-slip and may be grease resistant. Damage may occur due to alkalis, acids and spirits. One major advantage is that they are quite resilient and will remain resilient over a considerable temperature range. They are not affected by mould, bacteria and pest infestation. It is commonly used in kitchens, bathrooms, health clubs, near swimming pools etc. Rubber Floors All modern rubber floors are made from synthetic rubber such as styrene butadiene rubber (SBR). Rubber tiles are cured or vulcanized by the application of heat. Rubber floors are nonporous, waterproof surfaces. Rubber flooring is susceptible to alkaline, oils, grease, solvents, ultraviolet light, and ozone in the air.

**Vinyl Floors:** There are several types of vinyl floorings and tiles. The major varieties include vinyl composition tiles, homogeneous or flexible vinyl tiles, and laminated vinyl flooring. Laminated vinyl flooring is less expensive to manufacture than vinyl composition or homogeneous vinyl floors. The low initial cost may be deceiving, however, for once the top wear layer is worn through, the floor will have to be replaced. Some laminated floorings are only guaranteed for three years with moderate use. The cost of laminated vinyl flooring will vary in proportion to the thickness of the top vinyl wear layer. Vinyl Floors In addition to the vinyl resins, vinyl composition tiles contain mineral fillers such as asphalt and pigments. Homogeneous vinyl tiles may either be flexible or solid, and it has become the preferred standard for resilient tile flooring. It is practically unaffected by moisture, oils, and chemical solvents. Vinyl is made from asbestos, fibres, mineral pigments and PVC. They are very hygienic and deal in hospitals, kitchens, dining area, nurseries, common rooms, lifts etc. They are water and oil resistant and can be made slip resistant. They are damaged by cleaning gels, high temperature and acids.

**Thermoplastic:** These are made of asphalt, fibres, mineral fillers and pigments or synthetic resins with vinyl binder. The tiles are usually dark coloured and quite durable. They have good thermal insulation and are resistant to water. They are damaged by heat, acids and alkalis. They are useful in canteens, corridors, shops and offices. PVC may be added to make hard thermoplastic more flexible.

**Cork:** Cork tile is made from the outer bark of oak trees. The cork is ground into large granules, mixed with synthetic resins, and pressed into sheets, which are then cut into tiles. Contemporary cork tiles for floors usually have a top layer of clear vinyl applied to them. This vinyl layer protects the cork from staining and wear. Cork tiles traditionally have had limited application in industrial or institutional settings. One reason is that cork is susceptible to staining because it is one of the most porous of all floor coverings. Another limitation is that it is not durable; it is highly susceptible to abrasion. Cinders, sand, and gravel tracked on to a cork floor will severely shorten its life span. Finally, it is expensive.

### SOFT FLOOR COVERING

Soft floors are used for variety in colour, texture and design. They are warm, durable, quiet, slip resistant and economical. Various types of colourings may be used in different areas depending upon cost of maintenance, cost of installation, attractiveness and use. Soft floor coverings commonly consist of two types:

- Carpets
- Rugs.

**Carpets:** Carpets are used extensively in hotels and institutional establishment. The type of carpet selected will depend upon the suitability and traffic in the area. They may be used in bedrooms, lounges, TV rooms, restaurants, office and corridors. A good quality carpet should be able to withstand spillages, cigarette ash and grit. They must also be resilient to heavy furniture.

**Rugs and matting:** Rugs may be used on floors where wall-to-wall carpeting is not advisable. In heavy traffic areas, rugs can be turned over to neutralize wear and tear. They can be rolled and removed for cleaning and modifications in arrangement. Rugs may be used to control noise and add colour or pattern to the floor. They are made of cotton, wool or blended with synthetic material. **Matting** is used in corridors, building entrances, around swimming pools and outdoors to prevent heavy soiling and provide noise control in the area. Coir, cotton and filtered fibres are most common.

**FURNITURE:** Furniture refers to movable objects intended to support various human activities such as seating and sleeping. Furniture is also used to hold objects at a convenient height for work as horizontal surfaces above the ground, such as tables and desks, or to store things. Furniture can be a product of design and is considered a form of decorative art. In addition to furniture's functional role, it can serve a symbolic or religious purpose. It can be made from many materials, including metal, plastic, and wood. Furniture can be made using a variety of woodworking joints which often reflect the local culture.

### SELECTION OF FURNITURE

**Comfort:** office furniture should be comfortable. Comfortable furniture will result in increased efficiency of the employees

**Aesthetic Appeal** – Purchase furniture that complements the existing décor with the color scheme. It should enhance the overall appearance of your interiors. A good design elevates the mood of both employees and guest and keeps their stress levels low.

**Design:** design of furniture relates with height and width, color, number of drawers, and so on. No matter what, furniture should support the space and must facilitate the works done.

**Cost:** cost of furniture is a very important factor to be considered before selecting any machine. The furniture should be within the budget of an office

**Durability:** office furniture should be made up of steel rather than wood because steel furniture is compatible and last long. Office furniture can be expensive and it is not possible to purchase new furniture every year because it doesn't even support the space. Therefore, the furniture to be purchased must be free from problem of breakage.

**Multiple uses:** furniture should be usable for numerous purposes in the office.

**Safety:** office furniture should be safe. Glass topped and sharp cornered furniture are relatively unsafe.

**Saving space:** choice of furniture also depends upon the space occupied by furniture. Such furniture should be selected which would occupy minimum office space. Bulky and space occupying furniture indirectly add office cost.

**Portability:** the furniture being portable can be easily shifted from one room to another, one building to another and from one location to another.

**TYPES OF FURNITURE:** There are primarily four types of furniture found in hotel guest room based on way they are placed.

**Free-standing furniture:** The furniture that can be rearranged whenever necessary but the disadvantage is that they accumulate dust behind, above and beneath them. E.g. chairs, tables, beds etc.

**Cantilevered furniture:** These types of furniture's are fitted to the wall on brackets so there is no legs.

**Built-in furniture:** The piece of furniture is fitted and fixed into architectural space. Usually their cost is incorporated into the building cost. Since built in furniture has no gap behind, above or below so cleaning is minimized. However, the disadvantage is that once built in the particular piece of furniture cannot be moved, thus reducing its flexibility.

**Fitted furniture:** Though the terms built-in and fitted are often used interchangeable. Fitted furniture is made to fit into existing alcoves, thereby saving space. The room appears more spacious and streamline when fitted furniture.

**Based on other characteristics, furniture may also be categorized as follows:**

**Antique furniture:** It includes pieces from an earlier period. It is often crafted out of wood and its age, condition, unique features and rarity determine how collectible the piece is and therefore, how high its value. Genuine antiques are, by definition, at least 100 years old considered an antique.

**Upholstery:** Upholstery with fabrics and its techniques had been mastered by the end of the 17<sup>th</sup> century, by borrowing splendid material and lavish trimmings. Initially these were detachable loose covers, which were later converted to fixed upholstery. These wrappings were supposed to be removed when the furniture was used. Tapestries, furniture and carpets beside silk damasks and velvets were mostly produced in France and Italy.

**Modular furniture:** These types of furniture are based on standardise measurement or module, so that different pieces can be joint together with verity of ways. One of the major benefits of modular furniture is, it can be resembled and dismantled whenever required in short period of time.

### USES OF WOOD IN FURNITURE MAKING

There are two types of wood in use hard wood & soft wood

- Hard wood
- Soft wood

**Hard wood:** It is strong and is used for Hardwood, being harder and heavier, tends to be sturdier and longer-lasting. Additionally, hardwoods are more resistant to decay than softwoods. The biggest drawback for quality hardwood is its high cost. They include teak, mahogany, oak walnut and beech.

**Soft wood:** Softwood is also generally more pliable, making it an easier material to work with and hence cheaper to manufacture. However, due to its lack of density, it can scratch and damage more easily. Consequently, softwood furniture needs more care than hardwood. Such as pine, dell and fir are used for construction of furniture, subfloor, joints, ceilings, broom handles, etc., where the wood is either covered up or out of public view.

**WOOD PRODUCTS:** These are less expensive as compared to solid wood items. The most commonly used ones include: -

**Plywood**– It is made by bonding together a number of thin sheets (piles) of wood (usually hardwood) in such a way that the grain of one sheet lies at right angles to those on either side of it. It can be bent to any shape during manufacture and may have as many as nine piles. It's very strong and maybe covered with plastic laminate or a hardwood veneer.

**Chipboard** – It is used extensively for worktops, wardrobes, chests of drawers, etc. and nearly always has a wood veneer or plastic laminate. It is heavy and strong but flexible. It is made by mixing wood chips with a synthetic resin adhesive. **Hardboard** – It is more flexible than chipboard and much thinner. Made from compressed brown fireboard, it is smooth on one side with a mesh texture on other. Hardboard is used as a backing for wardrobes, base of drawers, door panels, backing for pictures, base for floor tiles, etc.

**Block boards** – This consists of strips of wood between veneers. The inner strips of wood are fairly thick (up to 30 mm) making it a strong material usually used for making shelves and table tops. Wood products are nearly always faced with a plastic laminate, sun mica, Formica or wood veneer. Hence they should be cleaned according to their outer surface. However all of them will deteriorate if excessive amount of water is allowed to penetrate.

**CANE, WICKER AND BAMBOO:** These are names given to items made from thick grasses (bamboo), palms (cane), willow sheets (wicker). They have similar characteristics to timber products but are usually woven or plaited into chairs, tables, headboards, etc. They are easily damaged and regular cleaning is necessary. Cleaning includes brushing or vacuuming everyday and wiping approximately once a week with a solution of warm water and washing soda or solution of 5ml borax in 50-ml water. Both methods should be followed by rinsing with cold water in strands. Oil or wax polish maybe applied to polished surfaces. Items used for food items should not be polished e.g. breadbaskets.

**KITCHEN PLANNING:** The development of a successful design begins with a firm concept for the coffee shop. You have to have an image before you can decide how to convey and promote that image. The key to good dining-space design is to find the right balance between comfort, security, and the guests' tolerance for stimulation, and the target market. *Design* refers to overall space planning; it defines the size, shape, style, and decoration of space and equipment in the kitchen. The *layout* is the detailed arrangement of the kitchen floor and counter space: where each piece of equipment will be located and where each *work center* will be. A work center is an area in which workers perform a specific task, such as tossing salads or garnishing plates. When several work centers are grouped together by the nature of the work being done, the whole area is referred to as a *work section*: cooking section, baking section, and so on. It's smart to design the maximum amount of flexibility into any foodservice setting, and there are different types of flexibility to consider: multiple uses for equipment, and how that may impact the design of the work sections; mobility of the equipment within the kitchen space; operational flexibility and labor flexibility.

Let's take a look at some common flow plans for food preparation that you'll find inside the kitchen. The most basic, and most desirable, flow plan is the *straight line*, also called the *assembly-line flow*. Materials move steadily from one process to another in a straight line. This type of design minimizes backtracking; it saves preparation time and confusion about what's going out of the kitchen and what's coming back in. The straight-line arrangement works well for small installations because it can be placed against a wall and adapted to the cooks' duties. Where there is not enough space to arrange food preparation in a straight line, a popular and efficient choice is the *parallel flow*. There are four variations of the parallel design:

1. **Back to back:** Equipment is arranged in a long, central counter or island in two straight lines that run parallel to each other (see Illustration 3-6). Sometimes a four- or five-foot room divider or low wall is placed between the two lines. It's primarily a safety precaution, which keeps noise and clutter to a minimum and prevents liquids spilled on one side from spreading onto the other. However, placement of a wall here also makes cleaning and sanitation more difficult. The back-to-back arrangement centralizes plumbing and utilities; you may not have to install as many drains, sinks, or outlets, as both sides of the counter can share

the same ones. A back-to-back arrangement in which the pass window is parallel to (and behind one of) the production areas is sometimes known as a California-style kitchen. When the pass window is located perpendicular to the production line, it may be referred to as a European-style kitchen design. The advantage of the European design is that each cook on the line can see the progression of multiple dishes that make up one table's order.

2. **Face to face:** In this kitchen configuration, a central aisle separates two straight lines of equipment on either side of the room. Sometimes the aisle is wide enough to add a straight line of worktables between the two rows of equipment. This setup works well for high volume feeding facilities like schools and hospitals, but it does not take advantage of single source utilities. Although it is a good layout for supervision of workers, it forces people to work with their backs to one another, in effect, separating the cooking of the food from the rest of the distribution process. Therefore, it's probably not the best design for a restaurant.
3. **L-shape:** Where space is not sufficient for a straight-line or parallel arrangement, the L-shape kitchen design is well suited to access several groups of equipment, and is adaptable for table service restaurants. It gives you the ability to place more equipment in a smaller space. You'll often find an L-shape design in dishwashing areas, with the dish machine placed at the center corner of the L.
4. **U-shape:** This arrangement is seldom used, but it is ideal for a small space with one or two employees, such as a salad preparation or pantry area. An island bar, such as the ones in T.G.I. Friday's restaurants, is another example of the U-shape at work. There are also circular and square kitchen designs, but their limited flow patterns make them impractical. Avoid wasted space if you can, by making your kitchen rectangular, with its entrance on one of the longest walls to save steps. The more foodservice establishments you visit, the more you will realize that the back of the house is a separate and distinct entity from the rest of the business, with its own peculiar problems and unique solutions. Correct flow planning sometimes means breaking each kitchen function down into a department, of sorts, and then deciding how those departments should interact with each other. They must also interact with the other, external departments of the facility: your dining room, bar, cashier, and so on.

**HEATING VENTILATION AND AIR CONDITIONING (HVAC):** The atmosphere of the coffee shop is an important factor in creating favourable impression in guest mind. The weather control system should be efficient to create suitable conditions like heating, cooling, ventilation and other desired conditioning of air quality in the coffee shop. It includes:

- Heating
- Ventilation
- Air conditioning

**HEATING:** Depending upon the outside weather conditions heating may be required in coffee shop during winter season. In north and north-east winters are chilly and forces the

hotel operator to provide heating facility in coffee shop so that, guest can enjoy their meals. There are following ways of providing heating facility in coffee shop:

- Warm air heating
- Hot water heating
- Solar heating

**Warm-Air Heating:** A warm-air heating system supplies heat to a room by bringing in a quantity of air above room temperature, the amount of heat added by the air being at least equal to that required to counteract heat losses. A gravity system (without a blower) is rarely installed because it depends on the difference in density of the warm-air supply and the colder room air for the working pressure. Airflow resistance must be kept at a minimum with large ducts and very few elbows. The result usually is an unsightly duct arrangement.

**Hot-Water Heating Systems:** A hot-water heating system consists of a heater or furnace, radiators, piping systems, and circulator. A gravity system without circulating pumps is rarely installed. It depends on a difference in density of the hot supply water and the colder return water for working head. Piping resistance must be kept to a minimum, and the circulating piping system must be of large size. A forced circulation system can maintain higher water velocities, thus requires much smaller pipes and provides much more sensitive control.

**Solar Heating:** Solar radiation may be used to provide space heating, cooling, and domestic hot water, but the economics of the application should be carefully investigated. Returns on the initial investment from savings on fuel costs may permit a payback for solar domestic hot-water systems in about 6 to 10 years. Heating and cooling systems will take much longer. The advantage of solar heat is that it is renewable, non-polluting, and free. Therefore, use of solar heat will overcome the continuing high cost of energy from other sources and conserve those fuels that are in limited supply. However, the materials used to collect and transfer solar energy (copper, glass, and aluminum) are energy intensive to manufacture and will continue to escalate with rising energy cost.

**VENTILATION:** Ventilation is utilized for many different purposes, the most common being control of humidity and condensation. Other well-known uses include exhaust hoods in restaurants, heat removal in industrial plants, fresh air in buildings, odor removal, and chemical and fume hood exhausts. In commercial buildings, ventilation air is used for replacement of stale, vitiated air, odor control, and smoke removal. Ventilation air contributes greatly to the comfort of the building's occupants. It is considered to be of such importance that many building codes contain specific requirements for minimum quantities of fresh, or outside, air that must be supplied to occupied areas. Ventilation is also the prime method for reducing employee exposure to excessive airborne contaminants that result from industrial operations. Ventilation is used to dilute contaminants to safe levels or to capture them at their point of origin before they pollute the employees' working environment. The Occupational Safety and Health Act (OSHA) standards set the legal limits for employee exposures to many types of toxic substances.

**Methods of Ventilation:** Ventilation is generally accomplished by two methods:

- Natural

- Mechanical

**Natural Ventilation:** Natural ventilation in buildings is accomplished by use of windows, louvers, skylights, roof ventilators, roof monitors, jalousies, intake hoods, etc. They should be located to admit fresh air only and not near sources of smoke, dust, odors, or polluted air from adjacent sources. Discharge vents should also be provided to eliminate vitiated air from the building. The outlet locations must not discharge toward other fresh-air intakes of the building or its neighbors. In multifloor buildings, vertical vent shafts, or risers, are used to supply ventilation air throughout the building.

**Mechanical Ventilation:** Mechanical ventilation is almost always preferred over natural ventilation because of reliability and the ability to maintain specific design requirements, such as air changes per hour and face velocities for exhaust hoods. Natural ventilation permits wide variations in ventilation-air quantities and uncertain durations of ventilation. (In critical areas, such as in carcinogenic research laboratories, natural ventilation is never relied upon.) For this reason, mechanical ventilation systems are almost always used where ventilation requirements are critical and must be highly reliable.

**Minimum Ventilation Requirements:** There are many codes and rules governing minimum standards of ventilation. All gravity or natural-ventilation requirements involving window areas in a room as a given percentage of the floor area or volume are at best approximations. The amount of air movement or replacement by gravity depends on prevailing winds, temperature difference between interior and exterior, height of structure, window-crack area, etc. For controlled ventilation, a mechanical method of air change is recommended.

**AIR CONDITIONING:** The American Society of Heating & Refrigerating and Air-Conditioning Engineers (ASHRAE) define air conditioning as, ‘The process of treating air so as to control simultaneously its temperature, humidity, cleanliness, and distribution to meet the requirements of the conditioned space’. As the definition indicates, the important actions involved in the operation of an air conditioning system:

- Temperature control
- Humidity control
- Air filtering, cleaning and purification
- Air movement and circulation

Winter heating conditions require automatic control of the heating source to maintain desired room temperatures. Humidity control for winter conditions usually requires the addition of moisture by a humidifier. Summer cooling conditions require automatic control of the air conditioning system to maintain the desired room temperatures. Humidity control for summer conditions requires dehumidified, which pass air to be cooled over cold evaporator surfaces. In general air filtering is the same for both summer and winter. Air filtering equipment usually consists of very fine porous substances. Air is drawn through them to remove contaminating particles. Filters using activated carbon and electrostatic Precipitators may be added to the usual filtering mechanism to improve air cleaning.

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### 2.3.2 Organization Structure of Staff

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The staff organisation of coffee shop is as under:

- Coffee Shop Manager



- Assistant Manager
- Senior Captain-coffee Shop
- Coffee Shop Hostess
- Captain
- Steward
- Barman
- Assistant Steward
- Bus Boy

**Coffee Shop Manager:** Manages daily restaurant operations and assists with menu planning, maintains sanitation standards and assists servers and hosts on the floor during peak meal periods. Strives to continually improve guest and employee satisfaction and maximize the financial performance in areas of responsibility.

**Assistant Manager-Coffee Shop:** Assist with the coffee shop manager in setting, maintaining and improving service standards established by Food and Beverage Manager. Responsible for training, co-operation and smooth running of the outlet.

**Senior Captain-coffee Shop:** Technical and disciplinary superior to the Head Sommelier, the Head Waiter, the buffetier, the Wine Steward, F&B Steward, Mess Boys, Bus Boys, Buffet Attendants and Utilities Restaurant in the assigned Restaurant.

**Coffee Shop Hostess:** The Coffee Shop hostess is the first employee to interact with arriving guests as they enter the restaurant. She should ensure to provide proficient and professional Food & Beverage service to the guests by meeting and also exceeding their expectations. Welcome the guests by greeting them as per the standards and respond to customer queries by resolving issues in a timely and efficient manner to ensure customer satisfaction.

**Captain:** Directly responsible to promote and ensure guest satisfaction, maintain a safe and sanitary work environment and ensure only the highest quality products are being served. Establishes rapport with guests to build guest loyalty and gather constructive feedback to ensure satisfaction of every individual guest. Also to handle daily team member relations and encourage problem solving by team members through proper training and empowerment.

**Steward :** Ensure that all guests are served to the hotels standard in the coffee shop areas. Display highest standards of hospitality and welcome are demonstrated at all times within all food and beverage areas. Takes orders for, serves (where applicable, prepares) food and beverages to guests as per the hotels standards in a friendly, timely and efficient manner.

**Barman:** Bartenders will be responsible to prepare and serve drinks to customers. Able to mix and match ingredients in order to create classic and innovative drinks in accordance with customers' needs and expectations. The purpose of this position is to interact with the hotel guests and ensure they have a great experience at the bar or lounge. Bartenders should maintain positive guest interactions while accurately mixing and serving beverages to guests and servers in a friendly and efficient manner.





Breakfast is generally provided through buffet laid in coffee shop of restaurant. Apart from buffet breakfast is also provided in a la carte service. A wide variety of breakfast is offered in hotels including English breakfast, continental breakfast, American breakfast and Indian breakfast. Each of these types of breakfast has its own variety of dishes.

