
UNIT 1:

FOOD & BEVERAGE SERVICE

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1.1 INTRODUCTION

Food service operations are continuing to improve and develop, together with advances and quality. The demand for food and beverages away from home has increased and, with a broader spectrum of the population eating out, customer needs are continuing to diversify. The traditional means of service have changed over the period of time and the modern day outlets are offering varied level of services to its ever demanding clients in a more planned and controlled manner. These types of establishments and their service styles have become a critical factor in success of an establishment.

1.2 OBJECTIVES

After reading this chapter, you will be able to:

- a) Understand about the hospitality, hotel and food & beverage industry.
- b) Have knowledge about various sectors of catering industry.
- c) Classify various types of catering establishments.

- d) Understand the importance of food & beverage operations cycle.
- e) Identify various types of food & beverage outlets in hotel and understand their features.

1.3 HOSPITALITY

Hospitality is generally considered to be one of the oldest professions in the world which dates back to almost the pre-historic times. It normally refers to the cordial and generous reception and entertainment of guests and visitors. It was one of the noblest causes to serve the travellers who were mainly the businessman or the people moving because of the local government's purposes. It started from small places providing temporary shelters to the visitors, followed by practices of providing food and beverage to the guests and eventually ended up in facilities acting as a 'Home away from home'. The hospitality industry evolved in all corners of the world along with the development of the society and facilities, resulting in getting few of the best practices which are now practiced all across the globe. Presently, it is one of the most diversified and specialized industry of the world which employs millions of people directly or indirectly in various sectors. In general, hospitality industry portrays very glamorous and fashionable sectors of airlines, five star luxury hotels, luxury cruise liners, amongst others apart from lesser known but more specialized sectors like institutional catering and hospital catering. Venturing into the hospitality industry is a lucrative offer to all entrepreneurs but all depends upon proper management and operations of such properties.

1.4 HOTEL

Hotel is a place where one expects the same feel, facilities, atmosphere and amenities as he or she enjoys at his own home. It is an often made statement that only those succeed in the hospitality business that are able to give more protection, affection and relaxing surroundings to the visitors. A hotel may be defined as a place that offers accommodation, food and beverages at a cost that enables to make it a profitable business. A hotel generally provides two main types of services to its guests: one is accommodation and the other one is food and beverage. The room sales of a hotel generally account for around sixty percent of its total business and the remaining forty percent is generated through the sales of food and beverage. Even though room sales is supposedly more perishable product of a hotel as compared to food and beverage sales, but the importance of food and beverage sales cannot be taken away as the majority of the publicity and reputation of the organization largely depends on food and beverage sales. A hotel can have a large variety of food and beverage outlets in its premises

ranging from a popular restaurant to a bar, a discotheque, facilities for banqueting, room service and others.

1.5 CATERING / FOOD SERVICE INDUSTRY

The primary role of the food service industry is to provide food to all those who are not in a position to take food at their homes due to one or other reasons. People who move out of their homes for different reasons are largely dependent on the food service industry for their meals. As soon as the humans started travelling due to one or other motives, at the end of the day they wanted a place to provide a safe and secure shelter to them, which was evidently taken care by caves, trees, etc. Later, a system of providing accommodation along with food and beverage facilities was introduced as a barter system and also a mechanism for providing food and beverage facilities on the move was developed, i.e. during the caravans and other modes of travel, which led to the concept of catering or providing food to a mass. The system also led to the introduction of various types of food joints / establishments which were designed primarily on the basis of needs and wants of the travellers. The industrial revolution helped the industry to develop in a more sophisticated manner as the disposable incomes of the common man increased and the demand forced the service providers to think of developing new ways to attract the wealthy individuals. The same time period also witnessed the development of concepts of Bars / Pubs which were mainly targeted on the industrial workers and travellers. Eighteenth and the nineteenth century saw the introduction of component of luxury in its day to day activities and the basic facilities now got converted into luxurious places of dining offering the best possible delicacies to its clients. The present time is another phase of changing trends in food service industry which are mainly because of the advent of trends and technologies.

1.5.1 SECTORS OF CATERING INDUSTRY

There are many types of food and beverage outlets which vary in size, style, location and service clients. The industry caters to the demands of lakhs of people on the basis of their demand of:

- Food which includes a wide variety of cuisines, styles and speciality e.g. Chinese cuisine or Italian cuisine, styles like grilled or stir fried, speciality like vegetarian or non-vegetarian, etc.
- Beverage which includes all alcoholic and non alcoholic drinks. Alcoholic drinks may include wines, spirits, beer, cocktails, etc whereas non alcoholic beverages may include mineral water, lassi, tea, juices, etc.

A fine dining restaurant, a dining outlet of accommodation sector, a roadside dhaba, a vendor at railway station or a chaiwala at footpath, all are a part of food and beverage

industry. Therefore, it becomes imperative to segregate various sectors of catering industry i) on the basis of priority of service, and ii) on the basis of profit motive

- i) **On the basis of priority of service**, the food and beverage industry can broadly be classified as:

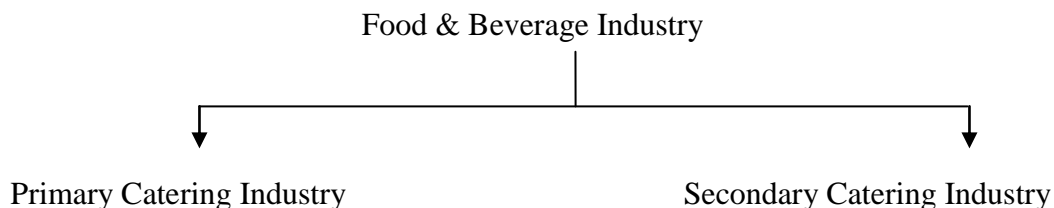
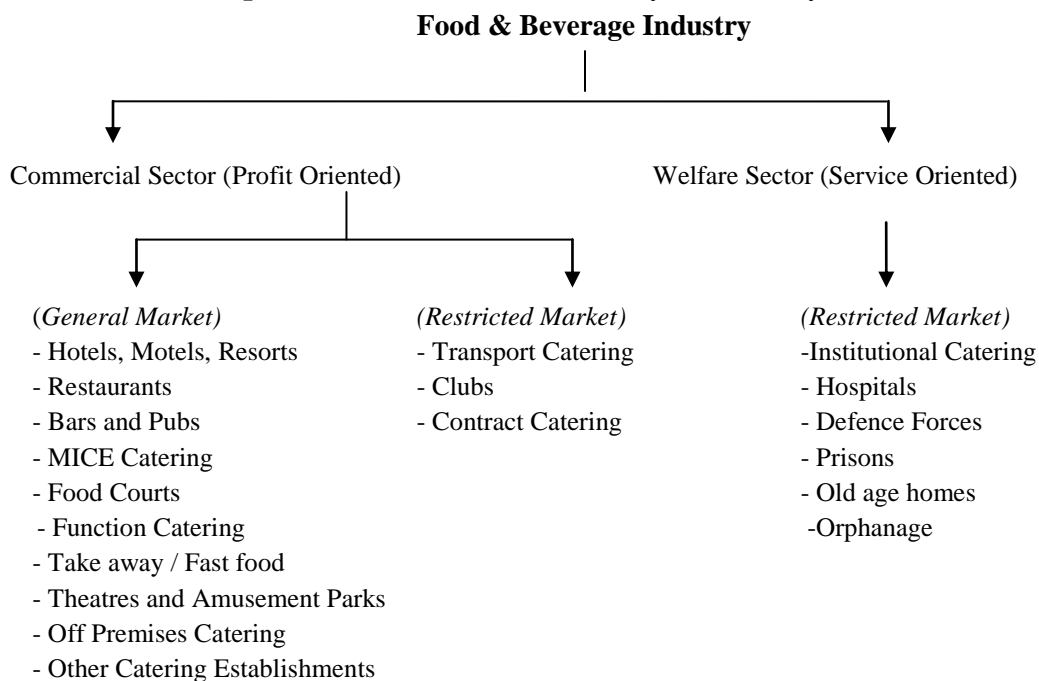


Figure 1.1 Classification of F&B Industry on the basis of priority of service

Primary Catering Industry covers those types of establishments which are designed and primarily operated for the purpose of serving food and beverage to its clients. For example, various types of restaurants, takeaways, dine-ins, F&B outlets of accommodation sector, etc.