No matter what is on the menu, research shows that breakfast is still a very important meal. In a 1998 study of schoolchildren published in the *Archives of Pediatric and Adolescent Medicine*, researchers found that children who eat breakfast perform better academically and also behave better. The same goes for adults. Eating breakfast improves the ability to concentrate, reduces the risk of heart disease, and improves weight control, and increases strength and energy. Generally, health professionals recommend that we eat a healthy breakfast consisting of protein, whole grains, and fruits that totals about one-third of our daily caloric intake.

**Why have breakfasts?** : We need to have breakfast because:

- Breakfast breaks your overnight fast
- Breakfast refuels your glycogen (energy) stores
- Breakfast kick starts the metabolism
- Breakfast provides us with the energy to keep us going throughout the day

**Benefits of regular breakfast:** The benefits of breakfast are listed as under:

- Improves your energy levels
- Improves metabolism
- Provides many beneficial nutrients, and boosts your fibre and calcium intake (compared to no breakfast).
- Reduces you chance of over-consuming high kilojoule foods later in the day
- Stabilizes your blood sugar levels
- Improves memory and concentration

**Healthy Breakfast:** Breakfast should provide about 20-25% of daily nutritional requirements, and it's not just about having any breakfast – it's about having a healthy breakfast. A healthy breakfast should include following:

- **Starchy foods such as bread, cereals, rice, potatoes, and pasta** provide energy, B vitamins, some iron and fibre. Cereals are a really good choice: as well as being quick and easy to prepare, they often are fortified with vitamins, iron and calcium to contribute to your daily nutritional requirements.
- **Fruit and vegetables** are good sources of vitamins and fibre. Breakfast is a perfect time to boost your 5-a-day intake. On your cereal, try chopped fresh fruit, like a banana, or some dried, stewed or canned (in juice rather than syrup) fruit, or add half a grapefruit or fruit salad to your usual breakfast. A small glass (150ml) of pure fruit juice also counts as one serving of your 5-a-day. Alternatively, give vegetables a try at breakfast time, mushrooms, baked beans or tomatoes on toast make a tasty change when you have a bit more time.

- **Milk and dairy foods** give you protein, calcium and B vitamins. Calcium is essential to keep your bones strong and healthy, whatever your age, and a serving of milk on your cereal can give you up to one third of your daily calcium needs. Natural yoghurt is delicious topped with fruit and a sprinkle of muesli.
- **Meat, fish, eggs, beans and other non-dairy sources of protein** give you protein, iron and vitamins. These foods are not essential at breakfast, but they can add variety. Poached, boiled or scrambled eggs, baked beans, grilled kippers or smoked haddock are healthier options than bacon and sausages, which are higher in saturated fat.
- **Beverage.** Water, milk, pure fruit juice, tea and coffee all supply vital fluids. Use low fat milks and ask for ‘skinny’ coffee when out and about. Being well hydrated also helps you to concentrate better.

**Breakfast around the World:** Americans also enjoy other types of breakfast foods, some more healthy than others. In addition to fruit juices, particularly orange juice, pancakes, biscuits, eggs, bacon, sausages, and other breakfast meats, Americans also consume hash brown potatoes and breakfast pastries such as coffee cakes, donuts, and muffins. About 7 percent of Americans enjoy a Southern-style breakfast with eggs, sausage, grits, and biscuits. On-the-go breakfasters—now about 68 percent of the population—might stop at a fast food restaurant for a cup of coffee, a breakfast sandwich, a bagel, or a doughnut. Fast-food restaurants have expanded their breakfast offerings while the number of bagel emporiums and coffee shops has greatly increased to meet the growing needs of these breakfasters on the way to work or school. Health-conscious eaters favour breakfast cereal bars, plain bagels, yogurt, and herbal tea or fresh-squeezed carrot juice, and have prompted this segment of the prepared foods market to burgeon (Lach). In England, the typical English breakfast or “full fryup” includes fruit juice, a bowl of cereal, eggs with fried streaky bacon or sausages, sometimes grilled tomatoes and mushrooms, perhaps a kipper or other smoked fish, fried bread or toast or scones, and marmalade. In France, a croissant or a baguette with fresh butter and a cup of *cafe au lait* (coffee with milk) is common. Italians enjoy a light breakfast of pastry or bread and butter with coffee, while the Germans, Swiss, Dutch, and Scandinavians prefer a breakfast of cold sliced meats and cheeses, bread and butter, jam, and perhaps a boiled egg. Dutch and Belgian breakfasters might enjoy a touch of chocolate—as a filling in a croissant or chocolate sprinkles known as *hagel* over buttered toast. In other parts of the world, breakfast is equally simple. In India, it might mean flatbread with cardamom scented tea or steamed dumplings with a spicy sauce and coconut chutney (Sahni, p. 104). Mexicans eat *huevos rancheros*, or scrambled eggs with chilies and salsa, or even *menudo*, braised tripe, and burritos. In Saudi Arabia, families eat eggs, baked beans, cheese, olives, and *ma’soub*, or pancakes with bananas, but are also including American cereals.

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### 2.4.1 Types of Breakfast

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Breakfasts served in hotel are classified as under:

- American Breakfast
- Continental Breakfast
- English Breakfast

- Indian Breakfast
- In-house Breakfast

These types of breakfast are discussed in detail under sub-headings below.

### 2.4.1.1 American Breakfast

According to Buinessdictionary.com, American breakfast is, ‘A hotel breakfast that includes most or all of the following: two eggs (fried or poached), sliced bacon or sausages, sliced bread or toast with jam/jelly/butter, pancakes with syrup, cornflakes or other cereal, coffee/tea, orange/grapefruit juice’. Coffee is most preferred beverage in American breakfast.

**Menu of American Breakfast:** The TDH (table the hôte) menu card for American breakfast is illustrated as under:

Breakfast Cereals  
Egg to Order  
Ham / Steak / Sausages  
Fresh/Canned Juices  
Grilled Vegetables/ Breakfast Rolls/Butter/Preserves  
Coffee / Tea

#### Cover Required for American Breakfast:

Following items are needed for laying American breakfast cover:

- Side plate and side knife
- Large knife and fork
- Dessert spoon and fork
- Tea cup and saucer with tea spoon
- High ball glass
- Napkin

**A brief description of few American Breakfast dishes:** The various dishes served in American breakfast includes breakfast cereals, egg, ham, steak, sausages, grilled vegetables, bread with butter/preserves and beverages like tea/coffee. A brief description of few dishes is as under:

- **Egg to Order:** Egg is one of the most versatile items that are served in breakfast. The egg may be served as hard boiled, poached, scrambled, fried, baked, omelette etc.
  - **American-Style or Folded Omelette:** This style of omelette is often called a French omelette, but it is not a French omelette.



**American Breakfast**

It was probably devised by cooks who hesitated to tackle the French method. It is made somewhat like a French omelette, except low heat is used and the eggs are not stirred or agitated. Instead, the edges of the cooked portion are lifted with a fork or spatula, allowing the uncooked portion to flow underneath. The finished omelette may be folded in half or like a French omelette. The advantage of this method is that it is easier to learn. The disadvantages are that the omelette is not as light or delicate in texture and the method is much slower.

- **Waffles and pancakes:** Bread items probably play a more important role at breakfast than even eggs. Waffles and pancakes, also called *griddle cakes* and *hot cakes*, are made from pourable batters. Pancakes are made on a griddle, while waffles are made on a special tool called a *waffle iron*. Both items should be cooked to order and served hot. Waffles lose their crispness very quickly, and pancakes toughen as they are held. However, batters may be prepared ahead and are often mixed the night before. Serve with butter and with maple syrup or syrup blends (pure maple syrup is expensive). Other condiments that may accompany these items are fruit syrups, jams and preserves, applesauce, and fruits such as strawberries or blueberries.
- **Ham:** Ham for breakfast service is almost always precooked. Slices in 3- to 4-ounce (90- to 115-g) portions need only be heated and browned slightly on a griddle or under the broiler. Canadian bacon is boneless pork loin that is cured and smoked like ham. It is handled like ham in the kitchen.
- **Sausage:** Breakfast sausage is simply fresh pork that has been ground and seasoned. It is available in three forms: patties, links, and bulk. Because it is fresh pork, sausage must be cooked well done. This does not mean, however, that it should be cooked until it is just hard, dry, shrunken little nuggets, as it often is.

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### 2.4.1.2 Continental Breakfast

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According to Buinessdictionary.com, ‘A hotel breakfast that may include sliced bread with butter/jam/honey, cheese, meat, croissants, pastries, rolls, fruit juice and various hot beverages. It is served commonly in the continental Europe, North America, and elsewhere, as opposed to the English breakfast served commonly in the United Kingdom. It is most simple breakfast. It is served complementary by hotel offering room tariff on Continental Plan and also by B&B operators.

**Café complet-** The term ‘café complet’ is widely used in continental Europe and means a continental breakfast with coffee as the beverage. The term ‘**thé complet**’ is also used, with tea provided as the beverage. **Café simple or thé simple,** Café simple or thé simple is just a beverage (coffee or tea) with nothing to eat.

The traditional continental breakfast consisted of hot croissant, brioche or toast, butter and preserves and coffee as the beverage. The current trend in the continental breakfast menu is to offer a wider variety of choice, including cereals, fruits, juices, yoghurts, ham, cheese, assorted bread items and a wider selection of beverages.

**Full breakfast:** A full breakfast menu may consist of from two to eight courses and usually includes a cooked main course. Traditionally this was a very substantial meal and included such items as chops, liver, game, steak, kippers and porridge as the main part of the meal. This type of breakfast was traditionally known as an English Breakfast, but is now also known as Scottish, Irish, Welsh or more simply British Breakfast. The term ‘full breakfast’ is also becoming more common. Modern full breakfast menus have changed to include a much more varied choice of items. Today customers expect to see such items as fresh fruit juices, fresh fruit, yoghurt, muesli, continental pastries, homemade preserves, margarines, decaffeinated coffee and mineral waters on the full breakfast menu.



### *Continental Breakfast*

**Menu of Continental Breakfast:** The TDH (table the hôte) menu card for Continental breakfast is illustrated as under:

Breakfast Rolls/Toast/Bread  
Butter/Preserves  
Coffee / Tea

**Cover Required for Continental Breakfast:** Following items are needed for laying continental breakfast cover:

- Side plate and side knife
- Tea cup and saucer with tea spoon
- High ball glass
- Napkin



**A brief description of few continental Breakfast dishes:** The various dishes served in continental breakfast include bread with butter/preserves and beverages like tea/coffee. A brief description of few dishes is as under:

**French toast** in different versions is popular in many regions, and it has the advantage of being an excellent way to utilize day-old bread. Basic French toast consists of slices of bread dipped in a batter of eggs, milk, a little sugar, and flavourings. French toast is cooked on a griddle like pancakes. Variations may be created by changing the basic ingredients:

**Bread:** White pullman bread is standard. Specialty versions can be made with French bread, rich egg bread, or whole-grain breads.

**Batter:** Milk is the usual liquid, mixed with egg in various proportions. Deluxe versions may include cream or sour cream.

**Flavorings:** Vanilla, cinnamon, and nutmeg are popular choices. Other possibilities are grated lemon and orange rind, ground anise, rum, and brandy.

The most common fault in making French toast is not soaking the bread long enough to allow the batter to penetrate. If the bread is just dipped in the batter, the final product is just dry bread with a little egg on the outside. French toast is dusted with powdered sugar and served, like pancakes, with accompanying butter, syrups, preserves, or fruits.

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### 2.4.1.3 English Breakfast

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English breakfast is heavy and includes variety of dishes like fruit juices, stewed fruits, breakfast cereals, egg to order, fish, meat, bread with butter/preserves and beverages like coffee, tea, hot chocolate etc.

**Menu of English Breakfast:** The TDH (table the hôte) menu card for American breakfast is illustrated as under:

Fresh/Canned Juices Stewed Fruits Breakfast Cereals Egg Fish/Meat Bread Coffee / Tea
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**Cover Required for English Breakfast:** Following items are needed for laying english breakfast cover:

- Side plate and side knife
- Fish knife and fork
- Large knife and fork
- Dessert spoon and fork
- Tea cup and saucer with tea spoon
- High ball glass
- Napkin



*English breakfast*

#### 2.4.1.4 Indian Breakfast

India is a country of vast diversity in culture and tradition. Food being part of culture, provides a large variety of dishes in breakfast. It includes dishes like Idli-Sambhar, Vada-Sambhar, Poori-Bhaji, Chole-Bhatoore, Nahari-Kulcha, Stuffed/Plain Paratha with Curd, Poha, Khaman Dhokla with variety pickles and Chutneys.

**Menu of Indian Breakfast:** The TDH (table the hôte) menu card for American breakfast is illustrated as under:

Fruit Juices/ Lassi
Idli-Sambhar/Vada-Sambhar/Poori-Bhaji/Chole-Bhatoore/Nahari-Kulcha/Stuffed Paratha-Curd/Poha/Khaman Dhokla with pickles and Chutney
Coffee / Tea

**Cover Required for Indian Breakfast:** Following items are needed for laying Indian breakfast cover:

- Side plate
- All-purpose knife and fork
- Dessert spoon
- Tea cup and saucer with tea spoon
- High ball glass
- Napkin

**A brief description of few Indian Breakfast dishes:** The food of Punjab and Haryana, rich agricultural states in northern India, is simple, robust, and closely linked to the land. In rural areas, the day may start with a hearty breakfast of sautéed bread called *parathas*, sometimes stuffed with potatoes, cauliflower, or grated radish. Sometimes breakfast is supplemented with *halwa*, a dish of grated vegetables cooked in butter and sugar syrup. In Gujarat in western India, breakfast is served around 7 a.m. and includes tea with wheat or millet bread; *papri* (crisp little squares made from chickpea flour); or puffed rice. In southern India, the core cereal is rice. Breakfast is an important meal for Hindus and typically features *idlis* (soft, steamed, disk-shaped cakes) or *dosas* (flat, round, crispy crepes lightly sautéed in oil). The doughs are made by grinding rice, black lentils, and water into a paste. The standard accompaniments are *sambar*—a spicy lentil soup that sometimes includes vegetables—and coconut chutney. The standard breakfast drink is strong filtered coffee mixed with milk. Another popular breakfast dish is *uppuma*, a semolina porridge with tomatoes and onions. Hyderabad, the capital of Andhra Pradesh, has a large Muslim population. A breakfast in a middle-class Muslim household might include *parathas* served with fried eggs, an omelet, or minced meat and/or sautéed potatoes.

*Idli Sambhar**Poori Bhaji**Khaman Dhokla**Nahari-Kulcha*

### Indian Breakfast

#### 2.4.1.5 In-house Breakfast

In-house breakfast is generally offered by hotel at a fixed price, dishes are laid on buffet and guests are allowed to choose their favourite breakfast dishes from the buffet. It includes fresh/canned juices, hot chocolate, sweet/sour lassi, milk shakes, croissants, doughnuts, sandwiches, canapés, pan cakes, sausages, egg to order, poori bhaji, chole bhature, nahari kulcha, dhokla, poha, idli sambhar, vada sambhar, dosa (paper dosa),



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### 2.4.2 Breakfast services in Hotels

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Breakfast in hotels may be served in the hotel restaurant or dining room, in a breakfast room set aside for this meal, or in the hotel guest's bedroom or suite. The breakfast menu may be a la carte, table the hôte and buffet. The **a la carte** menu contains the list of the dishes that are offered by hotel as breakfast, each dishes are individually priced. The guests may choose any of the dishes mentioned in menu. The **table the hôte** menu is a fixed menu and all the dishes mentioned in menu are collectively charges. There is either no choice or a limited choice in dishes offered in menu. Hotel may serve the **buffet breakfast** having dishes like fresh/canned juices, hot chocolate, sweet/sour lassi, milk shakes, croissants, doughnuts, sandwiches, canapés, pan cakes, sausages, egg to order, poori bhaji, chole bhature, nahari kulcha, dhokla, poha, idli sambhar, vada sambhar, dosa(paper dosa, masala dosa), vada pao etc. with hot beverages like tea and coffee along with other regional variation of dishes.

Breakfast is served in morning hours. Generally it is served from 7:00 AM in the morning to 11:00 AM. Several dishes are available round the clock in coffee shop. Breakfast may be served in restaurant, coffee shop, dining hall or even in the guest rooms. The timing of breakfast service is fixed but may be served in room if ordered by guest. In case of groups, buffet breakfast is generally served in restraint/coffee shop.

In-room dining services/room service section of coffee shop provides breakfast in guest room. The breakfast menu is hanged in side the room, the guest who wishes to take their breakfast in room ticks their choices and place on out side door knob of their room. The breakfast of their choice is then collected and served by room service. Alternatively the guest may call to room service department to place their order of breakfast to be served in their room.

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### 2.4.3 Preparation for Breakfast Services

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Breakfast is served in morning hours in hotels. It may be served in restaurant, coffee shop or in guest room. The Preparation activities are different in each section. We will study each in detail as under:

- Preparation for breakfast service in Restaurant/Coffee Shop
- Preparation of Breakfast service in Room Service

**Preparation for breakfast service in Restaurant/Coffee Shop:** Breakfast is served is restaurant or coffee shop. The type of service i.e. a la carte, table the hôte or buffet will define the preparation activities. Depending upon the method of service of breakfast preparation activities are as under:

- For a la carte service
- For table the hôte service
- For buffet service

**For a la carte Service:** Following activities are carried out in order to serve breakfast in a la carte service:

- Laying the breakfast cover
  - Placing side plate

- Placing butter knife
- Placing all purpose knife and fork
- Placing cruet set, bud vase and ash tray
- Placing highball/water goblet
- Stacking the side board with adequate number of cutlery required.
- Stacking the side board with adequate number of crockery required.
- Replenishing the cruet sets, pickles, preserves etc.
- Stacking the side board with adequate number of serving equipments like trays, salvers, water jugs, toast racks, bread baskets, condiments etc.
- Keep KOT booklets for placing order in manual systems.
- Put on electronic order pad if computerized system is used in hotel for prompt order taking.
- Keeping all waiting staff ready to take order with KOT and Pen

**For table the hôte service:** Following activities are carried out in order to serve breakfast in table the hôte service:

- Laying the breakfast cover
  - Placing Menu(table the hôte) on menu stand
  - Placing all cutlery and crockery according to the menu served
- Stacking the side board with adequate number of cutlery required.
- Stacking the side board with adequate number of crockery required.
- Replenishing the cruet sets, pickles, preserves etc.
- Stacking the side board with adequate number of serving equipments like trays, salvers, water jugs, toast racks, bread baskets, condiments etc.
- Keep KOT booklets for placing order in manual systems.
- Put on electronic order pad if computerized system is used in hotel for prompt order taking.
- Keeping all waiting staff ready to take order with KOT and Pen

**For buffet service:** Following activities are carried out in order to serve breakfast in buffet service:

- Lay the buffet
- Place the dishes
- Make a running counter for egg to order
- Place adequate crockery and cutlery at designated place on buffet.
- Place adequate quantity of juice glass (pony tumbler) and water goblets.
- Place adequate quantity of tea/coffee cups and saucers.

- Make necessary arrangements for replenishing the buffet counter.

**Preparation of Breakfast service in Room Service:** The room service department prepares them self as under:

- The room service order taker is ready with pen and KOT in manual system of operation or ready with hand held terminal of Electronic order pad.
- Adequate numbers of breakfast tray are laid by night duty staff according to the type of breakfast served.
- Adequate numbers of breakfast tea/coffee pots and creamer are kept ready (by placing hot water in them to keep it warm).
- Toast holder is kept ready
- Sugar bowl is stacked with sugar sachet, sugar cubes and sugar free.
- Adequate quantity of crockery and cutlery is kept ready.

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#### **2.4.4 Method and procedure of taking a guest order**

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Method and procedure of order taking for breakfast depends upon the place where the breakfast is served to the guest. It will be different if served in restaurant/coffee shop or served in guest room. It will also differ if served by a la carte/Table the Hôte or buffet. The method and procedure of order taking is discussed as under:

- Procedure of Order taking in Restaurant/Coffee shop
- Procedure of Order taking in guest room

**Procedure of Order taking in Restaurant/Coffee shop:** The procedure of order taking in restaurant/coffee shop is as under:

**A la Carte:** In a la carte service following procedure is followed:

- Approach the guest
- Wish the guest using standard in house phrase
- Serve water
- Present the menu card
- Allow adequate time to guest in choosing their dishes
- Take order using KOT (in manual system) or hand held terminal (in computerized system).
- Assist guest in selecting their dishes, if asked for.
- Provide a brief description about dishes, if asked for.
- Serve the dishes

**Table the Hôte:** In Table the Hôte service following procedure is followed:

- Approach the guest
- Wish the guest using standard in house phrase
- Serve water
- Take order using KOT (in manual system) or hand held terminal (in computerized system).
- Provide a brief description about dishes, if asked for.
- Serve the dishes

**Buffet Breakfast:**

- Greet the guest using in house standard phrase
- Help them in seating and selecting their dishes
- Record their room no. for billing.

**Procedure of Order taking in guest room:** In room service following procedure is followed:

- Greet the guest as per the hotel's policy. It must be in accordance with the following guidelines:
  - Always answer the telephone promptly on the 2nd or 3rd ring.
  - Identify yourself and the department.
  - Always be courteous, guests may be tired or unsure of the procedure.
  - Always be happy to help.
  - Always use the standard greeting, being consistent with other colleagues and in line with the establishment procedures.
- When talking with the customer, Room Service staff may need to advise and to assist the customer in making their selection by suggesting or explaining menu items.
- Once the order has been taken from the customer, you must clarify the details of the order. Repeat the order back to the customer to check for accuracy, and amend where necessary.
- When taking a room service order you must never be afraid to ask questions these questions will help to clarify orders, special requests and delivery requirements.
- Also check the time the room service is required, the number of guests being served and whether the room service being requested is for service in the guests' room or elsewhere; poolside or lounge area. The order may be required for takeaway such as a picnic basket, or packed sandwiches.
- Room Service orders are commonly recorded in conjunction with a discussion with the Guest. The order may be written either by hand or recorded electronically. A Room Service Order form needs to include:
  - Current Date and Docket Number, to enable it may be necessary to add a date of delivery if it's not the current date.
  - Name of the registered Guest and the name of the guest ordering if they are different and Room number.
  - Time the order is taken and by whom.
  - Estimated time of delivery to the guest.
  - Location of delivery, is the guest in their room or poolside?
  - Special Requests including extra sauces or condiments requested.
  - What food items were ordered and standard requirements?
  - Any extra items along with the food?
  - Who took the order, in case there is need to clarify?





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## 2.5 Summary

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This unit begins with discussion on coffee shop- a restaurant in hotel serving multi-cuisine food, snacks, breakfast, lunch, dinner and late night supper buffet. Coffee shop remains operational round the clock in most of the hotel to cater the food and beverage needs of the in-house as well as day visitors of the hotel. It is generally located at lobby level in the vicinity of reception for easy reach of the first time visiting guest. The décor and ambience is suitable for most of the guest. Some time alcoholic beverages are also served in coffee shop.

Breakfast is the first meal of the day. Hotel offers various types of breakfast using various meal plans. Continental, American, English, Indian and in-house breakfasts are served by the hotel. The dishes are different in each type of breakfast served in hotel. Continental breakfast is most simple breakfast that includes breakfast rolls/breads with butter or preserves with coffee or tea as beverage. Breakfast is served in restaurant/coffee shop or thorough room service department into the guest room.

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## 2.6 Key Term

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**Air Conditioning, Comfort.** Use of air conditioning solely for human comfort, as compared with conditioning for industrial processes or manufacturing.

**Air Conditioning, Industrial.** Use of air conditioning in industrial plants where the prime objective is enhancement of a manufacturing process rather than human comfort.

**Air Conditioning.** The process of altering air supply to control simultaneously its humidity, temperature, cleanliness, and distribution to meet specific criteria for a space. Air conditioning may either increase or decrease the space temperature.

**American Breakfast:** According to Buinessdictionary.com, American breakfast is, ‘A hotel breakfast that includes most or all of the following: two eggs (fried or poached), sliced bacon or sausages, sliced bread or toast with jam/jelly/butter, pancakes with syrup, cornflakes or other cereal, coffee/tea, orange/grapefruit juice’. Coffee is most preferred beverage in American breakfast.

**Breakfast dishes** includes bread (plain/toasted), egg (boiled, poached, scrambled, omelette, etc.), porridge, cornflakes, fish, meat and poultry and beverages like tea, coffee, milk, hot chocolate and canned/fresh juices of fruits and vegetables.

**Breakfast:** According to Oxford Advanced Learners Dictionary, ‘breakfast’ means –‘the first meal of the day’. It is very important meal of the day.

**British Thermal Unit (Btu).** Quantity of heat required to raise the temperature of 1 lb of water 1\_F at or near 39.2\_F, which is its temperature of maximum density.

**Café complet-** The term ‘café complet’ is widely used in continental Europe and means a continental breakfast with coffee as the beverage. The term ‘**thé complet**’ is also used, with tea provided as the beverage.

**Café simple or thé simple,** Café simple or thé simple is just a beverage (coffee or tea) with nothing to eat.

**Central Heating or Cooling Plant.** One large heating or cooling unit used to heat or cool many rooms, spaces, or zones or several buildings, as compared to individual room, zone, or building units.

**Coefficient of Performance.** For machinery and heat pumps, the ratio of the effect produced to the total power of electrical input consumed.

**Comfort Zone.** An area plotted on a psychometric chart to indicate a combination of temperatures and humidities at which, in controlled tests, more than 50% of the persons were comfortable.

**Condensate.** Liquid formed by the condensation of steam or water vapor.

**Condensers.** Special equipment used in air conditioning to liquefy a gas.

**Condensing Unit.** A complete refrigerating system in one assembly, including the refrigerant compressor, motor, condenser, receiver, and other necessary accessories.

**Conductance, Thermal C.** Rate of heat flow across a unit area (usually 1 ft<sup>2</sup>) from one surface to the opposite surface under steady-state conditions with a unit temperature difference between the two surfaces.

**Conduction, Thermal.** A process in which heat energy is transferred through matter by transmission of kinetic energy from particle to particle, the heat flowing from hot points to cooler ones.

**Continental Breakfast:** According to Buinessdictionary.com, ‘A hotel breakfast that may include sliced bread with butter/jam/honey, cheese, meat, croissants, pastries, rolls, fruit juice and various hot beverages.

**Cooling Effect, Total.** The difference in total heat in an airstream entering and leaving a refrigerant evaporator or cooling coil.

**Cooling Tower.** A mechanical device used to cool water by evaporation in the outside air. Towers may be atmospheric or induced- or powered-draft type.

**Cooling Unit, Self-Contained.** A complete air-conditioning assembly consisting of a compressor, evaporator, condenser, fan motor, and air filter ready for plugin to an electric power supply.

**Cooling, Evaporative.** Cooling effect produced by evaporation of water, the required heat for the process being taken from the air. (This method is widely used in dry climates with low wet-bulb temperatures.)

**Cooling, Sensible.** Cooling of a unit volume of air by a reduction in temperature only.

**Cooling.** A heat-removal process usually accomplished with air-conditioning equipment.

**Dehumidification.** In air conditioning, the removal of water vapor from supply air by condensation of water vapor on the cold surface of a cooling coil.

**Egg to Order:** Egg is one of the most versatile items that are served in breakfast. The egg may be served as hard boiled, poached, scrambled, fried, baked, omelette etc.

**English Breakfast:** English breakfast is heavy and includes variety of dishes like fruit juices, stewed fruits, breakfast cereals, egg to order, fish, meat, bread with butter/preserves and beverages like coffee, tea, hot chocolate etc.

**Evaporator.** A cooling coil in a refrigeration system in which the refrigerant is evaporated and absorbs heat from the surrounding fluid (airstream).

**French toast** in different versions is popular in many regions, and it has the advantage of being an excellent way to utilize day-old bread. Basic French toast consists of slices of bread dipped in a batter of eggs, milk, a little sugar, and flavourings. French toast is cooked on a griddle like pancakes. Variations may be created by changing the basic ingredients:

**Healthy Breakfast:** Breakfast should provide about 20-25% of daily nutritional requirements, and it's not just about having any breakfast – it's about having a healthy breakfast

**Heat Capacity.** Heat energy required to change the temperature of a specific quantity of material  $1^0$ .

**Heat Pump.** A refrigerant system used for heating and cooling purposes.

**Heat Transmission Coefficient.** Quantity of heat (usually Btu in the United States) transmitted from one substance to another per unit of time (usually 1 hr) through one unit of surface (usually 1 ft<sup>2</sup>) of building material per unit of temperature difference (usually  $1^0\text{F}$ ).

**Heat, Latent.** Heat associated with the change of state (phase) of a substance, for example, from a solid to a liquid (ice to water) or from a liquid to a gas (water to steam vapor).

**Heat, Sensible.** Heat associated with a change in temperature of a substance.

**Heat, Specific.** Ratio of the thermal capacity of a substance to the thermal capacity of water.

**Heat, Total.** Sum of the sensible and latent heat in a substance above an arbitrary datum, usually  $32^0\text{F}$  or  $0^0\text{C}$ .

**Humidity, Absolute.** Weight of water vapor per unit volume of a vapor-air mixture.

**Humidity, Percent.** Ratio of humidity in a volume of air to the maximum amount of water vapor that the air can hold at a given temperature, expressed as a percentage.

**Humidity, Relative (RH).** Ratio of the vapor pressure in a mixture of air and water vapor to the vapor pressure of the air when saturated at the same temperature.

**Humidity, Specific (Humidity Ratio).** Ratio of the weight of water vapor, grains, or pounds, per pound of dry air, at a specific temperature.

**Humidity.** Water vapor mixed with dry air.

**Hygrometer.** A mechanical device used to measure the moisture content of air.

**Hygroscopic.** Denoting any material that readily absorbs moisture and retains it.

**Hygrostat.** A mechanical device that is sensitive to changes in humidity and used to actuate other mechanical devices when predetermined limits of humidity are reached.

**Indian Breakfast:** India is a country of vast diversity in culture and tradition. Food being part of culture, provides a large variety of dishes in breakfast. It includes dishes like Idli-Sambhar, Vada-Sambhar, Poori-Bhaji, Chole-Bhatoore, Nahari-Kulcha, Stuffed/Plain Paratha with Curd, Poha, Khaman Dhokla with variety pickles and Chutneys.

**In-house Breakfast:** In-house breakfast is generally offered by hotel at a fixed price, dishes are laid on buffet and guests are allowed to choose their favourite breakfast dishes from the buffet.

**Waffles and pancakes:** Waffles and pancakes, also called *griddle cakes* and *hot cakes*, are made from pourable batters. Pancakes are made on a griddle, while waffles are made on a special tool called a *waffle iron*.

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## 2.8 Terminal Questions

### True False

1. Comfort air-conditioning is provided in coffee shop.
2. A hotel breakfast that includes eggs (fried or poached), sliced bacon or sausages, sliced bread or toast with jam/jelly/butter, pancakes with syrup, cornflakes or other cereal, coffee/tea, orange/grapefruit is known as American breakfast.
3. Bread, egg, porridge, cornflakes are served in dinner.
4. Breakfast is the last meal of the day.
5. The term ‘café complet’ means a continental breakfast with coffee as the beverage.
6. The term ‘thé complet’ means tea provided as the beverage.
7. Café simple or thé simple is just a beverage (coffee or tea) with nothing to eat.

### Long answer Questions

1. Define coffee shop? Explain interior design and decoration of coffee shop.
2. Draw the layout of a coffee shop.
3. What points you will keep in mind while planning a coffee shop?
4. What are the emerging trends in designing coffee shop of a hotel?
5. Define breakfast? What are the various types of breakfast served in hotel?
6. What is continental breakfast?
7. What is American breakfast?
8. What is Indian breakfast?
9. What is English breakfast?
10. What is in-house breakfast?
11. What is procedure of order taking for breakfast served in guest room?
12. Explain the procedure of order taking for breakfast served in coffee shop?

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# UNIT: 3

## FOOD AND BEVERAGE SERVICES IN RESTAURANTS

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**Structure**

- 3.1 Introduction
- 3.2 Objectives
- 3.3 Concept of Restaurant
  - 3.3.1 Types of Restaurants
  - 3.3.2 Set- up of Restaurants and their Layouts
  - 3.3.3 Restaurant Teams Organisational Structure
- 3.4 Restaurant Service & Its Types
  - 3.4.1 English Service / Silver Service
  - 3.4.2 French Service / Butler Service
  - 3.4.3 American Service / Plate Service
  - 3.4.4 Russian Service
  - 3.4.5 Family Service
- 3.5 Taking Bookings for Table Service
  - 3.5.1 Procedure for Taking Booking over Telephone
  - 3.5.2 Phraseology for Taking Booking over Telephone
- 3.6 Preparation for Service
  - 3.6.1 Mise En Scène (Restaurant Setting)
  - 3.6.2 Mise En Place
    - 3.6.2.1 Table Setting
    - 3.6.2.2 Check Equipment for Service
    - 3.6.2.3 Procedures for Polishing Tableware
- 3.7 Sequence of Service
  - 3.7.1 Various Procedures Involved During Service
    - 3.7.1.1 Writing a Kitchen Order Ticket (KOT)
    - 3.7.1.2 Preparing & Serving Bottled Water
    - 3.7.1.3 Preparing & Serving Water from Jug
    - 3.7.1.4 Serving Tea
    - 3.7.1.5 Serving Coffee
    - 3.7.1.6 Opening a Napkin for Guest
    - 3.7.1.7 Prepare & Offer Cold / Hot Towels
    - 3.7.1.8 Adjusting Covers
    - 3.7.1.9 Stack and Carry A Tray
    - 3.7.1.10 Carrying Two Plates in a Hand
    - 3.7.1.11 Silver Service of A Dish
    - 3.7.1.12 Carrying a Salver

- 3.7.1.13 Cleaning Spillages on a Guest Table
- 3.7.1.14 If the Spillage Is On the Guest
- 3.7.1.15 Changing Table Cloth during Service
- 3.7.1.16 Folding a Used Napkin
- 3.7.1.17 Clearing Glasses
- 3.7.1.18 Clearing Soiled Plates
- 3.7.1.19 Serving Non Alcoholic Beverages
- 3.7.1.20 Serving Spirit with Mixer
- 3.7.1.21 Serving Spirit without Mixer
- 3.7.1.22 Serving Beer
- 3.7.1.23 Serving Red Wine
- 3.7.1.24 Serving White Wine
- 3.7.1.25 Serving Sparkling Wine
- 3.7.1.26 Serving & Lighting Cigarette
- 3.7.1.27 Serving Cigar
- 3.7.1.28 Serving Liqueur
- 3.8 Coordination other Departments of hotel
- 3.9 Physical inventory monthly of crockery, cutlery, linen
- 3.10 Equipment, furniture and fixtures
- 3.11 Theme and Speciality Restaurants
  - 3.11.1 Themed Restaurant
  - 3.11.2 Fine Dining Restaurant
  - 3.11.3 International Restaurant
  - 3.11.4 Popular Restaurant
  - 3.11.5 Buffet Restaurant
  - 3.11.6 Coffee Shop
  - 3.11.7 Bar
  - 3.11.8 Lounge
  - 3.11.9 Pubs
- 3.12 Summary
- 3.13 Key Terms
- 3.14 Reference and Bibliography
- 3.15 Terminal Questions

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## 3.1 Introduction

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Restaurants play a significant role in our lifestyle, and dining out is a favourite social activity. Everyone needs to eat—so, to enjoy good food and perhaps wine in the company of friends and in pleasant surroundings is one of life’s pleasures. Eating out has become a way of life for families. Today, more meals than ever are being eaten away from home.

Long working hours are the norm in restaurants. Some people like this; others get burned out. Excessive fatigue can lead to general health problems and susceptibility to viral infections, such as colds and mononucleosis. Many restaurant operators have to work 70 hours or longer per week, too long for many people to operate effectively.



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## 3.2 Objectives

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After reading this unit the learner will be able to understand following:

- Concept of Restaurant
- Types of Restaurants
- Salient features of Restaurants
- Set- up of Restaurants and their Layouts
- English Service / Silver Service
- French Service / Butler Service
- American Service / Plate Service
- Russian Service
- Family Service
- Preparation for Service
- Mise En Scène (Restaurant Setting) and Mise En Place
- Sequence of Service
- Coordination other Departments of hotel
- Physical inventory monthly of crockery, cutlery, linen
- Equipment, furniture and fixtures
- Theme and Speciality Restaurants

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## 3.3 Concept of Restaurant

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The formulation of ideas and planning for a restaurant on paper in order to create a venture which is profitable to its owners as well as satisfying the needs of its users is known as restaurant concept. The matrix of ideas that constitutes what will be perceived as the restaurant's image. The concept is devised to interest a certain group of people (or groups of people), called a *target market*. Marketing is the sum of activities intended to attract people to the restaurant. This includes determining what group or groups (target markets) are most likely to react favourably to the concept.

Concept comprises everything that affects how the patron views the restaurant: public relations, advertising, promotion, and the operation itself. Concept frames the public's perception of the total restaurant. It includes the building, its curbside appeal, its exterior decor. Does the restaurant invite people to venture in, or is it neglected and dirty in appearance? Decor, menu, and style of operation are part of the concept. Concept includes the personality of the owner, the appearance of the dining room staff, the music, and the tone of the place. Particularly important are the menu and the food and its presentation. Symbols, as seen in the sign, logo, colors, upholstery, and lighting, are aspects of concept. The right music reinforces the concept. The concept provides the framework on which to hang the image. A concept is strengthened if it immediately establishes an identity, one that is vivid, easily remembered, and has a favourable ring.

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### 3.3.1 Types of Restaurants

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Broadly speaking, restaurants can be segmented into a number of categories:

- **Chain or independent and franchise restaurants.** McDonald's, Union Square Cafe, or KFC

- **Quick service (QSR)**, sandwich, Burger, chicken, and so on; convenience store, noodle, pizza
- **Fast casual**. Panera Bread, Atlanta Bread Company, Au Bon Pain, and so on
- **Family**. Bob Evans, Perkins, Friendly's, Steak 'n Shake, Waffle House
- **Casual**. Applebee's, Hard Rock Caf'e, Chili's, TGI Friday's
- **Fine dining**. Charlie Trotter's, Morton's The Steakhouse, Flemming's, The Palm, Four Seasons
- **Other**. Steakhouses, seafood, ethnic, dinner houses, celebrity, and so on

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### 3.3.2 Set- up of Restaurants and their Layouts

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Layout is the arrangement of equipment to create efficient, safe, and ergonomically correct work areas. The design focuses on the arrangement of functional areas in the entire facility, whereas layout focuses on the way equipment is placed within individual work spaces. When work areas are logically arranged according to the principles of good design and the equipment is carefully selected to meet the specific criteria of the operation, the space will yield a high level of efficiency and employee productivity. Effective layout thus depends on access to raw materials, attention to the flow of food and personnel in the production process, relationships to other departments, access to utensils and equipment, and ease of cleaning and sanitation.



A Restaurant- Hotel Taj Samudra, Colombo

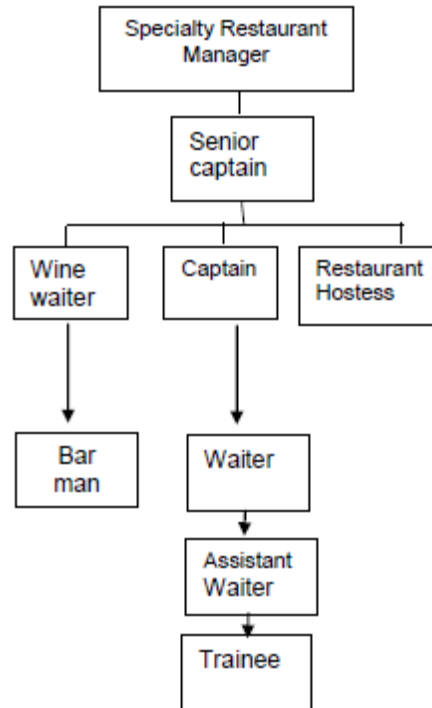
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### 3.3.3 Restaurant Teams Organizational Structure

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The staff organisation structure of a restaurant is similar to a coffee shop (discussed in section 2.3.2 Organisation structure of Staff in unit two). In case of coffee shop the

restaurant manager is known as coffee shop manager where as in restaurant they are known as restaurant manager. The organisation structure of staff in restaurant is as under:



**Organisation Chart of Restaurant**

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### 3.4 Restaurant Service & Its Types

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Table service is a type of service wherein the customer is served at a laid table. This type of service, which includes plated service or silver service, is found in many types of restaurant, cafes and in banqueting. There are different types of Table Service which are classified as below:

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#### 3.4.1 English Service / Silver Service

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This usually includes serving food at the table. It is a technique of transferring food from a service dish/platter or flat to the guest's plate from the left. It is performed by a waiter usually using service fork and spoon, although occasionally two forks, two fish knives or some other type of specialist service equipment. This technique requires much practice. It is almost always used, for a banquet, in many top class hotels, restaurants and cruise liners. The food is always served to the guest from the left side of the guest using a service fork and spoon.

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#### 3.4.2 French Service / Butler Service

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A very exclusive and personalized service in which emphasis is on the presentation of the food as much as is on the quality and taste. The food is individually presented on dishes, platters or flats to each customer by staff and they help themselves from a serving plate



Q.2. What do you mean by Russian Service?

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Q.3 What do you mean by French Service?

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### **3.5 Taking Bookings for Table Service**

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Most of the organizations will go a step ahead to capture the share of market. Many of the food and beverage establishments extend the facility of making prior bookings to its guests. Various modes of booking might include bookings through telephone, fax, emails or in person. The person responsible, Restaurant Hostess, should be good and efficient enough to take the bookings perfectly as this particular moment is often the first contact point of the potential customer who might make an impression in his mind just by interacting with the staff while giving bookings. The reservation process includes accepting table reservations for lunch and dinner over phone. It lists the various steps to be performed while taking a reservation along with the standard phraseology to be used. The process also details the procedure for taking cancellations and reconfirming reservations.

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#### ***3.5.1 PROCEDURE FOR TAKING BOOKING OVER TELEPHONE***

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While taking booking over telephone, the following procedure must be used:

1. The telephone should be answered within 3 rings or 15 seconds.
2. Employee should answer the phone with the appropriate greeting and identify the department or restaurant.

3. Employee should obtain the guest's name and use it at least once during the conversation.
4. Employee should obtain relevant details required for making reservation for e.g. the number of people dining, dining time, telephone or room number and smoking or non smoking preference.
5. Employee should repeat and confirm the details.
6. Employee should thank guest and indicate that he or she looks forward to welcoming the guest.