Secondary Catering Industry covers those types of establishments where providing food and beverage service is not the primary activity of the organization. For example, hospital catering, institutional catering, transport catering, etc.

- ii) **On the basis of profit motive**, the f & b industry can broadly be classified as:



CHECK YOUR PROGRESS -I

Q.1 Define hospitality?

Q.2. What do you mean by term 'Hotel'?

Q.3 What are the various sectors of catering industry?

1.5.2 TYPES OF CATERING ESTABLISHMENTS

The various types of catering establishments are as under:

- Restaurants
- Bars & Public Houses
- MICE
- Food Courts
- Functions and Events
- Takeaways and Fast Foods
- Theatres and Amusement Parks
- Off-Premises
- Other Commercial Catering
 - Bristro
 - Brasserie
 - Gastrodom
 - Coffee Shops

- Transport
 - Roadways
 - Railways
 - Airlines
 - Ships and Cruise lines
- Clubs
- Institutions
- Hospitals
- Defence Establishment
- Prisons / Correction Houses
- Old age Homes/ Orphanages

1.5.2.1 Restaurant

The primary function of commercial restaurants is the provision of food & beverages. Most of the independent restaurants do not have any in-house trade, they depend on their location and volume of passing trade and the reputation they develop from word-of-mouth advertising. Various types of restaurant include snack bars, cafes, coffee shops, takeaways, ethnic restaurants, haute cuisine restaurants, etc. These varied types of establishments have equally varied styles of service styles, ranging from self service cafeterias to elaborative French service outlets. Many restaurants follow the ethnic styles of service like Chinese, Indian, Japanese, etc. These establishments may have or may not have a separate area for bar service alcoholic beverages which acts as a double beneficiary to the establishment by the means of giving a separate space for customers and also by giving more space and faster seat turnover in the dining area.

1.5.2.2 Bars and Public Houses

Public houses consist of a varied group of establishments, which mainly offer alcoholic beverages to its customers. Depending on the type of licence, it can be sold for in-premises consumption or off-premises consumption. Supply of food items and snacks become an ancillary part of this business and have come into practice because of the customer's demands. The menu offered in these outlets varies right from convenience foods to a full a-la-carte menu. Recent past has seen a noticeable change of public houses and the style of service and operations have change drastically.

1.5.2.3 MICE

This type of catering can be an On Premises Catering or Off Premises Catering depending on the type of function. MICE (Meetings, Incentives, Conferences and Exhibitions) are arranged in accordance to the specific purpose and therefore, the type of catering differs in each. In most of the cases, this type of catering is limited to packed

food or working lunches, hi tea, or such type of quick service. Such catering plays a huge role in case of events like India International Trade Fair where the participants expect the food to be delivered to them on specific timings with a good quality and taste.

1.5.2.4 Food Courts

This is a relatively new concept of the catering industry wherein the guests can enjoy a variety of food or beverage of different types, tastes, origin, etc. These are a part of establishments like malls, theme parks, amusement parks, road layoff areas, etc. A common place for dining is provided to the customers, which is catered by different food and beverage service establishments. The benefit of operating such types of units is the variety a client gets while having his meal. The service style is generally self service or at time, can be assisted service which helps in fast turnover and less staff requirement making it more profitable for new entrepreneurs.

1.5.2.5 Functions and Events

Function catering may be described as the service of food and beverage at a specific time and place, for a given number of people, at a mutually agreed price and other terms. Social gatherings like marriages, business functions like conferences and any other function which might have been organized for social or welfare or business purpose will witness function catering. It can be found in commercial as well as non-commercial sector.

1.5.2.6 Takeaways and Fast Food

These types of outlets are concerned with the preparation and service of such food and beverage items which can be prepared and sold on an immediate basis for the consumption either on or off the premises. These units are generally themed around a single product, a range of products (e.g. burger, pizza, etc.) or products from a specific country or region (e.g. south Indian, Chinese, etc). The production chain is either semi automated or fully automated making the operations fast and simple and involves use of convenience foods. Staff involved in the operations is generally multi skilled so that the units can be more productive with less number of staff which ultimately results in bringing down the costs of operations. Such outlets also offers the services of drive through facilities which are targeted on the passing by customers who do not wish to get down and would like to have their food in the car itself.

1.5.2.7 Theatres and Amusement Parks

Catering involved in theatres and amusement parks is simple and speedy. Generally follows the principle of takeaways and fast food outlets i.e. limited choice in the menu with fast service operations. The items normally served are snacks and non alcoholic

beverages which are moderately priced so as to make it attractive and popular amongst the visitors. Moreover, heavy food or full meals restrict the psychological factor or enjoyment. Keeping in mind about the ease of operations with minimum possible staff, food and beverages offered are mostly served in disposables.

1.5.2.8 Off-Premises

Off premises catering or Off-site catering is one of the most popular types of catering which is supposed to cater at any location which is off the main work place. It constitutes a number of transportable equipment, gadgets and supplies. The standard of the catering varies from a simple get-together lunch to a themed marriage function. Temporary structures are set up at the place of function and all necessary supplies required for the function are gathered. The food and beverages offered are often limited due to the restrictions of transportation but nowadays many of the entrepreneurs are not taking it as a constraint due to the availability of refrigerated transport vans. The food is generally prepared at the centralized kitchen and then transported in the vans before it is given a final touch at the service station.

1.5.2.9 Other Commercial Catering Establishments

The other commercial catering establishment includes Bristro, Brasserie, Gastrodom and Coffee Shop.

1.5.2.9.1 Bristro

These are small establishments with casual style of seating and furniture. May or may not serve alcohol. Menu normally comprises of simple and easily prepared dishes. Braised meats and coffee are the specialities of such outlets. Menu may be on a black board or if printed, with specials on board. The service is fast and casual with no cutlery pre-sets on the table.

1.5.2.9.2 Brasserie

These are comparatively bigger establishments with formal style of seating and furniture. Normally, it serves drinks, one plate items and other dishes apart from snacks and coffee. The menu offered is printed and the service is given in a formal style by waiters in traditional uniform of long aprons and waistcoats.

1.5.2.9.3 Gastrodome

This is a multilevel establishment with a sleek interior design offering all the services of a traditional brasserie. These types of outlets are normally found in the busy malls and shopping centres where the crowd is moving and would not like to spend more time in

having food and beverages. It is often referred as New wave brasserie and is normally busy and bustling with crowd. The cover turnover is quite high.