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### 3.5.2 PHRASEOLOGY FOR TAKING BOOKING OVER TELEPHONE

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While taking telephonic bookings, the following phrases should commonly be used:

1. **Answer the telephone within 3 rings.**  
*“Good morning/ afternoon/ evening <Name of the Restaurant>” How may I assist you?”*
2. **If the guest requests to make a reservation. Ascertain the date and meal period for the reservation.**  
*“Sir/ Madam the reservation is for which date?”*  
*“Would you like a reservation for lunch or for dinner?”*
3. **Ascertain the guest’s name.**  
*“Would you like me to make the reservation under your name, Sir/ Madam?”*  
**If yes, ascertain the guest’s name.**  
*“Sir/ Madam may I please have your name?”*
4. **If the reservation is to be made under any other name, ascertain the name of the person in whose name the reservation is to be made.**  
*“Sir/ Madam, under what name should I make the reservation?”*
5. **If the name is not easy to spell, request the caller to spell the name.**  
*“Sir/ Madam, could you please spell the name for me?”*
6. **Check the number of guests expected.**  
*“How many guests would you like me to make the reservation for?”*
7. **Check for availability for the requested date and time in the reservation register.**
8. **If the table is available. Ask for table preference.**  
*“Would you prefer a smoking or a non – smoking table?”*  
**In case only one of the two is available, inform the caller.**  
*“We have only a <smoking/ non-smoking >table available. May I reserve the table?”*
9. **Once guest has agreed to proceed with the reservation, request for contact details.**  
*“May I please have your contact number?”*  
**Request the guest for his hand phone number (If applicable).**  
*“May I please have your local hand phone number?”*  
**If the booking is being made for another person.**

*“May I have Mr. /Ms. <guest’s last name> contact number please?”*

**Note the bookers name and telephone number also in the reservation register.**

**Request the guest for his hand phone number (If applicable).**

*“May I please have your local hand phone number?”*

10. **Enquire if there is any special occasion being celebrated.**

*“Mr. / Ms. <Callers Name>. “Are you celebrating an occasion with us?”*

**If the booking is being made for another person.**

*“Sir/ Madam, is Mr. / Ms. <guest’s last name > celebrating an occasion?”*

**If yes.**

*“Would you like us to make any special arrangements for the occasion?”*

11. **Reconfirm the reservation with the guest.**

*“Mr. / Ms. <Callers Name> I am pleased to confirm your reservation for <day> at <time> for <number of guests> person/ people in the <smoking/ non-smoking> section.”*

12. **Inform the guest about the table releasing policy.**

*“Sir/ Madam I would like to inform you that we would be holding your table for 30 minutes from the expected time of arrival. In case a further delay is expected, please inform us in advance to hold your reservation.”*

13. **Inform the guest if the restaurant requires a specific dress code.**

*“Sir / Madam, I would like to inform you that the Gentleman should be attired in full length trousers and shirts with sleeves.”*

14. **Inform the guests about the maid policy.**

*“Sir/ Madam, in case your maid would be accompanying you, we would encourage the maid to be present in the restaurant along with you and not left by herself in the lounge/ lobby”*

15. **In case the restaurant has a special feature inform guest about the same.**

*“<Mr. / Ms. <caller name> to enjoy the complete <name of the restaurant> experience, we recommend you to come <X> minutes before the reservation time and sample some exquisite wines at our wine library.”*

16. **Thank the guest.**

*“Thank you for calling <Name of caller>. We look forward to welcoming you at <Name of Restaurant>.”*

**If the booking is being made for another person.**

*“Thank you for calling <Name of caller>. We look forward to welcoming <guest’s last name> at <Name of Restaurant>.”*

17. **Make a note of the above details by a pen on the reservation register and strike off the table number on the reservation sheet. The employee must sign on the reservation register after entering all the details. Alternatively, if a table layout sheet is used, strike off the box representing the table number in the sheet.**

18. **If a table is not available for the date and time requested by the caller.**

*“Sir/ Madam I regret to inform you that the restaurant is completely booked.”*

19. **Enquire if the guest may want to move the reservation to another day and/ or time.**

*“Would you like to make the reservation for some other day/ time?”*

**If the guest agrees, perform steps stated from 8 to 17 above.**

**Alternatively, a tentative reservation can be taken to be confirmed at a later date.**

*“Sir/ Madam if you wish I can make a note of your reservation details and confirm the same to you by <date and time>, if any reservation gets cancelled.”*

20. **In case the guest declines, suggest alternate restaurants to the guest.**

*“Sir / Madam, would you like me to make a reservation at any of the other restaurants at our hotel.”*

**In case the guest agrees, provide the details pertaining to the name of the restaurant and type of cuisine.**

21. **If the guest agrees to make a reservation at any of the suggested restaurants, direct the call to the other restaurant.**

*“<Callers name> please allow me to transfer your call to <The restaurant desired>.”*

22. **In case the guest declines all other restaurants offered.**

*“<Callers name> I apologise for not being able to accommodate you. We hope to welcome you at <Name of Restaurant> another time shortly, <wait for callers response>, Thank you. Have a nice day.”*

<Restaurant Name> <b>RESERVATION REGISTER</b> Date: <dd/mm/yy>							
S.No	Guest Name	Reservation Time	No. of Covers	Smoking/ Non-Smoking	Contact Number	Remarks	Taken by
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
8.							
10.							
#	<i>Strike the table number for which reservation is taken</i>						

**Format of Reservation Register**







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### 3.6 Preparation for Service

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The outlet should be made ready before opening it up for customers so as to it more impressive and attractive to the guest. The preparations done before the opening also helps the waiting staff during the peak timings of the service when time just flies by. All restaurant undergo a daily exercise called as **Ménage** which means the procedure of preparing the restaurant to host guests, in a manner that is impeccable and enhances the guest experience. Ménage constitutes of **Mise en place** which literally means to put everything in place, be it equipment or pre-prepared food, in anticipation to serve and **Mise en scène** which means to put the scene or ambience of the restaurant in order.

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#### 3.6.1 Mise En Scène (Restaurant Setting)

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The restaurant should be made ready for the service as per the following sequence:

1. The restaurant should be cleaned before opening for every meal period. Cleaning of the restaurant to be done as per the procedures and standards defined for Housekeeping department. Update Housekeeping checklist for the restaurant once cleaning procedures have been completed.
2. The restaurant lighting to be automated and pre-set to change as per the time of the day.  
If the restaurant lighting is not automated, the lighting levels must be clearly indicated.
3. Insert music CDs in the CD changer, and volume to be set at the standard established for the restaurant. The Music CDs should be changed as per the standard time interval.
4. Perform the following maintenance checks before opening for every meal period:
  - Lighting equipment
  - Table and Chair for repair and stability
  - Pillars and ceiling for paint job
  - Update Engineering checklist once all checks have been completed.
5. Ensure the side stations of the restaurant are stacked with the standard quantity of the items.
6. Ensure the beverage trolley (if any) is set up with the standard items to be placed as per the restaurant design specification. The bottles should be corked with a silver stopper.
7. For dinner service, place and light candles in case of dinner where required.
8. Switch on MICROS terminal if the same is not already on from the previous meal period.
9. Equip self with waiters kit: Standard wine opener, Standard waiter's pen (Click top), Note pad, White handkerchief (Plain/Striped) and Hotel match box.
10. Clean lunch/ dinner menus and place them at the storage space assigned in the restaurant. Discard dirty insert sheets and dog-eared menus.

11. Place the guest in house list, table reservations register and standard hotel pen at the host or hostess desk. Ensure the host or hostess desk is free of clutter.
12. Align tables to ensure that all tables and chairs are in their right positions and there is enough spacing between tables for guests to move around freely.
13. Adjust the ceiling spot light (if any) such that it falls over the flower vase on the table (wherever applicable).
14. Display special arrangements if any, as per the restaurant design specifications (e.g. Coffee beans, Fruit arrangements etc).
15. Ensure that the back area or service pantry is clean and appropriately stocked.
16. Set the buffet:
  - Buffet stage should be clean and free of any left over food particles.
  - Plates, bowls etc. should be stacked at a designated place. The restaurant logo (if any) should be at a 12’O clock position.
  - Place appropriate service equipment.
  - Place appropriate under liners under the service equipment/ cutlery.
  - Place name tags for non-vegetarian dishes and items which are not easily identified.
  - Place name tags for pork and beef preparations.
17. Set up Show Kitchen ( Tandoor..if applicable) in the restaurant
18. Open Restaurant door and place the Lunch/ Dinner menu on the menu stand outside the restaurant. Place the notice board displaying the minimum age for serving alcohol outside the restaurant

<b>Engineering and Maintenance Checklist</b>			
<b>S. No.</b>	<b>Description</b>	<b>Completed</b>	<b>Remarks</b>
1	Are all lighting equipment/ bulbs in working condition?	<input type="checkbox"/>	
2	Are all tables/ chairs steady and in good repair?	<input type="checkbox"/>	
3	Are all power points/ plugs in working condition?	<input type="checkbox"/>	
4	Are all wires properly tied/ hidden and not hanging loose?	<input type="checkbox"/>	
5	Is the air conditioning unit in proper working condition?	<input type="checkbox"/>	
6	Is the MICROS terminal, printer and EDC machine in proper working condition?	<input type="checkbox"/>	

***Engineering & Maintenance Checklist***

<b>Housekeeping Checklist</b>			
<b>S. No.</b>	<b>Description</b>	<b>Completed</b>	<b>Remarks</b>
1	Are the carpet/ tiles clean and free of any dust/ debris?	<input type="checkbox"/>	
2	Are the walls clean and free of any chips, scuffs or marks?	<input type="checkbox"/>	
3	Are the mirrors polished and free of any	<input type="checkbox"/>	

	smudges?		
4	Are windows clean and free of any streaks or spots?	<input type="checkbox"/>	
5	Are all plants and floral decorations fresh?	<input type="checkbox"/>	
6	Are the furniture and fixtures dusted and free of grim and dirt?	<input type="checkbox"/>	
7	Are all side stations/ other counters dusted and free of grim and dirt?	<input type="checkbox"/>	
8	Are the display items dusted and clean?	<input type="checkbox"/>	
9	Are all brass surfaces polished and wiped?	<input type="checkbox"/>	
10	Is the upholstery clean and free of any food/ dust particles?	<input type="checkbox"/>	

### *Housekeeping Checklist*

<b>Bar Stacking List</b>				
S. No.	Item Description	Standard	Specification	Quantity
1	Liquor/ Alcohol bottles as per the bar display design specification	NA	NA	As specified
2	Clean Glassware (clean and without streaks) placed at their appropriate place/ chiller	Hotel Specific	As approved	
3	Ice bin filled with ice/ crushed ice	Hotel Specific	As approved	
4	Mixers at their designated place	NA	NA	
5	Beer bottles/ cans at their designated place	NA	NA	
6	Wine bottles at their designated place	NA	NA	
7	Appropriate garnishes prepared (lemon slice and segments, cherry's, olives, orange slice etc)	NA	NA	

### *Bar Stacking List*

S. No.	Item Description	Standard	Specification	Quantity
1	Clean and polished Cutlery: Forks, knives, spoons, tea spoons	Hotel Specific	As approved	As specified
2	Clean Crockery with no stains: B&B plates, bowls etc.	Hotel Specific	As approved	As specified
3	Folded napkins	Hotel Specific	As approved	As specified
4	Ashtrays with hotel matchboxes	Hotel Specific	As approved	As specified
5	Extra covers	Hotel Specific	As approved	As specified
6	Water jugs	Hotel Specific	As approved	As specified
7	Juice jugs (Breakfast only)	Hotel Specific	As approved	As specified

8	Pots for coffee (Breakfast only)	Hotel Specific	As approved	As specified
9	Water goblets (clean and without streaks)	Hotel Specific	As approved	As specified
10	Shot glasses	Hotel Specific	As approved	As specified
11	Place mats (for restaurant without table cloths)	Hotel Specific	As approved	As specified
12	Salt and pepper cruet sets (full and non-greasy from outside)	Hotel Specific	As approved	As specified
13	Pepper miller (filled and non-greasy from outside)	Hotel Specific	As approved	As specified
14	Preserves/ Honey/ Ketchup/ Other condiments	Hotel Specific	As approved	As specified
15	Straws and swizzle sticks	Hotel Specific	As approved	As specified
16	Sugar sachet holders	Hotel Specific	As approved	As specified
17	Coasters	Hotel Specific	As approved	As specified
18	Crumbing set	Hotel Specific	As approved	As specified
19	Check folder with corporate branding	Hotel Specific	As approved	As specified
20	Stationery: KOT pads, pre-approved note pads, check stationery, hotel pen, comments card	Hotel Specific	As approved	As specified

*Side Station Set up List*

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### 3.6.2 Mise En Place

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It is discussed as under:

- Table setting
- Equipments for service

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#### 3.6.2.1 Table Setting

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The table should be made ready for the dining as per the following details:

1. Check the table for wobbling.
  - a) Check the table applying force on each corner.
  - b) Adjust the table by adjusting the screws in the base of the legs of the table or making use of corks of old wine bottles to balance the table. Pre cut corks of 2mm and 4mm size should be readily available to balance the table.
  - c) Adjust till the table is stable.
2. Lay the table cloth.
  - a) To lay at table cloth, select a clean table cloth of the right size and quality.
  - b) Fold the table cloth twice along the length.
  - c) Drape the folded table cloth from the centre on your left arm. Approach the table and place the table cloth on the table.

- d) Position yourself between the legs of the table on any one side.
  - e) Hold the table cloth placing the thumb on top of the inverted fold and the index finger below the fold, the middle is the first edge of the cloth which should lie between your index and middle finger and the second edge should lie between your middle and ring finger.
  - f) Position the table cloth over the farthest edge of the table spreading out your arms as close to the farthest edge of the table as possible.
  - g) Release the edge which is between the middle and ring finger dropping over the farthest edge of the table. The drop should be 12 inches from the edge of the table
  - h) Release the inverted fold, releasing the first edge first by removing your thumb and index finger.
  - i) Pull the table cloth towards you while holding the first edge of the cloth which is between your index and middle finger.
  - j) Remove the crease on the top by using the back of your palm.
  - k) For stubborn creases, use a steam iron to remove the crease.
3. Place the cloth Napkins (Book fold).
    - a) Select a clean napkin by checking the quality and standard of the napkin required. It should be 21” x 21” in size.
    - b) Lay the napkin unfolded on a flat surface in front of you such that hemmed edges face you.
    - c) Fold the napkin into three parts equally, so as to get 3 rectangles, bring the top half of the napkin onto the middle half, then bring lower half as a flap to cover previous fold.
    - d) Fold it into a book by folding the right hand side corner of the napkin inwards and then fold the left hand side corner by bringing it as a flap over the previous fold.
    - e) Overturn the napkin turning the side that was taking the surface towards you.
  4. Place a B&B plate on the left of the cover and a fork on the right of the B&B plate such that the throngs of the fork face away from the guest.
  5. Place an AP knife on the right of the cover with the sharp edge of the knife facing inwards. Place a AP spoon on the right of the knife.
  6. Place a neatly folded napkin in the centre of the cover.

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### **3.6.2.2 Check Equipment for Service**

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The following equipment needs to be checked before service to make sure it is:

- clean – if not, clean it or replace it before service starts
  - working correctly – if not, report to your supervisor, get it fixed or remove it
  - safe to use – if not, report to your supervisor, get it fixed or remove it.
1. Jugs and Glassware – Clean, polished and no chips or cracks.

2. Plates, Bowls, Cups and Saucers – Clean, polished and no chips or cracks.
3. Forks, Knives, Spoons and Other cutlery – Clean and polished.
4. Tablecloths, Overlays, Napkins and Serviettes – Clean, pressed and no marks or stains
5. Flowers, Vases, Candles and Placemats – Flowers are fresh, clean water, vases not chipped, Candles are new and no wax on candle holders, clean placemats.
6. Cruet Set, Chinese Cruet, Relish Plate, Sauce Boat, Butter Dish, Cheese Dish, Oil Vinegar Set – Containers are clean, Containers are topped up, good to use.
7. Menus and Wine Lists – Display Boards easy to read and updated, Table menus are clean and in enough quantity.
8. POS Equipment – Working and updated with any changes.

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### **3.6.2.3 Procedures for Polishing Tableware**

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#### **Polishing Cutlery**

- Remove cutlery rack from the dish wash and place it on a table in the back area.
- Select a waiter’s cloth that is not soiled, tainted or smelly.
- Collect cutlery that is to be polished holding the waiter’s cloth in left hand and leaving one end free.
- Arrange bunches of similar cutlery with all heads of the cutlery facing away from your body.
- Vigorously wipe and polish each piece of cutlery with the free end of the waiter’s cloth. While wiping check that the cutlery is clean, polished and is in good condition.
- Stack the cutlery, checking that the entire lot is polished. It is recommended that plastic containers are used to store the clean cutlery. Separate containers should be used for each type of cutlery.
- Sort out cutlery that is damaged or badly scratched. These should be kept in a separate container and discarded as per procedure.
- Sort out cutlery that is tarnished and requires plating or polishing. These should be kept in a separate plastic container and plated/ polished as per procedure.

#### **Polishing Hollowware**

- Select a waiter’s cloth that is not soiled, tainted or smelly. Hold the waiter’s cloth in left hand and leave one end of the waiter’s cloth free.
- Pick up the hollowware item in your left hand using the waiter’s cloth, hold the other waiter’s cloth in the right hand.
- Wipe the inside of the hollowware and wipe the sides by rotating the item, using the waiter’s cloth with your right hand. While wiping check that the hollowware is clean, polished and in good condition.
- Stack the hollowware item on shelves, storing similar, sizes and shapes on top of one another.



- Sort out hollowware that is damaged or badly dented. These should be kept separate and discarded as per procedure.
- Sort out hollowware that is tarnished and requires plating or polishing. These should be kept separate and plated/ polished as per procedure.

**Polishing Chinaware**

- Select a waiter's cloth that is not soiled, tainted or smelly. Hold the waiter's cloth in left hand and leave one end of the waiter's cloth free.
- Pick up the chinaware by holding it with the waiter's cloth in both hands.
- Using the waiter's cloth on your left hand to grip the plate and the waiter's cloth in the right hand to wipe the centre of the plate, wipe the top side.
- Wipe the edges using both the waiter's cloth, one in the left hand and the other in the right hand and rotating the plate clockwise.
- Wipe the bottom by turning over the plate and using the waiter's cloth in your right hand to clean. While wiping, check that the chinaware is free of stains and chips.
- Stack the item on the shelves, storing similar, sizes and shapes on top of one another.
- Sort out chinaware that is damaged, badly scratched or where polish has come off leaving black marks on the china. These should be kept separate and discarded as per procedure.
- Sort out chinaware that is tarnished and light scratched. These should be kept in a separate and polished as per procedure.

**Polishing Glassware**

- Remove glass rack from the dish wash and place it on a table in the back area.
- Select a glass polishing cloth that is not soiled, tainted or smelly.
- Pick an appropriate steaming bowl/ vessel that does not leak.
- Pour boiling water from a hot water dispenser in the vessel. Squeeze a few drops of lime juice and add 3 to 4 lime wedges in the water.
- Hold the glass from the base at a 30 degree angle and rotate the glass in the hot water vessel making sure that it does not hit the side.
- Place the glass on the polishing cloth at one corner, holding it from the base.
- Hold the glass from underneath the cloth, by holding the base of the glass with the left hand using the waiter's cloth.
- Polish the glass by inserting the right thumb with the polishing cloth inside the bowl of the glass, using the other fingers as support for the thumb, rotate the glass clockwise with the left hand, which is holding the base.
- While wiping, check that the glass is free of stains and chips.
- Examine the glass by picking it up to eye level and inspecting it against the light.
- In all breakfast restaurants, also smell the glass for any residual egg smell.

- Sort out glassware that is damaged or chipped. These should be kept separate and discarded as per procedure.

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### 3.7 Sequence of Service

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The *sequence* of service is the order we do things in for the customer. The sequence starts from the moment the customer walks into the restaurant and ends the moment they leave. Following the sequence of service makes sure that every customer gets the same excellent level of service. Here is a basic sequence of service. Each venue may have its own version.

1. Welcome and seat guests.
  - Welcome customers at the door with a big smile. This gives the customer a good first impression of your venue.
  - Check if they have a reservation or not.
  - *Escort* them (walk with them) to their seats.
  - Chair assistance to be first offered to the lady.
  - Remove extra covers from the table, if applicable.
2. Lap guests, serve water.