1.5.2.9.4 Coffee Shop

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.

1.5.2.10 Transport

As the name says, transport catering deals with catering done in rail, air, road and sea i.e. in all the modes of transport. It is distinctly different from other types of catering businesses as it involves feeding large number of customers at specific time. The physical conditions in the work area make the service of food and beverage items more difficult. Mixed client, restricted operational area, high costs and limited staff availability makes the things more non-conducive. Transport catering can broadly be classified into the following types:

1.5.2.10.1 Roadways

The most popular mode of travel since the early times is travelling by road. The taverns of the earlier times have now been transformed to present day motels and other road side catering establishments. The operational timings for such units are normally twenty four hours of the day. Staffing remains an area of concern for these outlets as they are normally located on the highways at a distance from populated areas and the peak time operations require more number of people. The food and beverages offered has a wide variety as different travellers have different choices during the period of journey. But still, most of the units serve food from light snacks to full meals and non alcoholic beverages with the options of take away food.

1.5.2.10.2 Railways

Rail is one of the cheapest and most convenient modes of distance travelling. It caters to thousands of people on everyday basis on its terminals or during the journey. Therefore, railway catering can be divided into two parts: a) Terminal Catering and b) In-transit Catering. Catering at railway stations or terminals is done through licensed cafes, food stalls, fast food and takeaway vendors, canteens, etc. Catering during the transit is more difficult as large amount of food is prepared and served to the passengers on their seats. Cooking during a moving train is itself a challenging task but serving the food in a

moving train makes it more difficult as there is always a possibility of spillage. Hence, special training is required for the food and beverage staff involved in railway catering.

1.5.2.10.3 Airlines

The distinctive feature of airline catering is that this requirement is often catered by a similar vendor who is supplying alike food to other air carriers as well. The price of the food and beverage is generally included in the price of the ticket. Similar to railway catering, airline catering can also be divided into two types:

- a) Terminal Catering and
- b) In-flight Catering.

Catering at the airports and terminals is done through licensed cafes, fast food outlets, self service and waiter service restaurants, supplemented by vending machines and bars. The in-flight catering varies with the class of travel. The economy class passengers are offered pre-portioned snacks or meals with disposable cutlery and crockery assembled over a plastic tray thereby reducing the weight in the flight whereas, the passengers of business class or executive class are offered food on bone china crockery with EPNS cutlery and fine glassware. Also, there is no restriction of the portion for the passengers of business class. Additionally, they are also served the food of their choice whereas the passengers of economy class do not get any choice except that of vegetarian and non-vegetarian food. The space of movement and storage inside the aircraft acts as the major deterrent in providing a more detailed dining experience. It forces the airlines to lookout for a lighter and easy to carry approach.

1.5.2.10.4 Ships and Cruise Liners

The level of service and food varies in accordance to the distance of the sea routes. Normally ferries plying on shorter sea routes will have the facilities of snacks and soft beverages whereas ships plying on longer routes will have full fledged kitchens offering full meals to the travellers. Level of food offered and service reaches its heights when the catering is done on luxury cruise liners as availability of variety of food and beverages makes the difference between two competitive cruise liners. The menu (often fixed and cyclic in nature) offered in the vessels has to be balanced as many of the travellers face the problem of sea sickness apart from the possibility of having ‘scurvy’, a disease caused due to over usage of canned food.

1.5.2.11 Clubs

Clubs are those establishments which offer the services of food & beverage and sometimes accommodation to their licensed members. These may include a political party club, societal clubs like Lions Club or Rotary Club, sports clubs like Mohun Bagan, working men’s clubs, association clubs, health clubs, etc. Such clubs are

operated after obtaining legal permissions from the local administration and a major part of their revenue is generated through the sales of food and beverage in the associated restaurant and bar. Clubs are normally known to provide good quality food and beverages.

1.5.2.12 Institutions

Institutional catering is the catering normally done at various educational institutes like schools, colleges and universities. It can be either separated into the catering for residents and non-residents or can be a common structure for both. It is considered to be one of the specialized forms of catering as the menu offered is normally cyclic and should be designed in accordance to the nutritional requirements of the students which normally depends on various other attributes. This type of catering is often subsidized or the margin of profit is kept to the minimal but nowadays many of the organizations are into a practice of making it commercially viable option and are leasing their food premises on contract to other companies for operations. It is a time bound and fast mode of operation requiring a bigger space and comparatively good manpower. Normally, all meals of the day are served in the mess or cafeteria and special provisions are made for holidays and off days.

1.5.2.13 Hospitals

It is a completely specialized form of catering which deals with one of the most crucial aspects of a patient's recovery i.e. meeting out his dietary requirements. There are various types of patients in a hospital at a given point of time and all with different types of ailments. Some of them might be recommended for a different dietary plan whereas some may be referred for another, thus, making it a challenging task to meet out the requirements of all patients. Normally, the food is prepared in a centralized production unit, plated and served through trays to different areas.

1.5.2.14 Defence Establishments

Most of the defence forces including The Army, Navy, Air Force, Coast Guard, Police, Paramilitary, Fire Brigade and other such associated services have their own catering units which generally deal with their requirements. Most of the forces are known to have structural level of catering i.e. different service establishments for various cadres. The JCO's and below level staff are served food in large self service cafeterias whereas the commissioned rank officers are served either in Officer's messes or specialized restaurants offering a wide variety of food and beverages. Defence organizations also specialize in organizing large scale banqueting arrangements for their personnel and such functions can be inside the premises or off-premises as well.

1.5.2.15 Prisons / Correction Homes

Most of the catering done in the prisons or correction homes is managed by the inmates themselves under the supervision of a catering officer. The warden normally gives the responsibility to such inmates who can manage the catering operations. The allowances for catering to inmates are very limited and hence the food is strictly prepared as per the predefined cyclic menu and is simple. The portions distributed are controlled and in case of extra dietary requirements, separate payments are made by the inmates from their personal savings.

1.5.2.16 Old Age Homes / Orphanages

Catering done at old age homes or orphanages is altogether different from those given in other sectors. It is a mix of catering which is done at the level of schools, colleges and hospitals. As the dietary requirement of each resident differs, the food is generally prepared keeping in mind about the RDA (Recommended Dietary Allowance) requirements. In case of requirement of any extra nutritional requirement to be given, supplementary food is also provided.

CHECK YOUR PROGRESS -II

Q.1 List various types of catering establishments?

Q.2. What do you mean by MICE?

Q.3 Write a note on Transport Catering.

1.6 FOOD & BEVERAGE OPERATIONS CYCLE

Food and beverage operations in the hospitality industry are dependents on the factors mentioned at Figure 1.3 which can be used as a basis to analyze the foodservice operations. It acts as a checklist during the time of conceiving the idea, implementing the idea and delivering the idea. It also acts as a dynamic model which helps in understanding the individual operations followed by a systematic analysis of various steps of food and beverage cycle (Figure 1.3). The steps of cycle are:

1. Understanding the consumer needs and potential of the market.
2. Accordingly, a market policy should be designed and the objectives of the business should be set.
3. The demand should be understood and analyzed for various like menu designing, time of operations, pricing and other associated factors.
4. This is generally followed by planning and designing such facilities which are able to cater to the demands of the consumers.
5. Proper provisioning for food, beverages, and other purchases should be done so as to execute the plans successfully.
6. Aspect of management and operations of the outlet should be well taken care off including the various processes, methods and staffing involved.
7. One of the most important aspect is that of controlling the cost and revenue as it will reflect in the overall profitability of the establishment.
8. Continuous assessment of customer satisfaction is an integral part of the cycle as this acts the determining factor towards the sustainability of the establishment.