Help the customers get seated and *lap* them from the right hand side. Lapping means:

  - Unfold the napkin.
  - Refold it into a triangle.
  - Hold it on one corner and place it across the customer's lap.
  - Water preference to be asked before serving water. Automatically offer additional bottle of water upon completion of the first.
3. Present menus and wine list; explain menu including specials.
  - Always present from the right hand side within two minutes of the guest being seated.
  - The menu to be first offered to the lady (if applicable).
  - Mention any drinks specials or changes to the drinks list.
  - Should be able to comprehensively answer any questions regarding the menu and ingredients
  - Guest may ask for recommendations (what you think is good) and suggestions.
  - Recommendations should be based on the customer's needs.
  - Recommendations may include popular dishes based on the feedback.
  - Be patient and polite when answering a customer's questions.
4. Take food /drinks order, top up water, remove menus.
  - Ask if the guest wishes to order an aperitif or beverage, list only to be presented if requested by guest
  - Approach and greet the guest within 5 minutes to take the food order
  - Explain specials of the day and in the case of the buffet offer a brief description

- Ladies order to be taken first
  - Maintain eye contact while taking the order
  - Repeat the order
  - Accommodate any reasonable off the menu requests
  - Obtain full and complete orders including cooking instructions and accompaniments
  - Thank the guest
  - Wine order to be taken within 2 minutes of food order
  - Waiter to be knowledgeable with regard to wines/beverages
5. Serve drinks.
- Beverage to be served within 3 minutes of order being placed
  - Drink to be correctly garnished
  - In the case of a canned beverage it should be served from a glass carafe, glass carafe to be left on table
  - Beverages to be filled not more than 2 inches from the top of the glass or goblet
  - Handle glassware by the stem or base of the glass
  - Additional beverage to be offered within 2 minutes of glass being empty
  - Ladies to be served first
  - Ask if the guest would like ice in his/ her drink (if applicable)
  - All drinks to be served from a tray or salver
  - All drinks to be served in the correct glassware
  - In case of mixed drink, swizzle stick or stirrer to be provided
  - When guest leaves table, napkin to be folded neatly by employee and placed appropriately
6. Correct the cover if necessary (change the table setting for the food ordered).  
A *cover* is a place setting at a table. When a customer makes an order, you may need to change the setting, for example:
- if a customer orders soup, you add a soup spoon to their setting
  - if a customer orders steak, you replace the table knife with a steak knife.
  - This is called *correcting the cover*.
- Provide glassware and serviceware
- Depending on what the customer has ordered, you may need to provide more glassware and *serviceware* (utensils to serve food) during the meal.
- Glassware
- Most set tables have a wine glass and perhaps a water glass. Once customers have ordered drinks, you may need to:
  - remove glasses that are not needed
  - place any needed glasses.
7. Run entrées, if applicable.
8. Clear entrées and any unwanted or unused cutlery and crockery; top up water, ask about more drinks.

9. Serve main course.
  - The food to be presented in an appealing manner
  - The food to be served at the correct temperature
  - The texture and colour of the food to be acceptable
  - The portions to be of acceptable size
  - The food to be cooked as requested
  - Food to directly resemble its description on the restaurant menu
  - Guest to be informed incase of an expected delay
  - When guests leaves table, napkin to be folded neatly by the employee and placed appropriately
  - Starter to be served within 10 minutes
  - Main course to be served within 10 minutes of starter being removed or within 20 minutes if no starter was ordered
  - Correct starter/main course to be served to appropriate guest without prompting
  - When there are two or more people dining, all guest dishes to be served at the same time
  - Guest to be advised if plate is hot
  - Plated items to be served with as little disruption to the guest as possible
  - Plate crest to be positioned at 12'O clock position
  - Order to be correct and complete
  - Appropriate condiments to be automatically offered
  - Condiments required to be ascertained and served in appropriate containers
  - Cutlery to be changed to accompany order and in the case of buffet replace cutlery when empty plate found on table and guest not seated
  - Table to be visited to ascertain satisfaction on the level of service
10. Clear main plates, side plates, salt and pepper shakers.
  - Dishes to be cleared within 3 minutes of all guests finishing their meals
  - Remove side plate, side knife, butter and cruets on completion of main course
  - Employee to crumb down the table if required
11. Give dessert menus, top up water.
  - After meal menu to be presented within 2 minutes of clearance of main course
  - The menu to be first offered to the lady (if applicable)
  - Employee to suggest post meal desserts or drinks
12. Take dessert, coffee and drink orders.
13. Correct cover for dessert, serve dessert and drinks.
  - Desserts to be served within 10 minutes of order being taken

- Check on the KOT the cover number for each dessert, and place the respective order in front of each guest from the right and make sure not to inconvenience the guest at any time
  - In case plates have a restaurant branding on them, plates should be placed so that such branding is in the 12'O clock position. Announce the name of the dessert as it is placed on the table.
14. Clear table of everything not being used. Ask if guests want anything else.
- Once the guest has finished with their dessert, seek permission to clear the dishes.
  - In case of multiple guests seated on the table, approach the table for clearance only once everyone on the table has finished their dessert. Clearance to be done on hand with a maximum of 3 plates cleared at one time.
15. Prepare and present guest with the account.
- Acknowledge the guest request for check.
  - In case the guest has asked for the check from a distance, acknowledge the request by nodding the head in top-down motion.
  - Verify all the items charged in the system with the KOT. Close the check for the table in MICROS as per the procedures in the MICROS manual.
  - Place both copies of the check inside the flap of the right panel in the check folder.
  - Place the comment card inside the flap of the left panel in the check folder.
  - Petit fours must be served in all restaurants at dinner service before presenting the check.
  - Present the closed check folder to the guest.
  - Leave the table for the guest to sign the check at his convenience.
  - Wait for the guest to inform the settlement of the check.
  - If the comment card has been filled, place it along with the other filled cards at the designated place in the restaurant. If the same has not been filled, leave the comment card with the guest.
16. Accept payment.
- If payment is made through Credit Card / Debit Card, the signatures of the guest should be verified.
  - In case of payment by cash, exact change should be returned with the cash receipt.
  - If check is billed to room, guest name to be verified in MICROS.
  - If check is to be Billed to Company, guest name and company to be verified in records.
17. Farewell guests
- Provide chair assistance to guests when they are ready to depart.
  - Stand behind the chair and firmly hold each arm/ each side of the chair. Bring the right foot forward, with the knee touching the chair. Lift the

chair an inch from the ground and pull the chair back. Wait for the guest to get up.

- The chair assistance to be provided in the order of Children, Elderly, Ladies, Others, Host (if known).
- In case any kind of inconvenience had been caused to the guest during his visit to the restaurant, apologise to the guest at this stage once again.
- Reset and relay the table with the standard procedure and a fresh table cloth.

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### **3.7.1 Various Procedures Involved During Service**

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The various procedures involved during service are:

- Writing a Kitchen Order Ticket (KOT)
- Preparing & Serving Bottled Water
- Preparing & Serving Water from Jug
- Serving Tea
- Serving Coffee
- Opening a Napkin for Guest
- Prepare & Offer Cold / Hot Towels
- Adjusting Covers
- Stack and Carry a Tray
- Carrying Two Plates in a Hand
- Silver Service of A Dish
- Carrying a Salver
- Cleaning Spillages on a Guest Table
- If the Spillage is on the Guest
- Changing Table Cloth during Service
- Folding a Used Napkin
- Clearing Glasses
- Clearing Soiled Plates
- Serving Non Alcoholic Beverages
- Serving Spirit with Mixer
- Serving Spirit without Mixer
- Serving Beer
- Serving Red Wine
- Serving White Wine
- Serving Sparkling Wine
- Serving & Lighting Cigarette
- Serving Cigar
- Serving Liqueurs

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#### **3.7.1.1 Writing a Kitchen Order Ticket (KOT)**

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##### **Procedure for writing a KOT**

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- All KOT pads should be self carbonated.
- Fill the standard details on KOT such as Date, Number of Covers, Server’s Name, Table Number, etc.
- Divide the KOT in segments according to course of meal.
- Write the order of the guest by approaching the guest and inquiring about the guest preference.
- Write the abbreviation of the dish’s name as described in the menu specification sheet for the dish in the second column of the pad and put the cover number on the right hand side of the dish and circle it.
- The chair closest to the entrance of the restaurant should be treated as cover number 1.
- In case of a lady guest, write ‘L’ against her cover number.
- Ask for order for next course by following the same process given above and demarcate 2 courses with a line
- Once the order is completely taken enter the number of dish order on the left hand of the dish name, by counting number of covers against each dish.
- Lastly enter the time of order on the KOT.

<b>&lt;Restaurant Name&gt;</b>			
<b>Kitchen Order Ticket</b>			
No. ....			
<b>Date:</b>		<b>Time of Order:</b>	
<b>Server Name:</b>		<b>Table No. :</b>	
		<b>No. of Covers:</b>	
Quantity	Description	Cover No.	Remarks
<b>Signature of Order Taker</b>			

*Sample KOT*

A KOT generally has all these things on it:

<b>Item</b>	<b>Why write it down?</b>
1. The time the order is taken	We know how long customers have been waiting for food.
2. Who takes the order	If the kitchen needs to ask a question about the KOT they know who took the order.
3. The table number	We know who ordered the food and who to give each item to.
4. The number of customers at the table	We can compare this to the number of dishes ordered so we can see if there are more people than dishes. We may have missed something.
5. The KOT number	This is a control number. Later we can see how many tables we did in a service period or refer to a particular KOT.
6. The number of each dish ordered	Helps the kitchen organize its preparation and check meals going out.
7. The description of the dish ordered	Venues have a short way to write each dish so it is quick to write down and easy to read in the kitchen.
8. Any special requests	These must be clearly written so the kitchen knows exactly what the request is.
9. The position number of the customer who ordered a dish	On the right hand side of the KOT. Used by the food and beverage attendant to give each dish to the person who ordered it.

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### **3.7.1.2 Preparing & Serving Bottled Water**

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#### **Procedure for preparing and serving bottled water**

- Pick the brand of bottled water ordered by the guest. Pick up a bottle cover.
- Remove the plastic covering from the seal in the back area.
- Insert the bottle into the appropriate cover, and approach the guest table. The seal of the bottle to be opened at the table.



- In case a glass is beyond the convenient reach of the server, the glass to be moved to a position closer to the server.
- Pour the water into the glass from the right without touching the glass or splashing the water. The fingers of the right hand to encircle the mouth of the bottle holder with the index finger extended towards the mouth of the bottle. The index finger should hold the bottle and ensure that it does not slip out of the holder.
- Each glass should be filled ensuring about 2 inches are left from the top, after which the vertical tilt of the bottle to be increased. Hold the bottle in place for about 2 seconds to allow any residual droplets to fall into the glass and then twist it clockwise simultaneously tilting it upwards.
- The water should be poured with the glass on the table, and then gently moved back to the guest position.
- The guest's glass should not be held in the air to fill.
- If water is left in the bottle after serving all guests, the bottle should be placed on the table with the bottle cap on it.
- All Indian mineral bottle waters should have a cover.
- For bottles without a cover, after service if water is left in the bottle, the bottle should be placed on a coaster with the bottle cap on it.

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### **3.7.1.3 PREPARING & SERVING WATER FROM JUG**

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#### **Procedure for preparing and serving water from a water jug**

##### **Preparing a Water Jug:**

- Select a jug by checking that it is clean and well polished.
- Fill the jug with water from the tap leaving 3 inches from the top.
- For cold water, add ice cubes to the water jug. The ice cubes to be put at least 15 minutes before serving water from the jug so that the cubes have completely melted. No water should be served from the jug with floating ice cubes.
- Wipe the outside surface of the jug with a waiter's cloth.

##### **Serving Water from a Jug:**

- Pick up the water jug and a waiter's cloth in a book fold.
- Take the jug to the table and pour water into the glass from the right without touching the glass or splashing the water.
- After the glass is filled ensuring about 2 inches is left from the top, stop the water flow by increasing the vertical tilt of the jug. Hold the jug in place for about 2 seconds to allow any residual droplets to fall into the glass.
- The waiter's cloth can be used to wipe sweating on the jug or any spillages.

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### 3.7.1.4 SERVING TEA

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#### Procedure for serving Tea

##### Breakfast Service:

- Place the teapot and a coaster (only for tables without table covers) on a tray. Separate teapot to be used for each guest.
- Approach the table and place the coaster (if applicable) on the table in front of the guest (2'O Clock). Place the teapot on the coaster. The handle should be towards the right of the guest. *“Please allow the tea to brew for 2 minutes.”*

##### Post Breakfast Service:

- Prepare the tray with:
  - Cup and saucer. Teaspoon placed horizontally behind the cup.
  - Milk creamer (with lid)
  - Sugar sachet holder
  - Teapot with a clean tea-cozy
  - Hot water pot
- At least 2 cookies on an appropriate dish.
- In case two or more guests have ordered tea, prepare separate fully laid trays for each guest.
- Approach the table and place the tray on the table in front of the guest.
- Offer to serve saying *“May I pour you some tea Sir/Madam?”* If accepted, pour the tea into the cup from the pot such that the cup is 3/4<sup>th</sup> full or as indicated by the guest.
- Place the pot back on the tray.
- Offer to pour milk saying *“Would you like some milk?”* and pour milk as per guest preference.

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### 3.7.1.5 SERVING COFFEE

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#### Procedure for serving Coffee

##### Breakfast Service:

- Carry the Alfi pot (holding filter coffee) to the table.
- Offer to serve saying *“May I pour you some coffee Sir/Madam?”* If accepted, pour the coffee into the cup from the Alfi pot such that the cup is 3/4<sup>th</sup> full or as indicated by the guest.
- Offer to pour milk saying *“Would you like some milk?”* and pour milk as per guest preference.
- Leave the table carrying the Alfi pot and place it on the side station/ service pantry.

##### Post Breakfast Service:

- Prepare the tray with:

- Cup with saucer. Tea spoon with “Amaretti” horizontally behind the cup
  - Coffee pot/ plunger with freshly brewed coffee
  - Tea cosy
  - Milk creamer (with lid)
  - Chilled water with a twist of lime in a shot glass
  - Sugar sachet holder
- In case two or more guests have ordered coffee, prepare separate fully laid trays for each guest.
  - Approach the table and place the tray on the table in front of the guest.
  - Offer to serve saying “*May I pour you some coffee Sir/Madam?*” If accepted, pour the coffee into the cup from the pot such that the cup is 3/4<sup>th</sup> full or as indicated by the guest.
  - Place the pot back on the tray.
  - Offer to pour milk saying “*Would you like some milk?*” and pour milk as per guest preference.

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### 3.7.1.6 OPENING A NAPKIN FOR GUEST

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#### Procedure for opening a napkin for a guest

- Approach guest from the right.
- Unfold the napkin by picking up the napkin with the right hand and gently shaking the napkin from its fold by holding it from the corner.
- Make a triangle by folding the napkin diagonally, holding the napkin from the edge in your hand.
- Move your right leg forward closer to the chair.
- Place the napkin by bending and placing it gently across the guest’s lap.
- Ensure that you do not touch the guest while performing this activity.
- Repeat the steps for all guests by moving clockwise around the table and opening the host’s (if known) napkin last.

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### 3.7.1.7 PREPARE & OFFER COLD / HOT TOWELS

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#### Procedure to prepare and offer cold/ hot towels

- Select an appropriate square 12 inches face towel of standard quality and cleanliness.
- Prepare a water bath by collecting the cold/ hot water in a deep container.
- Add 20 ml of lavender essential oil per 2 litres of water.
- Soak the towel by immersing the towel in the fragrant water bath till it is totally soaked.
- Squeeze it dry by wringing towel till all the water is squeezed out.

- Roll the towel by laying it flat wrong side up. Fold the parallel sides of the towel towards the centre and roll the folded towel breath wise tightly away from yourself
- Stack the towel(s) by placing folded towel(s) neatly on the tray.
- Two towels may be placed on the tray side by side
- Place fresh flower on the other end of the tray and serve the towel to the guest by placing the tray on an appropriate under liner.
- Collect the used towels from the guest using a tong and placing them on to the tray.

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### **3.7.1.8 Adjusting Covers**

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#### **Procedure of adjusting covers**

- Study the order segregating the order course wise and guest wise.
- Select the appropriate cutlery as per the order on the basis of cleanliness, polish and place it on the salver.
- Approach the table from one corner and follow a clockwise approach, when there is a lady guest, approach her first.
- The cutlery to be placed on the left of the guest should be placed from the left and to the right of the guest from the right. Do not stretch your hand from the right to replace the cutlery on the left of the guest.
- Approach the first guest and place the appropriate cutlery at the appropriate place, proceed to change the cover for the next guest by moving clockwise.
- Check the cover by standing a step away and checking that the right cutlery is placed at the right place

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### **3.7.1.9 Stack and Carry a Tray**

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#### **Procedure to stack and carry a tray using a tray jack**

- Select a tray and a jack by checking the jack legs, as they should not wobble and the condition of the tray.
- Arrange crockery on tray, distributing the weight equally on all sides with the crockery in the middle of the tray.
- Carry the tray on your left palm balancing it just above the left shoulder and lifting the tray jack in the palm of your right hand.
- Place the jack near the guest table, ensure it is stable and then carefully place the tray on it.

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### **3.7.1.10 Carrying Two Plates in a Hand**

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#### **Procedure for carrying two plates in one hand**

- Position yourself in a way that your body and left arm are at 90 degrees.
- Pick up the plate with your right hand and place it on your left hand.
- Place the plate between your thumb and your little finger, stabilize the plate by spreading your first three fingers under the plate.

- Point thumb and little finger upwards to accommodate the second plate, leaving the other three fingers straight.
- Pursue this by placing the second plate, with half of the plate on your palm and half on your wrist.
- Pick up the third plate using your right hand, with only the thumb visible, the rest of the fingers supporting the plate from underneath.
- Present the plates to the guest by presenting the third plate first to the guest while placing it in front of him from the right hand side.

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### **3.7.1.11 Silver Service of A Dish**

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#### **Procedure for silver service of a dish**

- Prepare the entrée dish for service by placing the entrée dish in your left palm on a waiter's cloth.
- Select a service spoon and fork which is of the same design, appropriate size and well polished
- Place the fork over the spoon in your right hand, both facing up, they should rest across your middle, ring and little finger, with handles not protruding beyond the little finger, leaving the index finger and thumb free to move the gear.
- Position the spoon and fork so that the index finger is between the fork and the spoon, hold the fork between the tip of the index finger and the tip of the thumb.
- Move the equipment freely by holding the fork between the index finger and thumb, raise the fork from the bowl of the spoon, keeping the ends of the handle of the spoon and fork with your little finger.
- Approach the guest table and seek the guest's permission for service by going onto the left side of the guest.
- Prepare for the service by placing your left foot forward (when serving from the left). Stretch your left hand and extend the entrée dish till the edge of the plate, announcing the dish before you serve it.
- While serving bend slightly from the waist bringing the dish close to the guest such that the guest can see the dish, however, ensuring that the guest is not touched or is not too close at any time.
- Serve the dish by slicing or scooping out the food with the service gear and slowly and gently placing on guest plate.
- Continue to serve all the guests in a clockwise direction.

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### **3.7.1.12 Carrying a Salver**

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#### **Procedure for carrying a salver**

- Select the salver by examining it, ensuring it is clean, free from dirt and chips.
- Place an appropriate linen/ leather under liner over the salver covering it properly.
- Place the salver in the center of the left palm.
- Hold the tray above the waist without touching the base of the tray.

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### 3.7.1.13 Cleaning Spillages on a Guest Table

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#### Procedure for cleaning spillages on a guest table

- Seek guest approval to clean the table or apologise to the guest first if the spillage is caused during service.
- Check spillage to determine whether it is a solid or liquid.
  - If solid food particles, take a folded waiter's cloth, saucer and a B&B knife.
  - If liquid, take one or two waiter's cloth and B&B plate.
- Move the guest belongings (if any) on the table so that it does not get dirty or soiled after checking with the guest saying "*Sir/ Madam, may I?*"
- Clean the spillage by scraping away the solid spillage from the table or by dabbing the liquid spilled on the table with waiter's cloth.
- Reset table depending on the area stained, if a small area then put a napkin over the stain (in case of restaurants with table cloths) but if a large area is stained offer another table or offer to change the table cloth (in case of restaurants with table cloths).
- Table cloth to be changed as per the "Procedure for changing the table cloth during service".
- Thank the guest for his co-operation to clean the table.

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### 3.7.1.14 If the Spillage is on the Guest

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#### Procedure in case the spillage is on the guest

- Apologise to the guest for spillage in case the spillage is due to employee's fault
- Where the spill is very little, present a hot towel on a salver with tongs for stain removal.
- Where the spill is large, offer the guest a complimentary laundry for the stained clothes.
- In case the guest is a resident inform the Laundry Department for pick up of stained clothes from the guest's room for complimentary laundry.
- In case the guest is not a resident offer the guest an option for instant laundry; while the clothes are given for laundry the guest to be given a hotel bath robe and be requested to wait in the washroom.
- The Restaurant Manager to sign the laundry slip as A&G.

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### 3.7.1.15 Changing Table Cloth during Service

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#### Procedure for changing a table cloth during service

- Remove all table appointments from the table on a salver and place them on the side station after checking with the guest saying "*Sir/ Madam, may I?*"
- Select table cloth ensuring that it is of the correct size and physical condition.

- Approach table with the table cloth on your left arm, position yourself at the centre of, one of the four sides of the table, after pulling the chair back.
- Hold the tablecloth by placing your fingers in between the folds, similar to the way you would, while laying a fresh table cloth.
- Lay the table cloth :
  - Stretch out and reaching the other end of the table with your hands spread across the width of the table.
  - Reach the opposite corners of the table and releasing the first fold of the fresh table cloth.
  - Grasp the soiled table cloth with the fingers that released the fold of the fresh table cloth from the corners of the table.
  - Move your hands towards your body releasing the fresh table cloth and simultaneously bringing the soiled table cloth towards your end of the table.
  - Stop at your end of table and collect the soiled table cloth from the two corners.
  - Release the final fold of the fresh table cloth and collecting the soiled table cloth in your hands.
- Fold the soiled table cloth by bringing the two ends together and placing the table cloth in your left arm.
- Remove creases from fresh table cloth by smoothening the creases with the back of your palm.
- Adjust fall and place chair back by going around the table and adjusting the table cloth and putting the chair back in its original place.
- Place all removed table appointments back on the table as they were.

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### **3.7.1.16 Folding a Used Napkin**

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#### **Procedure for folding a used napkin**

- In case a guest gets up from the table and a crumpled napkin is placed on the table, gently lift the napkin and fold it to form a triangle by bringing together two diagonally opposite ends of the napkin.
- Again fold the triangle into a smaller triangle by joining the two ends of the longest side.
- Where the chairs are with armrest, place the folded napkin on the right armrest such that the tip of the triangle faces the table
- Where the chairs do not have armrest, place the folded napkin on the table on the right of the cover such that the tip of the triangle faces away from the guest.