1.7 Definition and Aim of F & B Department in a Hotel

Food and beverage department guarantees to safeguard, store and deliver food and beverages to the guests at various restaurants, banquets, pubs, bars, etc using different service methods and also meets out all the needs of guests related to food and beverage. Food and beverage department aims to serve food and beverages demanded by the guest in a physiologically and sociologically comfortable atmosphere and within the scope of pre-defined set of rules, resulting in higher guest satisfaction and repeat business, which finally leads to increased sales and income for the entrepreneur as well as employees.

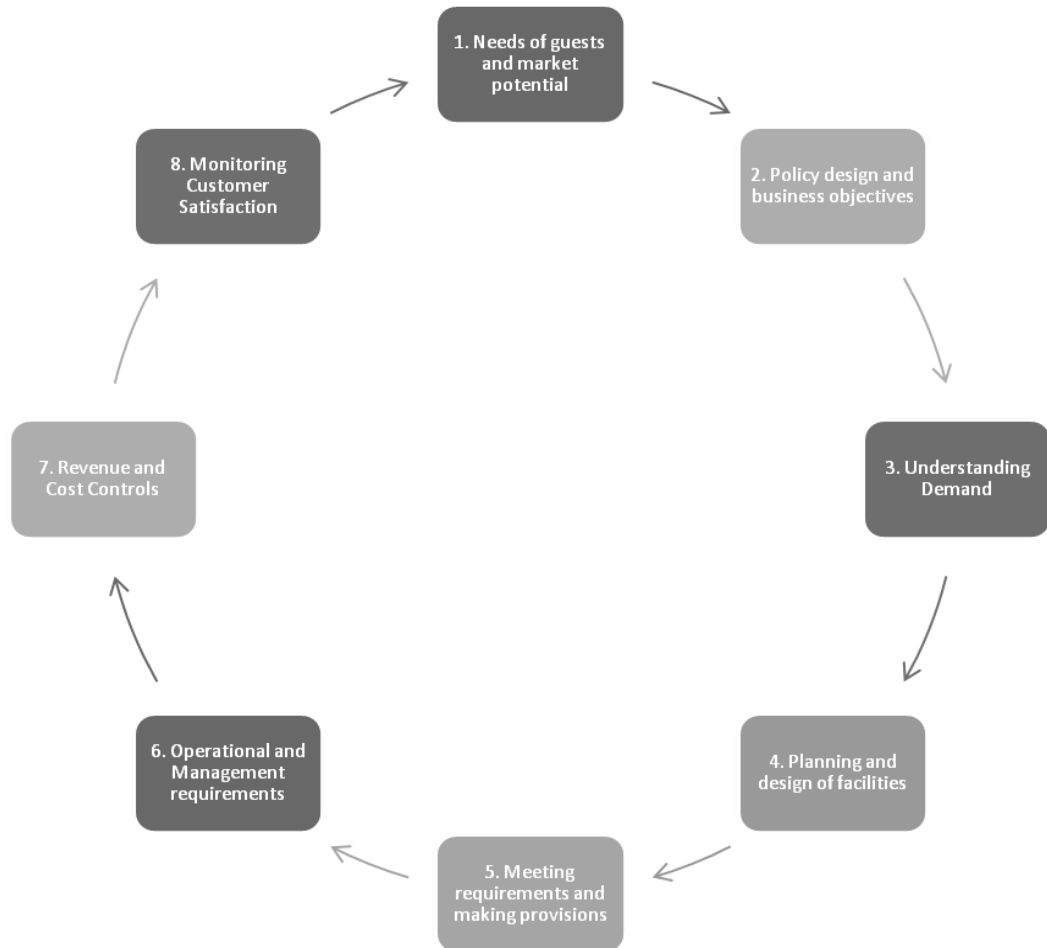


Figure 1.3 The Food & Beverage Service Cycle

1.8 F & B Service Areas in a Hotel

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.

1.8.1 Themed Restaurant

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*)

1.8.2 Fine Dining Restaurant

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*)

1.8.3 International Restaurant

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*)

1.8.4 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*)

1.8.5 Buffet Restaurant

Originating in 16th 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 cut 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*)

1.8.6 Coffee Shop

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)

1.8.7 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.itshotels.in)

1.8.8 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)

1.8.9 Banqueting and Conferencing

Banqueting is a term used for large gatherings, social or business, where a complete meal from starters to the dessert is served. The meal is either preceded with or followed by speeches in honour of someone or the occasion of gathering. There is a provision made for seating of all the guests in various table setups. Round table seating arrangement of 8 – 10 guests per table is one of the most popular table setup.

Conferencing is a term also used for large gatherings but purely for business purpose in which a complete meal is served right from the starters to the desserts. There is a provision made to serve alcoholic beverages to all attendees. This is normally done for the purpose of meetings, product launches, general body meetings, etc. Normally, this type of function is a day time function and covers mid morning tea and followed by evening tea. Generally, the last day of such meetings and conferences witness a gala cocktail dinner.



Figure 1.12 The Royal Hall, Hotel Imperial, New Delhi (courtesy: www.theimperialindia.com)

1.8.10 Room Service

Room service is a facility offered to all resident guests by the hotels which enables the in-house guests to order for the desired food or beverage items directly in their room. The menu offered is normally a mix of items served in the coffee shop and speciality restaurant. The ordered food or beverage reaches the room either in a tray or on a room service trolley. The soiled cutlery and crockery is cleared from the room after either the guest calls up the Room Service and asks them to do so or the steward checks with the guest at the time of serving the order. This is preferred by the guests who do not want to visit the restaurant or any other outlet for having his meals.



Figure 1.13 Room Service Breakfast, Hyatt Regency New Delhi (courtesy: www.regency.hyatt.com)

1.8.11 Discotheques / Night Clubs

Discotheques and night clubs are those which offer the facility of dancing on live music or on songs played by DJ and also offers food and alcoholic beverages to its visitors. These are the places normally visited by youngsters who would like to wine and dine in a loud music. These outlets are generally known to be upmarket and pricier and may also levy cover charges and are known to charge an entry fee. The nightclubs are the busiest during the weekends and many of these attract a niche client as their guests. e.g. Agni, The Park, New Delhi.



Figure 1.14 Agni, The Park, New Delhi (courtesy: www.theparkhotels.com)

1.8.12 Pubs

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)

1.8.13 Employee Dining

This is a facility offered by the hotels to its employees. Normally, the style of service is purely cafeteria type, wherein the food is laid out in a buffet style and the employees serves themselves. The use of cutlery and crockery is limited. The large dining halls are equipped with small entertainment facilities like television and are normally close to the employee locker rooms which have the facilities of rest rooms. Most of the hotels follow the practice of two levels of cafeteria i.e. one as Executive Dining Room (EDR) and another for all other employees. The food served in EDR is normally catered by the main kitchen whereas the food is prepared in the cafeteria kitchen for other staff. Normally, all the hotels follow the practice of cyclic menu.



Figure 1.16 Staff Cafeteria, The Japan Times, Japan (*courtesy: www.japantimes.co.jp*)

1.8.14 Business Centre

Business centre acts the place of food & beverage service department where guest comes for small meetings and discussions, normally a place ideal for small board meetings, etc. The meeting rooms generally feature all the facilities required for a business meeting like internet access, video conferencing, photocopying facilities, secretarial services, courier services, packaging services, etc. As the guests to be served are small in number, this place is equipped with tea / coffee dispensers and a small pantry wherein the preparations are brought in from the main kitchen and are kept before the service. This room is also equipped with refrigerator, microwave oven, food warmers, amongst others so that the food is served at the right temperature to the guests. The preparations served to the guest are light and generally comprises of some tit bits followed by a high tea. e.g. Business Centre, Sheraton Grande Sukhumvit Hotel, Bangkok.



Figure 1.17 Business Center, Sheraton Grande Sukhumvit Hotel, Bangkok
(*courtesy: sheratongrandesukhumvit.com*)

1.8.15 Still Room

Still room is an ancillary food and beverage service area of a hotel which acts as a pantry and is supervised by a still room supervisor. This section of food and beverage service department meets out those requirements which are not met by sections of kitchen. The still room or pantry is mainly responsible to provide non alcoholic beverages like tea, coffee, juices, health drinks, pastries, gateaux, sandwiches, breakfast rolls, toast, milk, jams and preserves, sugar, breakfast cereals, boiled eggs, etc., to the attached outlets and generally works in straight shifts and in accordance to the restaurant timings. e.g. Still Room, Hotel ICON, Hong Kong.



Figure 1.18 Still Room, Hotel ICON, Hong Kong (courtesy: hotel-icon.com)

1.8.16 Snack Bar

Snack Bar is also an ancillary food and beverage service area of the hotel which is a part of the permanent structure where snack foods and light snacks are served. Sometimes it also acts as a small cafeteria for the guests who are interested in purchasing some non alcoholic beverages like packaged drinking water or light snacks while moving out of the hotel. These outlets are normally inexpensive as compared to other outlets of the hotel. e.g. Hilton Garden Inn Hampton, Virginia, USA.



Figure 1.19 Snack Bar, Hilton Garden Inn, Hampton, USA (courtesy: www.hiltongardeninn3.hilton.com)

1.8.17 Grill Room

Grill room is the outlet of the hotel which, as the name says, sells the grilled items to its guests. Many of the hotels specialize in selling items which are often grilled to order and require an open space for smoke to move out. Few of the hotels have developed see through kitchen to make these restaurants more attractive as the guest actually sees the preparation made for him. The menu of these outlets is often highly priced. e.g. The Great Kabab Factory, Hotel Radisson, New Delhi.



Figure 1.20 Grill Room, The Great Kabab Factory, Hotel Radisson, New Delhi
(courtesy:thegreatkebabfactory.com)

CHECK YOUR PROGRESS -III

Q.1 Explain functions of Business center.

Q.2. What is a Snack Bar?

Q.3 Write a note on ‘Employee Dining’.

1.9 SUMMARY

After studying this unit, we have understood that the food and beverage industry can be divided into various segments. The caterings can be done on premises and off premises. Further, there are many types of food and beverage outlets which serve different types of clients on need basis. There are various types of outlets inside the hotels also which serves different purposes depending upon their functions. Nowadays, the hotels are coming up with various new ideas in the form of serving delicacies which are liked by many but are available at few places.

1.10 GLOSSARY

Brasserie: Dining room with bar offering one plate items.

Bristro: Type of establishment meeting the basic needs and tends to offer honest, robust and basic cooking.

Buffet: An elaborated food spread laid-out on a table and guests serving themselves on a pre agreed price.

Cafeteria: Self service restaurants.

Coffee Shop: Generally opened twenty fours a day and specializes in serving soft beverages and light food items.

Cuisine: Cooking as an art form

Fast Food: The single largest segment of the food service industry; composed of commercial establishments that offer drive-through and/or counter service to customers and serves food items which can be cooked or prepared immediately.

Food Court: An establishment with various branded outlets serving under one roof with common place of dining.

Gastrodome: Similar to brasserie but large and multileveled.

MICE: An abbreviation used for Meetings, Incentives, Conferences and Exhibitions

Pub: Short for a public house, a place that serves beer and sometimes other alcoholic beverages for consumption on the premises.

Restaurant: A formal place for dining offering a detailed service and an extensive menu.

Takeaway: An establishment which specializes in preparing and serving foods which are taken and consumed off the premises.

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1.13 TERMINAL QUESTIONS

1. Classify food & beverage industry on the basis of priority of service.
2. Classify food & beverage industry on the basis of profit motive.
3. Write an elaborative note on different types of catering establishments.
4. Write a detailed note on transport catering.
5. Draw a neat diagram of Food and beverage operations cycle.
6. Define and explain the role played by various food and beverage outlets in the hotel.

UNIT 2:

FOOD & BEVERAGE SERVICE EQUIPMENT

STRUCTURE

- 2.1 Introduction
- 2.2 Objectives
- 2.3 The Dining Experience
- 2.4 Criteria of Selecting & Purchasing Equipment
 - 2.4.1 Clientele
 - 2.4.2 Location
 - 2.4.3 Style of Service
 - 2.4.4 Investment
 - 2.4.5 Maintenance Cost
 - 2.4.6 Efficiency and Durability
 - 2.4.7 Replacements
 - 2.4.8 Meal Type
 - 2.4.9 Menu on Offer
 - 2.4.10 Shapes, Design and Patterns
 - 2.4.11 Ease of Storage
- 2.5 Categories of Equipment
 - 2.5.1 Glassware
 - 2.5.1.1 Purchasing Glassware
 - 2.5.1.2 Glasses Capacities and Their Uses
 - 2.5.2 Crockery
 - 2.5.2.1 Purchasing Crockery
 - 2.5.2.2 Crockery, Sizes and Their Uses
 - 2.5.3 Tableware (Flatware, Cutlery & Hollowware)
 - 2.5.3.1 Purchasing Tableware
 - 2.5.3.2 Tableware and Their Uses
 - 2.5.4 Furniture
 - 2.5.4.1 Purchasing Furniture
 - 2.5.4.2 Types of Furniture And Its Uses
 - 2.5.5 Disposables
 - 2.5.5.1 Types of Disposables
 - 2.5.5.2 Advantages of Disposables
 - 2.5.5.3 Disadvantages of Disposables
 - 2.5.6 Linen
 - 2.5.6.1 Purchasing Linen
 - 2.5.6.2 Types of Linen And Its Uses
- 2.6 Handling, Care and Maintenance Of Equipment

- 2.6.1 Glassware
- 2.6.2 Crockery
- 2.6.3 Flatware
- 2.7 Summary
- 2.8 Glossary
- 2.9 Reference / Bibliography
- 2.10 Suggested Readings
- 2.11 Terminal Questions

2.1 INTRODUCTION

The experience of dining out is largely a series of events which are experienced by a diner and covers both tangible and intangible events. The process starts with when the customer enters any food & beverage service establishment and lasts till the customer leaves the restaurant. The emotions involved during the entire time period are also considered valuable. The tangible aspects include food and drink and the intangible aspects comprises of service, atmosphere, mood, etc. Even though, the tangible products are of importance, it is the intangible aspects which affect the overall experience of a customer in the outlet. The creation of atmosphere, by the right choice of décor, furnishings and equipment, is therefore a major factor that contributes to the success of the foodservice operation. A careful selection of items in terms of shape, design and colour enhance the overall décor or theme and contributes towards a feeling of total harmony.