While placing the napkin on the table, ensure that no item placed on the cover is moved and the napkin is placed such that it is conspicuous enough to be seen by the guest after he/ she returns to the table.

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### 3.7.1.17 Clearing Glasses

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#### Procedure for clearing glasses

- Pick a salver that is clean and polished and line the salver using a clean salver mat.
- Pick up the salver using your right hand and place the base of the salver in the centre of your left palm.
- Approach the table from the right hand side of the guest with a salver on your left palm.
- Identify glasses to be cleared, those which are empty or no longer being used.
- Never cross a guest to reach glass. Move to the other side for removing the glass.
- Load the salver evenly by picking up each glass from the table by its stem or base and placing the first glass in the centre of the salver and the next few glasses close to the first glass.
- Walk away to the side station.

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### 3.7.1.18 Clearing Soiled Plates

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#### Procedure for clearing soiled plates

- Pick the soiled plate preferably from the right side of the guest such that the guest is not inconvenienced.
- Place the plate on the palm of the other hand with the thumb and the index finger over the plate and the other three fingers below the plate.
- Pick the second plate similarly and place it on the wrist above the first plate balancing it over the wrist and the thumb and the index finger. Pick the cutlery from the second plate and gently place on the first plate without scrapping any food.
- Pick the third plate in your right hand.
- Only 3 plates to be cleared at one time. Follow the above sequence in case more plates are to be cleared from the table.

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### 3.7.1.19 Serving Non Alcoholic Beverages

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#### Procedure for serving Non Alcoholic Beverage

- Approach the pickup counter with a clean salver, lined with a linen/ leather liner. Pick up the required number of coasters and place the beverage on the salver. If the beverage is served with straws, also place appropriate number of straws and a swizzle stick in a shot glass and place it on the salver. Separate shot glasses with straws and swizzle sticks to be given with each beverage order.
- All bottled beverages should be decanted into an appropriate container before service. The canned beverage will be carried to the table and opened in front of the guest.
- Place ice bucket filled with clean cubes on a salver. Insert a clean pair of tongs in the ice bucket.



- Approach the guest from the right and place the coaster at 1’O clock position on the right of the water goblet/ tumbler. Hold the beverage glass from the base/stem and place it on the coaster. Ensure that the rim of the glass is not touched at any point. While serving ensure that the lady is served first. Announce the drink at the time of serving.
- Pour the drink from the carafe/ can ensuring that the drink does not spill. Place coaster next to glass on the right if beverage is left in carafe/ can and place the carafe/ can on the coaster.
- Place the shot glass (if any) on the right of the carafe/ can.
- Thank the guest.

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### **3.7.1.20 Serving Spirit with Mixer**

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#### **Procedure for serving Spirit with Mixer**

- Pick up the appropriate drink with an appropriate glass as per the guest order from the dispense bar.
- Ensure that the glass is clean and not chipped and free from any stains or finger marks.
- Pick up coasters, swizzle stick (in a shot glass) and an ice bucket with tongs. Take the mixers in a glass decanter and place on the salver with the beverage.
- Bottled mixers will be decanted into a carafe. Canned beverages will be opened in front of the guest.
- Approach the guest from the right and place the coaster at 1’O clock position on the right of the water goblet/ tumbler. Hold the beverage glass from the base/stem and place it on the coaster. Ensure that the rim of the glass is not touched at any point. While serving ensure that the lady is served first. Announce the drink at the time of serving.
- Ask the guest if he/she would prefer some ice in the drink. If yes, lift the ice cube with the help of ice tongs with the right hand and place it gently in the glass along the side.
- Offer to pour the mixers. If yes, pour the mixer from the carafe/ can ensuring that the drink does not spill. Place coaster next to glass on the right if beverage is left in carafe/ can and place the carafe/ can on the coaster.
- Place the shot glass on the right of the carafe/ can.
- Wish the guest and leave the table.

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### **3.7.1.21 Serving Spirit without Mixer**

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#### **Procedure for serving Spirit without Mixer**

- Pick up the appropriate glass as per the guest order from the dispense bar. Ensure that the glass is clean and not chipped and free from any stains or finger marks.
- Place the glass, coaster, ice bucket with ice and ice tongs on the salver. Pour 30/ 60 ml of the selected drink in a pony tumbler and place it on the salver.

- Approach the table from the right hand side of the guest. Place the coaster on the top right of the cover above the knife on the right of the water goblet or tumbler and place the drink on the coaster and enquire if the guest needs more ice.
- If yes, lift the ice cube with the help of ice tongs with the right hand and place it gently in the glass along the side
- Pour the drink from the pony tumbler into the glass, wish the guest and leave the table.

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### **3.7.1.22      Serving Beer**

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#### **Procedure for serving Beer**

- Pick up beer glass, opened beer bottle and coasters on a salver from the dispense bar. Ensure the beer is the same brand as ordered by the guest.
- The beer cans should be opened on the table in front of the guest.
- Ensure that the glass is clean and not chipped. Beer goblet or Pilsner glass will be used for service of beer. No beer mugs are to be used in the restaurants.
- Approach the guest from the right. Place the coaster at 1’O clock position to the right of the water goblet on the table. Place the beer glass on the coaster.
- Pour the beer from the bottle/ can along the walls of the glass to ensure minimal ‘head’ formation without touching the rim of the glass.
- The server should not hold the glass in his hand while pouring the beer. The glass must remain on the table while pouring the beer.
- Repeat the sequence for all guests having beer on the table by moving to the other guests in clockwise direction
- All empty beer bottles should be carried back on the salver after service.
- In case of draught beer, the same should be pre-poured in a glass. Place the beer glass and coaster on the salver. Approach the guest from the right. Place the coaster at 1’O clock position to the right of the water goblet on the table. Place the beer glass on the coaster.
- Thank the guest and leave the table.

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### **3.7.1.23      Serving Red Wine**

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#### **Procedure for serving Red Wine**

- After a wine has been ordered, place appropriate wine glass at 1’O clock position on the right of the water tumbler. Hold a waiter’s cloth in your palm (the waiter’s cloth should be folded till 3/4<sup>th</sup> of the book fold) and place the wine bottle in your palm over the waiter’s cloth with the label facing outwards.
- Approach the host/ guest ordering the wine from the right and present the bottle to the guest by extending your right arm so that the guest can verify the label.
- Check with the guest before opening the bottle.
- Once the wine has been approved by the host, the wine should be opened in front of the guest.

**Opening a bottle of Red Wine**

- Return to the side station and wrap the waiter's cloth around the neck of the bottle. Carry the bottle of wine and a B&B plate on a slaver to the table.
- Place the B&B plate on the right of the wine glass in front of the host.
- Place the bottle of wine on the table near the host.
- Cut the foil on the bottle (below the first major lip of the bottle) with the knife from your wine opener. Turn or move the knife around the neck of the bottle, rather than turning the bottle.
- Cut with a slight pressure so that an even cut is obtained. Place the cut foil on the B&B plate.
- Hold the wine opener at a slight angle, and place the point of the screw or "worm" at the center of the cork.
- Push the worm into the centre of the cork, and turn the wine opener in a clockwise direction.
- Turn the worm until it is completely in the cork.
- Bring the lever down to the lip of the bottle and place it firmly on the lip. If you have screwed the worm too far into the cork, you might need to unscrew the worm a bit to enable the lever to fit firmly and safely on the lip.
- Place your left hand on the lever that is resting on the lip and hold firmly. With your right hand, pull the handle of the lever straight up. Opening the bottle of wine should not take a lot of strength.
- The actual pulling of the cork, if the screw has been properly placed can be done with two fingers pulling straight up towards the ceiling. Do not pull toward your body, or the cork will break.
- The cork should be pulled out very slowly without any noise or any big pops.
- If the cork begins to break, turn the wine opener 180 degrees, and work from the opposite side.
- If the cork breaks completely, remove the first piece of cork, re-insert your corkscrew, and begin again.
- If the whole cork, or a part of it, actually goes into the bottle of wine, take the bottle back to the bartender and get a replacement bottle. Begin the opening process once again.
- Remove the cork and place it on the B&B plate.

**Tasting Red Wine**

- Once the wine has been opened, a small amount (around 20 ml.) should be offered to the host for tasting and approval.
- Allow the guest time for tasting the wine unless the guest asks to go ahead and pour.
- If the guest rejects the wine, get a new bottle, place a new glass for tasting and allow him/her to approve the second bottle. Enquire the reason for disapproval.
- Do not get into a discussion with the guest over their choice or opinion of the wine

- If the second bottle is also rejected, inform the supervisor/ manager to handle the situation and recommend an alternate wine.
- Remove the B&B plate with the cut foil and cork from the table before service of wine.

**Pouring Red Wine**

- All red wine should be decanted.
- After the wine is approved, ask the guest if he/ she would like the wine decanted. Decant the wine into the wine decanter and bring it to the table on a slaver.
- Ask the guest if he would like the wine to breath in the decanter for some time. If yes, leave the decanter on the table for 5 minutes.
- Pour the wine beginning with the lady (if any) to the left of the host/hostess, and continue serving in a clockwise movement around the table, serving the host last.
- Pour the wine evenly so that every person at the table gets an equal portion. If the host/hostess has not ordered enough wine, you may only suggest that additional bottles may be needed, before beginning to pour.
- Pour a maximum of 5 ounces or 150 ml per guest.
- When pouring, make a one quarter turn in the clock wise direction of the bottle towards the end to avoid dripping.
- End the serving of the wine by pouring for the host/hostess.
- In case the host/hostess cannot be determined, offer the wine for tasting to the guest ordering the wine and start service from the left of that guest.

**Offering a second bottle of the same Still Wine**

- Bring a new tasting glass and present it only to the person ordering or tasting the second bottle. If requested to be decanted then a fresh decanter should be used.
- Open the bottle and serve the host a taste.
- When approved, offer to change all old glasses. If the guest agrees, remove old glasses on a salver and replace with fresh glasses
- Ask if you may pour, and then begin with the lady and continue serving in a clockwise direction around the table.
- End with the host/hostess.

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**3.7.1.24 SERVING WHITE WINE**

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**Procedure for serving White Wine**

- The wine should be presented like the Red wine.
- White wines are served chilled. It is usually served at 6-8 degree centigrade. A wine bucket is used to maintain the wine chilled throughout the meal.
- Choose a wine bucket after inspection.
- Place the bottle into a wine bucket in a slant, with the neck resting on one side of the bucket.

- Fill up the bucket with ice cubes to a level, little more than half the bucket's capacity.
- Cover the wine bucket by folding the waiter's cloth into three equal folds along its length and placing the folded waiter's cloth on the rim of the wine bucket.
- The wine bucket placed on a stand is set to the right of the host or the person who ordered the wine.
- Place a B&B plate with a silver stopper to the right of the wine glass.
- Proceed with opening of the wine in the same manner and sequence as the red wine. White and rose wines will not be placed on the table, but opened in the wine bucket itself.
- Wipe the bottle of wine dry before service.
- Waiter's cloth should be prepared as a collar. Fold it keeping wrong side up into a thin strap wrap across the neck of bottle.
- Service of white wine will be similar to that of the red wine.
- After service place the bottle back into the wine bucket and cork the bottle with the silver wine stopper. This should be done if there is still wine left in the bottle after service.
- Remove the B&B plate with cut foil and the cork, after pouring wine to all guests.

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### **3.7.1.25 SERVING SPARKLING WINE**

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#### **Procedure for serving Sparkling Wine**

- The wine should be presented like the Red wine.
- Sparkling wine to be served chilled. It is usually served at 6-8 degree centigrade.
- Choose a wine bucket after inspection.
- Place the bottle into a wine bucket in a slant, with the neck resting on one side of the bucket.
- Fill up the bucket with ice cubes to a level, little more than half the bucket's capacity.
- Cover the wine bucket by folding the waiter's cloth into three equal folds along its length and placing the folded waiter's cloth on the rim of the wine bucket.
- The wine bucket placed on a stand is set to the right of the host or the person who ordered the wine.
- Place a B&B plate with a champagne stopper to the right of the sparkling wine glass.
- Remove the bottle from the wine bucket and wipe the bottle dry with the waiter's cloth on the wine bucket.
- Hold the sparkling wine in palm of the left hand with the label facing towards the server.
- Remove the cover/ wrapper by peeling it off from the opening. Place the wrapper on the B&B plate.
- Pull the mouth of the clip and loosen the clip by unscrewing it. Remove the clip and place it on the B&B plate.

- Remove the cork by holding bottle steadily in left hand and rotating the cork slowly and gently until it comes off completely. Remove the cork and place
- Waiter's cloth should be prepared as a collar. Fold it keeping wrong side up into a thin strap wrap across the neck of bottle.
- Service of sparkling wine will be similar to that of the red wine.
- After service place the bottle back into the wine bucket and cork the bottle with the champagne stopper. This should be done if there is sparkling wine left in the bottle after service.
- Remove the B&B plate with wrapper, clip and the cork, after pouring wine to all guests.

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### **3.7.1.26 Serving & Lighting Cigarette**

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#### **Procedure for serving & Lighting Cigarette**

- As per the order pick the cigarettes from the restaurant bar by checking the label, packing and expiry date.
- Place the pack on a B&B plate with a box of hotel or restaurant matchbox. Cigarettes should be presented in a sealed pack to the guest.
- Present to the guest from the right and place the B&B plate at 3'O clock position of the cover.
- If more than one guest is smoking on the table then individual ash trays should be provided to all the guests smoking.
- Lighting the cigarette.
  - When lighting the matchstick from right of the guest, hold matchstick between your thumb and index finger and strike it towards yourself and away from the guest
  - When lit, hold the matchstick with the same fingers; keep rest of the fingers around the matchstick, forming a cup (thus preventing the flame from being blown) and light the tip of the cigarette
  - When lighting the matchstick from the left of the guest, after striking the matchstick hold it between the first two fingers with the back of the palm facing the guest and light the cigarette.
  - Turn away from the guest, extinguishing the flame by fanning it out.
  - Keep the burnt matchsticks back in the box in the opposite direction (can be discarded afterwards in the pantry). Never put the used matchstick in the guest ashtray.
  - Avoid getting too close to the guest's face and be careful with bearded guests.
- Fresh astray should be placed after one cigarette is extinguished. Replacing an ashtray is done by placing a clean ashtray over the soiled one to remove it and place clean one on the table.
  - On a salver carry a fresh ashtray and approach the table.

- Place the fresh ashtray over the used one, pick both of them together to avoid any debris from flying around
- Placing the used ashtray on the salver, place the fresh ashtray on the guest table where the previous ashtray was kept.

### **3.7.1.27 Serving Cigar**

#### **Procedure for serving Cigar**

- When cigar is requested, approach the table with the following placed on a trolley.
  - Humidor
  - B&B Plate with cigar cutter and cigar match box
  - Cigar ashtray
  - Cigar list/ menu
- Lift the Humidor from the trolley, open the box and take it close to the guest and read out the range available pointing to the specific cigars. After the guest has chosen the cigar, put the box back on the trolley.
- Place the cigar selected by the guest on a B&B plate and allow the guest to peel the cellophane wrapper or take it out of the tube. Also, place the cigar ashtray on the table.
- Ask if the guest would like his cigar lit.
- If yes, proceed with the cutting and lighting of cigar.
  - Cut the cigar in one swift cut half way through the cap with a cigar cutter by placing the cap of the cigar between the cigar cutter. Leave the cut out portion of the cigar on the B&B plate.
  - Place the cigar cutter back on the B&B plate.
  - For lighting the cigar, hold the face of the cigar at 90 degree angle to the flame and rotate it in a clock wise direction.
  - From time to time remove it from the flame and fan it in the air; within a minute the cigar will be lit and ready to offer to the guest.
- After the cigar is lit, hold the cigar between your index finger and your thumb. Offer it to the guest by holding it towards the side that is not lit.
- Remove the B&B plate with the cut cigar and cigar cutter and place it on the trolley. Leave the match box on the table, for guest to use again.
- Extinguished cigar should not to be picked up and removed from the ashtray unless requested by the guest.

### **3.7.1.28 Serving Liqueur**

#### **Procedure for serving Liqueur**

- Pick up the appropriate glass as per the guest order. Ensure that the glass is clean and not chipped and free from any stains or finger marks.
- In case a guest orders a liqueur that can be served with ice, ask the guest if they wish to have it with ice/ crushed ice or straight.

- Place the glass, shot glass, coaster, ice bucket with ice or crushed ice and ice tongs or a serving spoon on the salver. Pour the liqueur as per guest order into the shot glass.
- Approach the table from the right of the guest. Place the coaster at 1’O clock position next to the water tumbler. Offer to put ice.
- Lift the ice cube or crushed ice with the help of ice tongs or a serving spoon with the right hand and place it gently in the glass along the side.
- Pour the liqueur over the ice/ crushed ice from the shot glass into the glass and leave the table carrying the empty shot glass and the ice bucket on the salver.

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### 3.8 Coordination with other Departments of Hotel

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The restaurant is seen to possess very vigorous intra and inter departmental interactions in prospect of accomplishing works. This has also made the functioning of the organization very sophisticated. Positive mutual aid and harmonization can be found in between the intra departmental staffs, as they are willing to lend a helping hand during busy operation hours and favourably exchange their ideas and views with each other.

1. **Food Production** - It coordinates with kitchen department for the preparation of various food and beverage items as per the orders. The kitchen also coordinates with food and beverage service department regarding the functions, outdoor caterings, and promotional activities. It also provides fruits, cream, mint, lemon, eggs and other ingredients required by the bar for making cocktails.
2. **Housekeeping** - It coordinates with housekeeping department regarding the cleanliness of the outlets, different F&B sections and regarding the regular supply of staff uniforms and soil linens. In many hotels, housekeeping department also looks after pest control in restaurants, kitchens, and store attached to them. Special cleaning of these areas call for coordination with the housekeeping department.
3. **Front Office** - Receives rooming list from the front office which shows the occupancy position, status of the guest, meal plan and so on. It helps the service dept to organize service accordingly. Signed bills are posted to the guest room account through point of sales or are deposited at the front office for charging to the guest account.
4. **Human Resource** - Coordinates with this department for recruiting, training, performance appraisal and firing of staff.
5. **Security** - It coordinates with security department to create a safer environment for the guests, hotel personnel and the assets to control them properly. It informs security about any articles misplaced by guest, suspicious behaviour of guest, unclaimed baggage, drunken guest, function caterings etc.



6. **Engineering** - It coordinates with engineering department for repairs, maintenance, and installation of various equipment and physical features required during operation hours and special functions.
7. **System Administrator** - It coordinates with information system department regarding the updating and installing of different electronic information system. Every personal are provide with the password as access into the computer system of the hotel by the department.
8. **Stores** - It coordinates with materials department for regular supply of food, beverages, and essential stationeries for the outlet.
9. **Purchase** – It coordinates with purchase department for purchasing new equipment like crockery, cutlery, glassware, hollowware and other related materials required for the department.
10. **Sales & Marketing** - It coordinates with sales and marketing department for the sales of banquet halls, fixing the menu price, and providing provisions and service as per the Banquet Event Order. F & B personnel will do the necessary arrangement for the preparation and see to guests needs. Sales and marketing also get clients to hold functions using hotel facilities in banquets.
11. **Finance** - It coordinates with finance department for payment of salary and budget development. The Cost controller verifies bills and KOT"s of all service areas, receipts of stores, closing stock records and conduct periodic inventories.

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### 3.9 Physical inventory monthly of crockery, cutlery, linen

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Inventory refers to the amount of purchased operating supplies, equipment and other items for future use in house keeping operations. While taking inventory two types of inventory items are considered.

**Recycled Inventory Items:** They have limited shelf life but are used again and again in restaurant operation eg. Table cover, baize cloth, crockery, cutlery, serving dishes etc. most machinery and large pieces of equipment and so on.

**Non-Recycled Inventory Items:** They are consumed in course of action of restaurant operations eg. Dispodable items like paper napkin, cleaning supplies, small equipment such as cleaning cloths, waiters cloth and so on. The inventory level must be correctly calculated for both categories of items as over stocking blocks up capital and also needs more storage area.

**Inventory Control:** To keep a close control on the assets of restaurant department, inventory control is important. Following practices can be used:

- Control on misuse, shortage and mix-ups.
- Proper storage
- Regular stock taking
- Spot checks

- Proper supervision

**Stock-Taking:** This is the physical verification of inventory by counting up stock of all items at periodic intervals.

**Par-Levels:** Par is the standard quantity of stock that must be on hand to support effectively regular house keeping activities.

**Inventory levels for recycled items:** It is measured by par number. Par number is a multiple of the standard quantity of a particular inventory item that must be on hand to support day to day restaurant operations.

**Inventory levels for non-recycled:** Items: It is determined by two points: a minimum inventory quantity and a maximum inventory quantity. The minimum quantity is calculated by formula.

$$\textit{Minimum Quantity} = \textit{Lead Time Quantity} + \textit{Safety Stock}$$

**Lead time** is the quantity that are used up between the time that a supply order is placed and the time that the order is received.