2.2 OBJECTIVES

After reading this chapter, you will be able to:

- a) Understand about the usage of various equipment in food & beverage establishment,
- b) Design criteria for consideration while purchasing equipment for a food & beverage service establishment.
- c) Classify various equipments falling under the categories of Chinaware, Silverware, Glassware, Disposables and other equipment.
- d) Identify various types of furniture, linen, fixtures and other equipment required for food and beverage establishments.
- e) Understand the importance and methods involved in maintenance of various equipments.

2.3 THE DINING EXPERIENCE

Success of a food and beverage service establishment can always be higher if it is able to meet out the customer's demands with a end result of higher guest satisfaction. The needs of the customers which require to be fulfilled for higher guest satisfaction are:

- a) **Physiological:** it is the exact need of customer like providing special foods such as Jain food, South Indian food, etc. or actually desired food items as per the individual taste.
- b) **Economic:** it is the need based on the value of money he is investing such as size of the portion, level of service, speed of service, location of the outlet, amongst others.
- c) **Social:** these are the social needs like going out with friends, business meetings, get together functions and others.
- d) **Psychological:** these are the customer's mental needs such as self-esteem, fulfilling lifestyle needs, need for variety, etc.
- e) **Convenience:** these are the needs which arise due to reasons like shopping, employment, cinemas, and other such factors.

A customer would always like to satisfy all or some of the above mentioned needs. As the motive behind eating out varies for each guest, the demand of the customer differs. Therefore, different establishments offer different types of menu and service at different price levels. It becomes imperative for an establishment to recognize the specific reasons of a customer's visit to the outlet. A food and beverage service establishment might have higher guest satisfaction level if it is able to serve the customer at the right time, though it might not be satisfying all needs of the customer. Points beyond the area of operation like location to the customer's requirement like acceptance of credit / debit cards and from the attitude of establishment's staff to the behaviour of other customers visiting the outlet, plays vital role in becoming a customer's preferred choice. These factors affecting the dining experience can be clubbed under various categories as per the following details:

- a) **Menu on offer** which includes the range, choice, availability, flexibility and quality of items served by the organization.
- b) **Level of service** which includes the type of service, serving equipment, booking facilities, other facilities like accepting credit cards / debit cards.
- c) **Cleanliness and hygiene** includes the level of cleanliness and hygiene of the premises, equipment and staff.
- d) **Value of money and pricing** includes the satisfaction level of the guest against the money he is spending on the food and beverages in the outlet.
- e) **Atmosphere** includes factors like decor, theme, design, lighting, furnishing, acoustics, etc.

The customers' expectations and an augmented dining experience can be achieved by a food and beverage outlet if the things are worked out in a planned manner. Higher customer satisfactions can always be achieved by giving a customer oriented service by mingling the following characteristics:

- a) *Level of service*
- b) *Availability of service*
- c) *Level of standards*
- d) *Reliability of service, and*
- e) *Flexibility in service*

2.4 CRITERIA OF SELECTING AND PURCHASING EQUIPMENT

As we can make it out from the above statements and paragraphs, key to the success of a food and beverage outlet lies with the selection of various types of equipment being utilized in the service. A level down in some area of dining experience can always be made a level up by providing exemplarily good quality equipment. The creation of the atmosphere by the right choice of decor, furnishing and equipment, can always play a positive role in making up the customers' mind. The shape of the outlet, design, colour, furniture, layout, linen, tableware, small equipment and glassware, everything should harmonize with each other to give a balanced experience. Better results can always be obtained by having better equipments as they increase the efficiency of the staff by all means. Selection of equipment is generally determined by considering factors like:

- a) *Type of establishment*
- b) *Location of the establishment*
- c) *Type of clientele*
- d) *Type of service*
- e) *Availability of funds*

At the same time, we should always consider the following points while purchasing the equipment for any food and beverage service outlet:

2.4.1 Clientele

The clientele to be served by the outlet plays a significant role in selecting the equipment to be purchased. The business class or elite class customers would like to have equal emphasis on the interiors, decor and theme as on availability of food and beverage items. Such setups stress upon providing high quality service to its clients by using special equipment like gueridon trolley, etc. thereby increasing the menu price whereas a customer going for a midmarket or a budgeted outlet would be more interested in getting the food at more reasonable and competitive prices rather than going in for quality service.

2.4.2 Location

The location of the establishment directly affects the profile of clientele and service styles, which is reflected on the quality of equipment to be purchased. For e.g. a downtown restaurant, mainly serving the office going crowd, would like to go ahead with the melamine plates, stainless steel flatware and glassware, use of paper napkins amongst others so as to make the service quick, fast and reliable with high volume sales.

2.4.3 Style of Service

Choice of equipment also depends upon the style of service offered in the restaurant. In case of upmarket segment, the service styles involve the usage of high quality tableware, flatware and chinaware along with the use of special equipment like carving trolley, flambé trolley and other associated tools whereas service style of buffet service will involve usage of other types of equipment but at the same time, it will be able to serve more customers in the same timeframe.

2.4.4 Investment

Availability of cash and funds with the promoter influences the choice of selection of equipment. Specialized equipments along with fine quality chinaware, EPNS cutlery, crystal glassware, heavy furniture, fine quality linen and other such equipments will always be a heavy investment in the initial stage of establishment as compared to cheaper options like stainless steel hollowware and melamine tableware.

2.4.5 Maintenance Cost

Costs involved in the maintenance of the equipment is another factor to be considered while purchasing because many a time an equipment might look very good and useful in the beginning but might become a spoiler in terms of cost involved in maintenance like cutlery and hollowware of EPNS as it needs to be polished at regular intervals making it more costlier in long run. Or cutlery with more designs and engraving / embossing requires high cost of maintenance.

2.4.6 Efficiency and Durability

The equipment to be purchased should be a low cost affair and should be efficient while working. The equipment should be able to meet out the requirements and at the same time should be durable in long run. Ultimately, it should be able to solve the purpose for which it was procured.

2.4.7 Replacements

In case of defects, malfunctioning, or breakages, it should be easy for the purchaser to find the replacement without having trouble. The companies and suppliers of repute ensure the availability of products in long run thus making it easier to replace the shortcomings with the equipment of same design and pattern. It will be point of concern, if the product goes out of market and the promoter fails to get the replacements, thus forcing him to invest heavily again.

2.4.8 Meal Type

The meal on offer also plays a vital role in selection of equipment as we require different types of equipment for breakfast, lunch and dinner. Also if the establishment is open for all three meals then the cutlery, crockery, glassware and hollowware will have a wider range. Requirements for beverages and snacks will also differ.

2.4.9 Menu on Offer

Even if the restaurateur has been able to clearly decide about the meals to be offered in the food and beverage establishments, the equipments will vary depending upon the dishes enlisted in the menu card. We require different types of equipments like thalis and katoris for Indian menu where as we may require chopsticks and forks for Chinese menu or we require knife and fork for continental dishes. Equipments like joint knife and fork or fish knife and fork will not be required for a vegetarian restaurant. Equipment like glass bowls and casseroles will be very much required in a restaurant serving continental preparations for dishes like baked vegetables or salads. Things like cruet sets, sauce boats, entree dishes, dessert knives and forks, etc becomes an essential requirement in case of fine dining restaurant.

2.4.10 Shapes, Design and Patterns

Shapes, design and pattern of cutlery, crockery, glassware, hollowware and tableware should be in accordance to the theme, design and decor of the establishment because both the things should go together. The overall effect of the quality and dining in the restaurant will be incomplete if either fails to compliment the other one.

2.4.11 Ease of Storage

The equipments to be purchased should be easy to store and should require minimal space for the purpose. The space is one of the major constraints in designing a food and beverage establishment because of its high price and hence, most of the promoters or investors like to use the maximum possible space for guest usage to give high ROI (Return on Investment). So, the equipments should be easy to store and can be of folding or collapsible type with multi level storage facilities.

CHECK YOUR PROGRESS -I

Q.1 Write a note on dining experience.

Q.2. What criteria you will keep in your mind while selecting equipments?

Q.3 How clientele will affect equipment purchasing policy?

2.5 CATEGORIES OF EQUIPMENT

The equipments required by a food and beverage service outlet can be divided into the following broad categories:

- a) *Glassware*
- b) *Crockery*
- c) *Tableware (Flatware, Cutlery & Hollowware)*
- d) *Furniture*

- e) *Disposables*
- f) *Linen*

2.5.1 Glassware

There are different types of glasses used in any food and beverage service establishment as the outlet offers various types of beverages to its clientele. The design and quality of the glassware actually depicts the quality and level of the restaurant. Normally, the nomenclature of the glassware is more or less done on the basis of drinks served in it. Any establishment catering to the high end customers will use a wide variety of glassware whereas a restaurant serving a normal or limited menu will use limited glassware as the cost of investment and maintenance is very high. Glasses may be divided into three parts i) Bowl, ii) Base and iii) Stem. All glasses will normally have any or all the parts. Further, the glasses may be classified into following three types:









- a) **Tumbler** – A bowl without stem with straight or widened sides. e.g. high ball, juice glass.
- b) **Footed ware** – Where bowl sits directly on the foot. e.g. brandy balloon, beer goblet.
- c) **Stemware** – Glasses with all three parts where stem connects the bowl with foot. e.g. red wine glass, white wine glass, etc.








2.5.1.1 Purchasing Glassware








Following points must be considered before purchasing glassware:








- 1) Should be relatively heavy and durable.
- 2) Should be free from air bubbles and must have fine rim.
- 3) Should be easy to handle and maintain.
- 4) Should be easy to replace.
- 5) Should not have cracks and chips.
- 6) Should be clear and well polished.
- 7) In case of cut glasses, the edges should not be very sharp.
- 8) The base of the glasses should be well designed so that it can hold properly.


2.5.1.2 Glasses, Capacities and Their Uses

S.No.	Name of the Glass	Shape	Capacity (in ml)	Description
1	All purpose wine glass		240 - 270	Ideal for drinking both red and white and wines. With not an ideal pairing for either, it can enhance red both reds and whites.
2	Red Balloon		240 - 270	For light bodied red wines with fewer tannins and more subtle flavor, a large bowl and wide mouth allow the wine to breathe, enhancing delicate flavours.
3	Beer Goblet		350	These glasses are used for serving of ales and lagers.
4	Beer Mugs		350	Very large and durable, mugs are ideal for proper serving of Oktoberfest and other dark German lagers.
5	Beer Pilsner		350 - 400	Perfect for serving classic pilsners and other pale lagers, Pilsner glasses showcase a beer's color, clarity and carbonation. The conical shape helps maintain the beer's head, while the narrow design allows the aromas to reach your nose.
6	Beer Stout		500 - 550	A large glass used for serving beers. The narrow base helps in easy holding and also allowing the temperature to be maintained. Also the narrow top reduces the loss of effervescence.
7	Beer Tulip Stems		500 - 550	Ideal for presenting lambic and saison, the tulip shape also is very well-suited for specialty fruit beers.
8	Belgian Beer Glass		350 - 400	Belgian Beer glasses allows for subtle warming of the beer via heat transfer from the hand, while the inward

9	Brandy Snifter		250 - 300	<p>tapering top captures aromas, enhancing the tasting experience.</p> <p>A wide bowl creates surface area to help evaporate the liquor and enhance flavor. The narrow top concentrates aromas, and the rounded bottom is ideal for cupping with your hand to warm the brandy.</p>
10	Champagne Flute		200 - 250	<p>A tall, narrow glass maintains flavor concentration and displays effervescence, enhancing presentation.</p>
11	Cider Glass		150 - 175	<p>The bottom ridges allow for a comfortable grip and help release aromas that are concentrated and intensified by the apple shaped bowl for multi sensory tasting.</p>
12	Decanter		1 ltr	<p>These are actually not glasses used for taking drinks but are used for emptying the beverages from bottles. The narrow neck reduces loss of fizz and these elegant looking things can be placed directly on tables instead of putting bottles.</p>
13	Dessert Wine Glass		180 - 200	<p>A smaller glass enables proper portioning of these higher alcohol dessert wines. A rounded bowl directs the wine to the back of the mouth, perfecting the sweetness.</p>
14	Digestif		180 - 200	<p>This type of glass is used to serve digestive wines. The small bowl and long stems makes it easier for holding the digestives at right temperatures.</p>
15	English Pub Glass		350 - 400	<p>Pub glasses offer the perfect presentation of classic ales, such as IPA, pale ale, brown ale or stout. A wide mouth supports the frothy head, Pub glasses offer a traditional yet brilliant beer presentation.</p>

16	Giant Beer Glass		500 - 550	Giant Beer glasses have a tall stature, providing an exceptionally pleasing presentation for wheat ales and pale lagers. Designed for draft beer service, these glasses feature a rounded top that holds a generous head of foam.
17	Highball or Collins		250 - 300.	Thus glass is used to serve cocktails is made with a base spirit and a non-alcoholic carbonated mixer which is served with ice, requiring a tall glass for proper proportioning of ingredients.
18	Iced Tea		250 - 300.	This glass is normally used to serve iced tea. The big bowl allows ice to get properly mixed with other ingredients.
19	Juice		180 - 200	This small glass is used to serve juices and welcome drinks to the guests. Can also be used to serve liqueurs.
20	Liqueur		75 - 90	The small capacity (1-3 oz.) and conical shape is made for serving small amounts of sweet distilled spirits flavored with fruit, herbs, flowers, nuts or spices.
21	Margarita		250 - 300	A Mexican cocktail made from tequila, orange liqueur and lime juice, margaritas are often rimmed with salt. The stem helps prevent warming the drink, and the very wide top enables an optimal salt-to-drink ratio.
22	Martini		250 - 300	A very wide bowl allows for maximum aromatics (especially the juniper and botanicals in a gin martini). The glass can be held by the stem to prevent warming, and the cone shape keeps ingredients from separating.