**Safety stock level** is the quantity of stock that should be in hand at emergencies such as delays, damages etc.

### 3.10 Equipment, furniture and fixtures

**FURNITURE:** The atmosphere of a food service outlet is largely affected by the kind of furniture used. The furniture should be utilitarian (for use not for decoration) but elegant (stylish) to look at. We must consider following points, whenever choosing furniture or fixture:

- Standard of restaurant
- Décor and theme of restaurant
- Durability
- Standardization
- Type of service
- Type of customer
- Ease of maintenance

**Table:** Tables are generally divided into two sections: table tops and table bases:

**Table Tops:** They come in an assortment of sizes and shapes, of different materials such as wood, mica, glass, stone, and so on. The standard table top shapes are rectangular, square, and round. Wooden tops are used in upscale restaurant as they look elegant and rich. Formica or laminated table tops that mimic the finest wood grains are also available at a more affordable cost. These table tops are then matched to a table base.

**Table Tases:** They are the holding posts of the tables and come in variety of designs that are selected to best match the theme and design of the

dining area. Round table bases give a roomier feel underneath while bi-point restaurant table bases provide a sturdier footing for the table top. Selected table tops are firmly fixed to the bases chosen. Service units, such as fast food outlets which have high seat turnover and very informal service. Use table tops of granite, mica, marble, or glass, Table tops in such units are covered with cloth but might have place mats. Wooden table tops, especially in fine dining restaurants, are permanently covered with thick woolen cloth or felt which is termed as 'baize'.

The purpose of baize is to.

1. Deaden the noise of cutlery and crockery while placing them on the table.
2. Protect table top from heat from the dish.
3. Give grip to the tablecloth and to prevent it from slipping.
4. Protect the wrist of the customer while dining.

Baize should never be exposed to the guests. It must always be covered with a clean tablecloth.

For a comfortable dining the standard height of the table is 30".

The size of the cover is 24" x 15". Keeping this size in mind, table capacities are calculated. The length of the cover is 24" which is calculated as given below:

- Diameter of side plate = 6"
- Diameter of full plate = 10"
- Space for placing cutlery = 8"  
= 24"
- The width of cover is 15" which is calculated as follow:
- Width of the full plate = 10"
- Space from the edge of the table to the handle of the cutlery = 1/2"
- Space for water goblet = 4 1/2"  
= 15"

The sizes given above are the minimum required. However, the style of service implements in the food service area also dictated the size of tables. For example, in an Indian restaurant service, diners need more room on the table to place Indian bread basket, gravies, salads, pickles, and so on. In this case, length of the table may be increased by six inches.

Restaurants use tables of different shapes and capacities to maximize seating capacity. The number of tables of two, four, and six covers to be used, depends on the arrival pattern of guests and location. In general, more tables of four covers and a few two and six cover tables are used.

## Table Sizes and Their Capacities

S.No.	Size in Inches (Table Top)	Shape	Covers	Position of Covers
1	30	Square	2	Opposite
2	36	Square	4	One on each side
3	30x48	Rectangle	4	Two on either side
4	30x72	Rectangle	6	Three on either side
5	36 Diameter	Round	4	
6	48 Diameter	Round	5	
7	60 Diameter	Round	8	

**Chair:** Chairs chosen for food service should be comfortable easy to maintain, sturdy, and durable, Standard size of chairs.

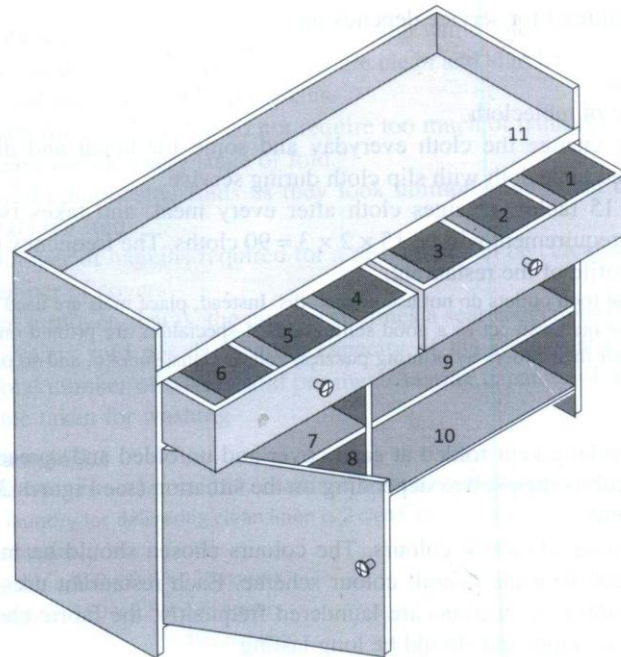
- Height of the chair from floor to the seat 18” (1 ½)
- From floor to the top of chair : 39” (3 ¼)
- Depth of the chair : 18” (1 ½)

**Chairs:-** The Dimension of chairs should be relative to table dimensions. This would enable guest to sit and eat comfortably, without their legs touching the underside of the table.

**Side Station/ Side Board:** This is a very important piece of furniture in a restaurant. It is used by the service staff for keeping all the service equipment at one place. It is also known as dummy water or sideboard. It is also used as a landing table for the dishes picked up from the kitchen enroute to the table and the dirty dishes from the guests table to the wash up area. For the convenience of the service staff, the side station should be strategically located in a restaurant. The side station should be kept clean and presentable as it can be seen by the guests. The following service equipment can be stored in a side station:

- Coffee pots.
- Cruet sets.
- Tea Pots.
- Butter dishes
- Salvers

- Bread baskets
- Finger bowls
- Wine cradle
- Soup ladles
- Straw stand.
- Cigar cutters
- ICE buckets and tongs
- Candle holders
- Bottle and wine openers
- Toothpick stand
- But vases
- Creamers
- Tea Strainers and drip bowls.



1. Service spoons and forks
2. Dessert spoons and forks
3. Large knives and forks
4. Side knives and tea spoons
5. Fish knives and forks
6. Soup spoons and coffee spoons
7. Half plates, quarter plates
8. Salvers and under flats
9. Linen
10. Trays and bowls
11. Water jug, menu card, check pad, proprietary sauces, straw holder etc.

**Diagram of Side Station**

**Trolley:** The various trolleys used in the food and beverage service outlets are:

- **Hors D' Oeuvre Trolley:** This trolley is probably the least popular in India, as a majority of guests are not too keen on Hors d' oeuvre as a starter. Hors d' oeuvre is the first course of a menu usually consisting of selection of small items of egg, Fish, meat, fruits, and vegetables in pungent (sharp) dressings. This trolley can be used to popularize the special dishes that are introduced from time to time.
- **Gueridon Or Flambe Trolley:** A gueridon or flambe trolley is a small mobile trolley that can be placed alongside the guest's table, It consists of one or two burners, a gas cylinder and a work and storage, space for plates and cooking

equipments. Using this trolley, the food is flambéed at the guest's table. To flambé food means to cook it at the guest's table. The food is flambéd with the addition of spirit, before it is presented to the guest. Almost any food can be flambéd but the more popular; items that are flambéd are fish, meat, fruit and desserts. Only skilled and well trained waiters are allowed to handle this service as there is there is the risk of spoiling food by overcooking it, and of the flame causing a fire on the premises.

- **Carving Trolley:** It is used for carving Joints of meat of guest's table. The function of carving trolley is to act as an aid to selling. The Tranchuer (Carver) laid up the trolley with two methylated spirit lamp & in lower shelf carry the service plate, Joint plate & carving Knife.
- **Dessert Trolley:** This trolley serves as a visual aid to selling desserts. Guests are more likely order a dessert if they can see what is available, Particularly if it is well presented. Some dessert trolleys are refrigerated. Gateaux, Pastries, and soufflés can be served from a Dessert Trolley. This trolley has several shelves and the bottom shelf is reserved for plates, Cutlery, linen and other service equipment. A glass or Transparent trolley top makes it easy for guest to select a dessert of their choice.
- **Room Service Trolley:** This trolley is known for its versatility. It is used for the service of large order to guests in their rooms. The waiter sets up the meal and covers on the trolley and wheels it into the guest's room. This trolley may also be used as a dining table in the Privacy of the guest's room.

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## 3.11 Theme and Specialty Restaurants

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As you can observe that food service industry is a hugely diversified industry, there are different types of establishments inside the hotel which cater to the varied requirements of clients. The basic role of the type of establishment remains the same but the type of service exclusively depends upon the nature of clients served by it.

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### 3.11.1 Themed Restaurant

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These are the restaurants which serves food and beverages related to a particular and distinctive theme. The interiors are designed in accordance to the cuisine apart from the uniforms of the waiters. The menu is also planned on the basis of the theme and the atmosphere of the place is developed accordingly. May include the themes like oriental, punjabi, jungle, dessert, rainforest, etc. where the waiting staff perform as well as serve. Examples are Peshawari, ITC Maurya Sheraton, New Delhi and Chowki Dhani, Jaipur.



Figure 1.4 Bukhara, ITC Maurya, New Delhi (courtesy: [www.itchotels.in](http://www.itchotels.in))

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### 3.11.2 Fine Dining Restaurant

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A formal fine dining restaurant serves traditional and ethnic preparations of a particular region or country or classic / haute cuisine, wines, spirits and digestives. Customers are the affluent class of the society and the service offered is high level of table service i.e. silver, gueridon and / or plated. The exquisite furniture, crockery of fine quality bone china, crystal glassware, EPNS (Electroplated Nickel Silver) cutlery, fine quality linen makes it a luxurious dining experience. e.g. The Orient Express, The Taj, New Delhi.



Figure 1.5 The Orient Express, Taj Palace, New Delhi (courtesy: [www.tajhotels.com](http://www.tajhotels.com))

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### 3.11.3 International Restaurant

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These are the restaurants serving a specific cuisine or ethnic dishes from different available choices. Such restaurants are opened to attract the niche clients who have the taste of the popular cuisines of the world. One such example can be an Italian restaurant or a Chinese restaurant or a Japanese restaurant. The style of service is dependent on the type of cuisine served. These types of restaurants also help in attracting more number of walk-ins as compared to in-house guests. e.g. Megu, The Leela Palace, New Delhi.



Figure 1.6 Megu, The Leela Palace, New Delhi (*courtesy: www.theleela.com*)

### 3.11.4 Popular Restaurant

This type of restaurant caters to the needs of the regular hotel guests and walk-ins. These restaurants offer a wide variety of choices to its customers. The service style is casual with sufficient utilization of crockery and cutlery. Normal timings of operations are during lunch and dinner. These restaurants are mainly used by the customers looking for a descent menu and for those who wants to have a casual meetings / discussions over the lunch. e.g. Threesixtyone Degrees, The Oberoi, Gurugram.



Figure 1.7 Threesixtyone Degrees, The Oberoi Gurgaon (*courtesy: www.oberoihotels.com*)

### 3.11.5 Buffet Restaurant

Originating in 16<sup>th</sup> century in France, buffet dining has been one of the most popular forms of catering so far. Generally, buffet is a meal where the guest serves themselves from a variety of dishes spread across a table. Buffet dining restaurants are a popular option in the hotels as it requires less number of staff and can feed a large number of guests at one go. Typically, the customer pays a fixed and pre-agreed price for the spread and serves themselves from many stations. Most of the buffets served in the hotels run on a typical catered buffet concept. Buffets cuts down heavily on the pay rolls and are also used as a tool to earn more profit margins due to low food costs. Menu planning is one of the most



important aspects in case of buffet restaurants as the pricing has to be kept low but at the same time there is no restriction on the consumption i.e. portion control. e.g. Tamra Restaurant, Shangri La, New Delhi



Figure 1.8 Tamra, Shangri La Eros, New Delhi (courtesy: [www.shangri-la.com](http://www.shangri-la.com))

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### 3.11.6 Coffee Shop

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Since the olden times, coffee shops or coffee houses have been the places meant for social interaction, talk, read, write, discuss and entertain others or pass the time either individually or in groups. The same saga has continued over the period and the present day coffee shops are no more different from those of yesteryears. The coffee shops normally serve different types of beverages, either hot or cold, to the customers and also give the option of light food and snacks. The use of cutlery and crockery is kept to the minimal and the covers are laid out on the table mats. The preparation and service time of the items listed in the menu is comparatively fast and the prices of the menu are often cheaper than those in fine dining outlets.



Figure 1.9 Clever Fox, Redfox Hotel, New Delhi (courtesy: [www.lemontreehotels.com](http://www.lemontreehotels.com))

### 3.11.7 Bar

Bar is a licensed place to serve the alcoholic beverages. Generally, the bar also serves some snacks items and tobacco products. The timings of the bar operations are from 1100 hrs to 2300 hrs. The term ‘bar’ also refers to the counter top and other designated areas from where drinks are served. The furniture and fixture placed in the bar is very attractive and generally made of wood. Most of the hotels do not serve full menu in the bars but the starters might be served inside the bar. The bars are normally designed on a particular theme, decor, lighting and other associated elements so as to attract a specific target group. Bar can be of many types like full bar, cocktail bar, wine bar, beer bar, music bar, non-alcoholic bar, etc.



Figure 1.10 Sheesh Mahal, ITC Welcom Rajputana Palace, Jaipur ([www.itchotels.in](http://www.itchotels.in))

### 3.11.8 Lounge

Lounge is a place in the hotel where the guests or the visitors wait, sit and relax. This designated area is essentially located either in the lobby or in an area adjacent to the hotel lobby. As the people spend some time here, the hotel offers the facilities of beverages and snacks in this area which function as a part of the coffee shop or any other food and beverage outlet located in the lobby area. There is a restriction of smoking in this place and hence guests looking out for smoking are diverted to the smoking zone of the hotel. The lounges are often close to the public restrooms.



Figure 1.11 Piano Bar and Cigar Lounge, The Oberoi, Gurgaon (*courtesy: www.oberoihotels.com*)

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### 3.11.9 Pubs

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Pubs are the one who we can call as the modified version of bar. Pubs are those places which are normally meant for selling alcoholic beverages like wines, spirits and beer. These are the busy places during the daytime. The moving crowd in pubs makes it impossible to make reservations and book tables. Instead, it offers a mix of seating and standing tables. Pubs are generally known to play loud music but without a dance floor. e.g. Thugs, Hotel Broadway, New Delhi.



Figure 1.15 Thugs, Hotel Broadway, New Delhi (courtesy: [www.hotelbroadwaydelhi.com](http://www.hotelbroadwaydelhi.com))

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### 3.12 Summary

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The unit begin with explaining the concept and types of restaurant and covered wide ranges of types of services, order taking procedure, layout of restaurant and its staffing structure. Mise en scene and mise en place are one of the most important activities of restaurant operation which are supposed to be carried out before beginning the operation of the restaurant to provide a satisfying experience to the customer. These activities are dependent upon the factors like menu, service styles, and infrastructure and so on. The service involves different tasks to be carried out and involves a higher level of technical skills. The procedures involved in these operations enhance the guest's experience which leads the organization towards framing of Standard Operating Procedures.

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### 3.13 Key Terms

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**Cover:** The space required on a table for laying cutlery, crockery glassware & linen for one person to partake of a meal.

**Chafing dish-** A food warmer used during buffet service.

**Coaster:** A small mat Put under a bottle or glass to avoid wet rings on the surface of the table.

**Flambé:** To pour alcohol over food and set it alights, to enhance visual delight during service.

**Station:** A set of four or five table in a restaurant.

**Baize base cloth:** Soft felt cloth usually green in colour used on most dining tables in restaurants and banquets.

**Monkey bowl:** A small multipurpose bowl used for serving accompaniments

**Soup tureen:** Deep Covered dish from which soup is served at the table using a ladle.

**Finger bowl:** Small bowl filled with water and perhaps a piece of lemon placed on the table so that guests can clean their finger.

**Salver:** Tray, usually, round and made of silver, on which drinks etc are presented.

**Buffet** – Meal consisting of a number of dishes set out so that guest can select what they want for themselves.

**Banquet Service** – It involves serving a meal to a group of people who are celebrating, gathering for a special occasion like conference, meetings etc.

**Carhops:** - Waiters working in the drive- in outlets who takes order and deliver the food to the guest.

**Carousel** – It is rotating shelves (usually three) at different heights containing food, where the guest remains standing, taking his choice of meal from the revolving carousel and placing it on his tray

**Cover** - The space required on a table for laying cutlery, crockery, glassware and liner for one person to partake of a meal.

**Food Service**- Food service is an operation in which product / service are created and delivered to the customer almost simultaneously.

**Mini bar** – A small refrigerator placed in hotel rooms from which guest may obtain water bottles, beer, cold drinks and snack which is chargeable.

**Salad Bar** – It is self – service concept in which each guest is given the opportunity to prepare his or her own salad from an attractive array of fresh vegetables and fruit that have been cleaned and sliced.

**Table d hote** - It is a restricted menu, offering small number of courses with limited choice of food in each course, fixed selling price and dishes being ready at a set time.

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### 3.14 Reference and Bibliography

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### 3.15 Terminal Questions

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**Fill in the blanks:**

1. The most commonly used material in dining room furniture is\_\_\_\_\_
2. The approximate sizes of a fish plate\_\_\_\_\_
3. Height of the seat of a dining chair is\_\_\_\_\_.
4. Minimum fall of table cloth all over the edge of a table is\_\_\_\_\_.
5. Electro Plated\_\_\_\_\_ silver (E.P.N.S.)

**Short Questions**

1. Explain the purpose of napkin folding.
2. Differentiate between table cloth and slip cloth.
3. What is the capacity of tea cup; demi tasse and beer goblet.
4. What precautions must be taken for proper handling of glassware?
5. Name different spoons used in a restaurant.
6. What is hollowware? Give examples.
7. Give the sizes of a napkin and a chair used in a restaurant.
8. What is baize cloth? what are its uses.

**Long Questions**

1. What is a dummy waiter? What is stored in it?
2. Explain different types of trolley used in F&B service department.
3. List the equipments required for effective and efficient F& B Service.

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# UNIT: 4

## ROOM SERVICE/ IN ROOM DINNING

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**Structure**

- 4.1 Introduction
- 4.2 Objectives
- 4.3 Room Service/ In Room Dinning
  - 4.3.1 Types of Room Service
  - 4.3.2 Taking Room Service Orders Over Telephone
  - 4.3.3 Recording Room Service Order
  - 4.3.4 Mise En Place for Room Service
  - 4.3.5 Equipment Required For Room Service
  - 4.3.7 Verify Items before Delivery
  - 4.3.8 Transporting Room Service Trays and Trolleys
  - 4.3.9 Requesting Entry to Guest Room
  - 4.3.10 Entering Guest Room and Giving In Room Service
  - 4.3.11 Confirming Order with the Guest
  - 4.3.12 Serving Food in Case Of Requests
  - 4.3.13 Presenting Bill to the Guest
  - 4.3.14 Processing Payment
  - 4.3.15 Removing Room Service Trays, Trolleys and Other Service Items
  - 4.3.16 Telephone Etiquette for Room Service Staff
  - 4.3.17 Room Service Organization
  - 4.3.18 Forms & Formats Used in Room Service Department
- 4.4 Mini Bar Management in Guest Rooms
- 4.5 Summary
- 4.6 Key Terms
- 4.7 Reference and Bibliography
- 4.8 Terminal Questions

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### 4.1 Introduction

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Room service is very important because the actual service is done without any supervision and if there is anything done wrongly or not brought at the first time then there are no chances of any correction of the mistake. Therefore everything should be checked in the beginning itself. Room service department is an integral part of food and beverage department. Room service is a facility offered by good hotels, usually round the clock, whereby guests may have food and drinks in their rooms in privacy and comfort and without the bother of down the restaurant or dressing up to appear in public. Room service has a small turnover in terms of revenue, but a great deal of effort and labour is necessary to run this outlet. The menu is often a simplified version of what is available in the coffee shop, with prices slightly higher to compensate for the higher overheads in terms of staff and equipment. Room service staff work on a shift system to extend 24 hours service.

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## 4.2 Objectives

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After reading this unit the learner will understand the following:

- Room Service/ In Room Dinning
- Mini-Bar Management in Guest Rooms
- Guest Interaction

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## 4.3 Room Service/ In Room Dinning

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Room service provides guests with food and beverage service in the privacy of their own room or suite. Room service is a feature in some way in establishments that offer accommodation. Different establishments including Hotels, Resorts, serviced apartments or Villas and residential clubs offer different types of room service ranging from a full compendium Menu with 24-hour service to Breakfast only served in the room. Some establishments will have a separate Room service kitchen and production area in others it may be part of the Restaurant operation.

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### 4.3.1 TYPES OF ROOM SERVICE

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Breakfast is the busiest time with guests generally ordering via a doorknob menu hung on the door. These may be collected by a variety of personnel, Porters escorting other Guests to their rooms, security staff doing their rounds or housekeeping doing turn down services, or can be delivered to reception by the guest. Guests may also choose to ring direct and order at any time. Working in room service requires that you have a good knowledge of the property, individual room layouts and room locations, the establishment room numbering sequence as well as a good working relationship with the housekeeping and front office departments. Room service duties include delivering complimentary items, guest specials or amenities to rooms. These may be gifts from the hotel management to guests – VIPs, regular or special guests, as part of a package deal or for such functions as cocktail parties, meetings, dinners, etc. Room service also service “day use” or “courtesy” rooms which are being used for meetings or for guests whose room is not available due to the guest's early arrival. Room service provide food and beverage service in the public areas of the hotel such as the poolside or lounge area and arrange packed lunches or picnics for guests who are going out for the day.

Mini-bars are maintained by either the room service or housekeeping departments, often as a separate area within the department. A mini-bar is the self-service bar fridge in each room, the mini-bar contains miniature bottles of spirits and liqueurs as well as wine, beer, soft drinks and, increasingly, snacks and food items such as chocolate bars, biscuits, chips, etc. Tall bars [full sized bottles] may also be requested by Guests.

Many Hotels have changed their mini bars to automated direct charge systems. Mini-bars can be monitored by a computerized system which records items removed from the storage position adding the item cost to the guest account automatically.



The Honour system, which asks guests to complete a purchase docket, mini-bars are checked daily to record consumption and stock quality and are restocked to normal level, with usage charged daily to the guest account. At check-out, guests are asked to declare any consumption since the last refill. There will sometimes be situations where a guest is not honest or they forget their use of the mini-bar: this leaves the room service manager with the choice of putting through a “late charge” or writing off the loss. In most operations, management set a nominal amount and any charges below that amount are written off as it is deemed too expensive to chase them up, and it may also lead to negative guest relations.

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### **4.3.2 TAKING ROOM SERVICE ORDERS OVER TELEPHONE**

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- Greet the guest as per the hotel’s policy and as per the time of the day. It must be in accordance with the following guidelines:
- Always answer the telephone promptly on the 2nd or 3rd ring.
- Identify yourself and the department.
- Always be courteous, guests may be tired or unsure of the procedure.
- Always be happy to help.
- Always use the standard greeting, being consistent with other colleagues and in line with the establishment procedures.
- Try to smile when speaking, as a smile can be heard in the voice.
- When talking with the customer, Room Service staff may need to advise and to assist the customer in making their selection by suggesting or explaining menu items.
- Once the order has been taken from the customer, you must clarify the details of the order. Repeat the order back to the customer to check for accuracy, and amend where necessary.
- When taking a room service order you must never be afraid to ask questions these questions will help to clarify orders, special requests and delivery requirements.
- Also check the time the room service is required, the number of guests being served and whether the room service being requested is for service in the guests’ room or elsewhere; poolside or lounge area. The order may be required for takeaway such as a picnic basket, or packed sandwiches.

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### **4.3.3. RECORDING ROOM SERVICE ORDER**

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Room Service orders are commonly recorded in conjunction with a discussion with the Guest. The order may be written either by hand or recorded electronically. A room service order has to record any extras needed such as table cloth if there is a table or Vinegar to serve with the French fries. It will need to also record information to enable appropriate set up, extra crockery or cutlery if a guest orders a large platter to share. A Room Service Order form needs to include:

- Current Date and Docket Number, to enable it may be necessary to add a date of delivery if it's not the current date.
- Name of the registered Guest and the name of the guest ordering if they are different and Room number.
- Time the order is taken and by whom.
- Estimated time of delivery to the guest.
- Location of delivery, is the guest in their room or poolside?
- Special Requests including extra sauces or condiments requested.
- What food items were ordered and standard requirements?
- Any extra items along with the food?
- Who took the order, in case there is need to clarify?

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#### **4.3.4 MISE EN PLACE FOR ROOM SERVICE**

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For the room service area to function successfully, the area must be set up and equipped with the necessary food and beverage items required or requested for all meal periods. Room Service needs to serve a variety of food items to meet guest's needs some items will require room Service staff to prepare such as cutting fruit, slicing meat for example ham or salmon. Room Service staff will require knife skills and basic cooking and food arrangement skills. Portion pack items are used to save wastage and costs. Portion packs or control packaged items are foods or beverages pre-packaged in pre-set amounts considered to be a single portion. Some of those items may include:

- Jams and breakfast spreads
- Dairy products – butter, milk and cream
- Sauces and dressings
- Boxed breakfast cereals such as Coco pops or Cornflakes
- Cold stewed or cooked fruit compote
- Salt and pepper sachets, instant coffee, chocolate and tea sachets
- Sliced bread, bread rolls or pastries, packaged sweet or dry biscuits
- Alcoholic and non-alcoholic beverages – wine, beer, juices, mixed drinks, dairy products such as long life milk.

Set up trays and trolleys for a range of various meals. The exact procedure to take when setting up trays can vary according to the type and extent of the order being prepared. Some equipment may be stored in suites or Butler's pantry for example toaster, crockery etc. these items can be collected separately by service staff. The equipment found on individual trays should, of course, exactly match the needs of the particular order. If an order is delivered that is missing a certain item it is time consuming, embarrassing and inconvenient, as room service staff have some distance to travel to replace the missing item.

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### 4.3.5 EQUIPMENT REQUIRED FOR ROOM SERVICE

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The room service department of a large hotel is located near the still room, main kitchen and service elevator. Room service cabin has a glass partition which makes it possible for the room service order taker or captain to monitor the work in progress in kitchen and still room and also the movement and activities of room service waiters. The room service department is equipped with:

**1- Room Service Menu Cards-** This card features the names of dishes that are available for room service. Every room is provided with room service menu Card for guest's reference. Dishes on offer (breakfast, lunch, dinner, snacks, alcoholic & non-alcoholic beverages)

**2- Telephone:-** Telephone calls are handled by room service order taker when the room guest make calls for room service.

**3- Room Service KOT-** The dishes ordered by room guests are transferred to kitchen order ticket (KOT) by the room service order taker and sent to the hot plate for collection.

**4- Room List:-** This list gives information on the names of guest staying, their room numbers, number of guest staying expected date and time of departure, expected date and time of , which facilitates the room service order taker to address the guest by name.

**5- Status List:-** This gives information on VVIP and VIP guests, crew, etc, which help the room service department place complimentary cookies and fruit basket according to the policy of the hotel.

**6- Integrated computer System:-** This display room number, name of guest, number of person staying, expected date & time of departure, status of guest etc.

**7- Room service Tray:** Room service trays should have the features to carry coffee pot, milk Jug, Sugar bowl, toast racks, quarter plates, butter dish, preserve, Tea cup/ Break fast cup and saucer. The room service trays should be light in weight, heat resistant, easy to clean, and stackable.

**8-Trolley-** Trolley is used when two or more portions are to be served in a room.It has extendable flaps at the sides which can be fixed to have more area on the trolley during service. A cabinet is incorporated to the design of the trolley to hold plates. The trolley should be easy to wheel to the service lift. A loaded trolley should be pushed and never pulled.

Various pieces of equipment are used in the room service area and room service staff may be required to clean and prepare equipment for service this equipment may include:

- Trolleys and hot boxes, tray trolleys and refrigerated trolleys
- Food trays of different sizes and structure like trays with feet for breakfast use

- Tray covers – generally a linen cloth or paper cloth (non-slip type) table linen for trolleys, and serviettes
- Cutlery – entrée and main knives and forks, soup and dessert spoons, teaspoons
- Specialist items such as steak knives or service tongs
- Crockery – various plates, bowls and jugs, cups and saucers
- Glassware – for juices, water, beer, wine and champagne
- Tea and coffee pots, hot water pots, coffee and tea making equipment
- Plate warmer/ cloches or plate covers
- Salt and pepper shakers
- Bud vases, toasters, bread baskets, ice buckets, newspaper holders
- Pen and order forms (always have two pens) also copies of menus and beverage listings and tray cards
- Other equipment including items of fixed equipment for example, wine coolers, espresso coffee machines, multi slice toasters, microwave ovens, hot water urns, ice machine, refrigerators and small portable equipment such as pizza ovens, coffee makers and toasters.
- Trays can be set up for 1 to 4 people, depending on the order type and the safety and balance of items.

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### **4.3.6 COLLECT ITEMS FROM KITCHEN**

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Room service may have their own production kitchen or share with a Restaurant or other dining area, there may be a chef solely allocated to room service orders or staff may have to take their turn with Restaurant staff. When collecting an order check you have your order form to confirm the order, it may be you who takes the order and delivers the order to someone else.

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### **4.3.7 VERIFY ITEMS BEFORE DELIVERY**

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Regardless of who actually delivers the food and drinks, someone will have to pick up the order. When they do this they **MUST** check the items on the tray against the order that has been put in. It is unlikely that a deliberate error has been made, but human error can occur, and it is too late to realise this mistake when you are upstairs and in the guest's room. Much of the food plated for room service will have a cover over it and it is part of your job to remove that cover and visually check the dish to ensure it is what was ordered. In addition, your check should ensure:

- Special requests have been complied with – if “no chilli” was part of the order, check to see it has been done. Cold items are separate from hot and dressings are in separate containers. Also check that the bread rolls and the butter are there and that all the courses are present.
- Visual check of the dishes do they look presentable? – no sauce/spatter marks on the plates, no cracked crockery, hot dishes are hot, cold dishes are cold, and frozen

dishes are frozen and appropriate garnishes have be added or are accompanying the item to be added on delivery.

- Where there is any deviation from perfection – it must be quickly brought to the notice of the chef (or other person responsible) and rectified. Remember that the hot food is cooling down and the cold food heating up – so speed is critical given that it will take an additional couple of minutes to get it to the guest’s room.

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#### **4.3.8 TRANSPORTING ROOM SERVICE TRAYS AND TROLLEYS**

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Room service has the responsibility of creating a dining experience in guest’s bedroom; space may limit the presentation style and the type and style of equipment used. Not only must trays and trolleys be set up so that they contain all the equipment, items and utensils required, but. Trays and trolleys must also be set up so that they are balanced, safe and attractive. When staffs have completed a room service tray with an order, someone will have to carry it; it must be balanced to avoid the likelihood of dropping it, or of over-balancing individual items. Ordering room service is a special service for most guests and there is an expectation that it will be delivered professionally, and spilling the contents is not part of the guest’s expectations or Room service standards.

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#### **4.3.9 REQUESTING ENTRY TO GUEST ROOM**

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- On arriving at the guest’s room, a final visual check of the tray or trolley may be made, and then staff should knock firmly on the door and announce “Room service”.
- When knocking on the door, use the knuckles not a key or any other implement or item as this will leave a permanent mark on the door. Some guest rooms may have visitor bells or doorbells.
- After announcing 'Room Service' wait 10 to 15 seconds before knocking again, and announce again. When the guest opens the door, offer a greeting and, if not asked in by the guest (which is what will normally happen – either verbally or non-verbally), request their permission to enter. The guest may not want you to enter the room – they may be conducting a business meeting, they could be entertaining, or they could have private papers, etc, spread out around the room on tables, desks, the bed, etc.
- Therefore requesting permission to enter has a practical underpinning reason, giving room service Staff permission to enter and set up the order. A guest may prefer to take the tray or trolley and other items from you at the door and serve themselves.
- Where the guest does not answer the door after the second knock/call, staff should follow house procedures. This may be to knock and call a third time. It may be room service staff need to use a pass key to unlock the door, open it slightly and re-announce hopefully the guest will hear this as staff will actually be in the room. There may be added instruction taken with the order and staff need to act as instructed.

- If the guest has not responded, house rules may be to leave the order especially if the guest is a regular, while in some cases house policy may be to withdraw without leaving the food and beverages that were ordered returning to the room service section.
- An alternative course of action in some establishments if the guest does not answer, is to call the guest via the telephone, text or message either directly or through Reception or communications staff.
- If the guest fails to answer the telephone, staff may be required to check the guest's name against the room number. If it is correct, procedure will indicate whether to notify a supervisor or manager of the situation, and they take further steps to ensure that the guest is physically all right or if a mistake has been made.
- Room Service staff never to enter a room fully unless they have been granted permission, or until they are sure they will not be interrupting or disturbing anyone.

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**4.3.10 ENTERING GUEST ROOM AND GIVING IN ROOM SERVICE**

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When Room Service staff enter a guest room the guest should be thanked, and greeted politely, and engaged in conversation if appropriate, perhaps a comment about the weather would be appropriate given the circumstances and the nature of the person. Good customer relations should be maintained at all times. When entering a room it should be remembered that the guest is paying money for the room it is, their room and they may have personal items on view or rearranged furniture positions, staff should respect the privacy of the guest and not stare at anything in the room, including people, items and paperwork. Room service staff should not offer unsolicited comments on anything they may see, hear or be exposed to, but complete the job they came to do. Deliver the order, serve it, clear up and then leave. The guest may engage the staff in conversation or ask questions or otherwise pass the time of day, staff should answer succinctly and continue with their tasks. Staff in all departments needs to conform to the correct etiquette for all circumstances when in the presence of guests and spend the minimum amount of time in the guest room, without being rude.

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**4.3.11 CONFIRMING ORDER WITH THE GUEST**

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A room service order, when delivered has to be checked in front of the guest and receipt of service acknowledged, either by signing an account or an order receipt. With both trays and trolleys, advise the guest of any potential hazards such as what is hot, what is sharp, what may be heavy, where heating elements are, etc. If an electrical hot box has been used for the room, plug it in to the electrical outlet to keep the food hot.

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**4.3.12 SERVING FOOD IN CASE OF REQUESTS**

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Staff may also respond to the guest's request to set out the order. Removing all the items from the tray and positioning it neatly on the table in the same manner as if setting a

cover on a restaurant table, also remove the covers off the meals and position them appropriately, hot food should remain covered and the guest shown how to remove the cover safely when the dish is needed if food has been stored in the hot box explain to the guest how to safely remove it. When requested, the room service attendant may also open and serve the wine or champagne to the guest. As dishes are repositioned or have their covers removed, it is standard practice to announce them with some dishes, simply stating their name may be sufficient.

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### **4.3.13 PRESENTING BILL TO THE GUEST**

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The method of payment is confirmed when order is taken. Room service deliveries will require room service staff to obtain a signature from the guest for the items delivered and confirm if it's to be charged to the room account. In some cases the guest may wish to pay on delivery, and if they use cash then room service staff will need to issue a receipt.

Account Docket/bill should include:

- Room Number
- Registered Guest Name
- Account type, Paid on delivery by credit card or cash or charged to the guests room
- Delivery time /date
- A List of items and the cost of each. Including any surcharges such as delivery fee.
- Total cost.

Before the account is presented to the guest for signing, it is part of a room service waiter's job to make sure it is accurate. Always check the details.

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### **4.3.14 PROCESSING PAYMENT**

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The account or bill is checked before leaving the Room service preparation area but once the order has been delivered adjustments may have to be made, for example the guest may, having seen the dish, decide they don't want it, or the beer you brought up as an alternative to the one they ordered may not be to their liking so it has to be deducted from the account. When all is confirmed correct the account is presented and the guest should be asked to check the account and then sign in the appropriate place. Their signature verifies that the food and beverage was received. You must not forget to ask the customer for their signature, as the room service docket is the only record the cashier has to validate that the charged amount has been paid. The docket could be considered invalid if it does not have a signature. When presenting the account, the customer may like to pay cash. If the amount given requires change, and you do not carry a cash float, you should inform the guest that you will return with the change on the next delivery run. The majority of guests will be happy with this process. Before leaving the guest's room, you should advise the guest on where to leave the used tray for collection. Some establishments prefer guests to ring room service; some prefer to have the tray/trolley left

outside the room: In some cases room service will return and clear the room the next day (in cases where there may be a party in a suite).

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#### 4.3.15 REMOVING ROOM SERVICE TRAYS, TROLLEYS AND OTHER SERVICE ITEMS

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After room service has been delivered, used trays and trolleys need to be collected. Room service staff will have to do a floor check to collect trays and trolleys. This must be done regularly as trolleys and trays that are left out in the corridors look untidy and present a risk to guests. Checking for room service trays and trolleys is a task that needs to be included as standard duties, so that sufficient time is allocated for it. Usual practice is to check floor-by-floor: if you are on a floor you may as well check for and remove all the trays/trolleys while you are there. This clearing can be undertaken at any time – day or night – but you must remember to be quiet when clearing, because guests may be asleep: without sufficient care, clearing can be a very noisy affair with cutlery, crockery and glassware knocking into each other.

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#### 4.3.16 Telephone Etiquette for Room Service Staff

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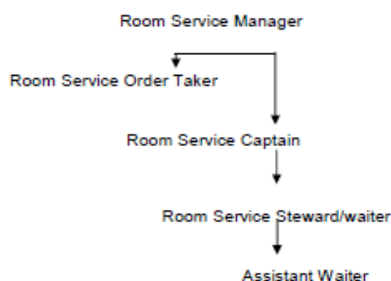
The Followings are the points to be considered while talking with the guests.

- Stop previous conversation
- Answer the phone promptly
- Give a friendly greeting or as specified by the hotel policy.
- Use caller's name whenever possible
- Whenever Possible, write the room number first. To eliminate errors, repeat the order the guest has placed.
- State the approximate time within which the guest can expect the order.
- Allow some flexibility, depending on the amount of business room service is handling when the order is placed.
- If you must interrupt the conversation, explain the reason to the guest.
- Thank the guest for calling.
- Allow the guest to hang up first.
- Avoid conversation among other idle staff to prevent the guests on the line from hearing unnecessary noise and background conversation.

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#### 4.3.17 Room Service Organization

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**Duties & responsibilities of Room Service Manager:** All the activities of the room service department activities of the room service department are controlled by room service manger. He is responsible for the following:-

- Preparing budget for the department.
- Compiling room service menu card liaising with the chef and the food & beverage manager.
- Preparing sales report and analyzing sales for managerial decisions on menu planning and pricing.
- Handling guest's complaint and monitoring performance of staff.
- Co-coordinating with other departments.
- Recruiting & training staff.

**Duties & Responsibilities of Room Service order taker:** He is responsible for the following:

- Taking order from the guest, record their orders, place order with the kitchen and preparing the bills.
- Suggestive selling and knowledge of menu is essential.
- Referring to the room list to know status of guests, room positions, validity to the order and plan in which guests are staying.

**Duties & responsibilities of Room Service Captain:** He is responsible for the following.

- Receiving orders from the order taker.
- Collecting dishes from appropriate section of the kitchen.
- Checking food garnish, Portion & Presentation before being taken to the room.
- Supervising the mise en place activities of the department.
- Briefing room service stewards, maintaining log book, ensuring trays are cleared from rooms.
- Monitoring stock levels of the mini bar and getting it replenished.

**Duties & responsibilities of Room Service steward/waiter:** He is responsible for the following:

- Lining trays and arranging them with basic service equipment and accompaniments
- Setting up room trolley, arranging tray and carrying tray to room and serving.
- Placing fruit baskets and cookies in rooms identified by the captain.
- Clearing trays from rooms & Corridors.
- Attending briefing & informing guest's complaints and suggestions.

**Duties & responsibilities of Assistant steward/ waiter:** He is responsible for the following:

- Carrying out mise en place activities.
- Clearing & wiping cutlery, crockery & glassware.
- Preparing Preserve dish, butter dish, sugar bowl, pickle bowl, cruet set.
- Keeping still room and hot plate ready with necessary service dishes, beverage pots, and bread basket.
- Keeping room service area clean & assisting room service stewards in service.

**4.3.18 Forms & Formats Used in Room Service Department**

The various forms and formats used in room service are as under:

- Waiter’s card
- Room service log book
- Room Service Order

<b>Hotel XYZ</b>					
<b>Waiter’s Card</b>					
Name.....Shift.....Date.....					
<b>Room No.</b>	<b>Tray No.</b>	<b>Pickup</b>	<b>Served</b>	<b>Ordered</b>	<b>Cleared</b>
R/s Capt. Signature .....					

**Waiter’s Card**

<b>Hotel XYZ</b>									
<b>Room Service Log Book</b>									
Name of Room Service Captain:- ABC									
Shift .....Date.....									
Room No	Guest’s Name	K OT No.	Pick up Time	Delivered at	Delivered by	Cleared at	Cleared by	Remarks	Captains Sign
102	Ram	306	7:20am	7:25am	Shyam	8:00am	Shyam	Tea was cold	

**Room Service Log Book**

<b>Hotel XYZ</b>		
<b>Room Service Order</b>		
Room No.....Time.....Date..... KOT No.....		
S. No.	Item	Quantity
Room Service Order Taker .....		

**Room Service Order**

**CHECK YOUR PROGRESS -I**

Q.1 What do you mean by room service?

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Q.2. What is the procedure of taking order?

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The mini bars in rooms are generally managed by housekeeping department. The stacking and recording the consumption is the task of the room attendant, in some hotel this is taken care of by Food and Beverage department.

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## 4.5 Summary

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Execution of food and beverage services in guest's rooms is the most challenging Job and requires additional investment in equipment, infrastructure and labour. Most of hotels discourage room service as it involves too much of labour, time and investment. The service method adopted should not require too many staff as demand for room service is not uniformly distributed throughout the day, should facilitate quicker service, should not occupy much of area, and not result in duplication of Machinery.

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## 4.6 Key Terms

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**Banquet-** A meal with a menu that was pre selected by the host for all of the guests attending the event.

**Buffet-** A banquet meal at which guests obtain a portion of all their food by serving themselves from buffet tables.

**Canopy:-** It is a temporary structure erected over the buffet counter during the outdoor catering function. The structure is made of aluminum and fabric of bright colours.

**Mini bar:-** It is a small refrigerated located in the guests room with basic limited stock of water, cold drink, beer.

**VIP:-** It stands for „Very important Person“.

**VVIP:-** It stands for „Very Very Important person“.

**Marmalade:-** It is made with citrus fruits, usually containing shredded rind of the fruit. It is served with toast/bread.

**Jam:** It is Prepared from fruits and sugar, often used as a spread with bread.

**Breakfast Knob Card:-** It means breakfast menu and order card.

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## **4.8 Terminal Questions**

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1. What do you mean by room service? Explain.
2. What is the procedure of taking room service order?
3. What points you will keep in mind while taking room service order over telephone?
4. Write a note of 'Mise en place in room service'.
5. What equipments are required for efficient functioning o room service?
6. Write a note on 'room service trolley'.
7. Explain the procedure of delivering room service order.
8. What is the procedure of billing room service order?
9. Write a note on forms and formats used in room service.
10. What is Mini bar?