23	Neat Spirit Glass		180 - 200	A rounded bowl with heavy base is meant for swirling “neat” drinks – unmixed spirits served at room temperature – to open up the flavors. The glass narrows at the top to concentrate and enhance the complex aromas.
24	Old Fashioned Glass		300 - 350	The heavy weight and wide top are perfect for serving the finest spirits on the rocks, the large capacity allowing ample room for ice.
25	Red Wine		240 - 270	For full and medium bodied red wines as these wines have the highest tannins resulting in complex flavours. A tall bowl directs the wine to the back of the palate for a richer tasting experience.
26	Shot		30 - 60	This small glass is used for taking straight shots of drinks like tequila. The glass holds in between 30 – 60 ml of drinks at a time.
27	Tom Collins		350 - 400	This large glass is generally used to serve mixed drinks with lots of ice and fizz. The narrow shape helps in retaining the fizz and gives a beautiful look to the drinks.
28	Water Goblet		270 - 300	This stem glass is used to serve water in high end restaurants giving a more appeal and class in the service style and increases décor of the outlet.
29	White Wine		270 - 300	For light and medium bodied white wines and are perfect for light and delicate wines with less alcohol. A smaller bowl concentrates subtle aromas and directs the wine to the tip of the tongue for better appreciation of sweeter flavours.

30	White Wine (Full Body)		270 - 300	For heavier white wines with a fuller body, a wide bowl enhances complex aromas while directing the wine to the back of the tongue, heightening flavor intensity.
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(Table 2.1 – Various types of glassware, sizes and their use)

2.5.2 Crockery

Crockery plays an integral role in the final décor of the outlet and it should go well with the design and furnishings of the restaurant. Normally, all the outlets have different types and designs of the crockery so as to suit their own need. Crockery includes all types of earthenware and chinaware used in the restaurants. It can be classified as follows:

- a) **Bone China:** It is the finest type of crockery which is comparatively quite strong, translucent and most expensive amongst all types of crockery. It is made up of 25% China Clay, 25% China Stone and 50% Calcium Phosphate.
- b) **Earthenware:** It is the cheapest form of crockery available but lacks durability and chips easily. It is very heavier than bone china and lacks strength. It is made up of 25% Ball Clay, 25% Kaolin or Clay, 15% China Stone and 35% Flint.
- c) **Porcelain:** This is stronger than other forms of crockery with a high resistance of chipping. It is hard and semi translucent and hence, used in oven to table dishes. It is made up of 50% China Clay, 25% Quartz and 25% Feldspar (aluminosilicate mineral).
- d) **Stoneware:** It is a natural ceramic material which is fired at high temperatures and generally a hand crafted product. Available in various shapes, designs, bright colours and finishes. High thermal resistance and shock resistance makes it viable for any food and beverage establishment.










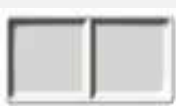
2.5.2.1 Purchasing Crockery






Following points must be considered while purchasing crockery for a food & beverage establishment:

- 1) All items should be properly and completely glazed for long life.
- 2) The pattern should be under glaze so that it does not wear out easily.
- 3) Crockery should be of multi-purpose use.
- 4) The design should be suitable for stacking.
- 5) It should be suitable for dish washing.
- 6) It should be microwave safe and resistant to higher temperatures.
- 7) It should be light in weight.

- 8) The edges should be smooth and rounded to avoid chipping.

2.5.2.2 Crockery, Sizes and Their Uses

S.No.	Name of the Crockery	Shape	Size	Description
1	Side Bowl		250 ml	Bowls used for portioning and serving dishes from the main portion.
2	Coffee Cup		100 ml	For coffee served after lunch or dinner.
3	Dinner Plate		10"	Also called as Full plate, Large Plate, Joint plate or Meat plate. Used for serving main course.
4	Half Plate		8"	Also called as Fish Plate, Sweet Plate and Dessert Plate. Used for serving fish, meats and vegetable when not served as main course.
5	Pasta Plate		8"	A deep plate used for generally serving pastas and curry preparations.
6	Quarter Plate		6"	Also called as B&B plate, Side plate, Cheese plate and Under plate. Used for serving breads and cheese and also under liner for bowls.
7	Relish Plate		--	A plate with three partitions. It is used to serve savoury condiments or appetizers such as chutney, pickles or olives.
8	Salad Bowl		300 ml	A bowl used for serving salads with dressings.
9	Sauce Bowl		200 ml	A bowl used for serving thin sauces along with main course.
10	Sauce Tray		--	A tray or plate with partition, generally used to serve thick sauces or with preparations where there are more than one sauces.

11	Soup Bowl		250 ml	Meant for serving thick and thin soups but is also utilized for serving breakfast cereals.
12	Soup Cup		250 ml	Also called as consomme cup but is used for serving all kinds of thin soups.
13	Soup Plate		8"	Normally used for serving thick soups and breakfast cereals.
14	Tea Cup		200 ml	For Tea and coffee served during the day but except after lunch and dinner.
15	Vegetable Bowl		400 ml	It is a large bowl used for serving vegetables and other dishes with sauce.

(Table 2.2 – Various types of crockery, sizes and their use)

2.5.3 Tableware (Flatware, Cutlery & Hollowware)

Tableware is a broad term which denotes Flatware, Cutlery and Hollowware. Flatware includes all forms of spoons and forks whereas Cutlery denotes all forms of knives and cutting equipments. Hollowware includes all other items which are used on the table during service. Tableware is available in various designs and patterns and is made up of silver, plated silver and stainless steel. The type of metal chosen for the equipment largely depends on the type of menu served and profile of the guests visiting the restaurant. Most of the high end and fine dining restaurants prefer to go for silver or EPNS (Electro Plated Nickel Silver) cutlery whereas outlets like coffee shops will go for limited and ordinary stainless steel cutlery. Silver and EPNS cutlery is difficult to maintain as it requires frequent polishing and buffing.

There are three common types of stainless alloy used in flatware

- i) **18/10 STAINLESS** - 18/10 refers to 18% chrome and 10% nickel content in the alloy. 18/10 offers superior resistance to rusting and corrosion. Because of its nickel content, it will keep its color and luster longer than other grades of stainless. This is generally the most expensive of the stainless alloy materials.
- ii) **18/0 CHROME** - 18/0 refers to 18% chrome and 0% nickel content in the alloy. Although this metal does not have the extra advantage of 18/10

stainless but is good for commercial use. Since this is less expensive than 18/10, price generally has an effect on product selection.

- iii) **13/0 CHROME** - 13/0 refers to 13% chrome and 0% nickel content in the alloy. 13/0 is used primarily for one piece knives, in the case of hollow handle knives, the blade only will be 13/0. This alloy is used as it has a higher hardening factor which helps the blade stay sharper longer.



2.5.3.1 Purchasing Tableware

While selecting tableware, the following points must be considered:







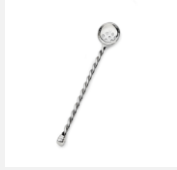

- 1) Type of establishment.
- 2) Type of menu offered.
- 3) Style of service.
- 4) Average seating capacity and turnover ratio.
- 5) Wash-up facilities.
- 6) Price.
- 7) Durability of the equipment.
- 8) Maintenance and replacements.









2.5.3.2 Tableware and Their Uses







Table 2.3 below depicts various types of flatware, their sizes and uses:

S.No.	Name of the Flatware & Cutlery	Shape	Size	Description
1	Baby Spoon		5.5" - 6.0"	Baby Spoons are small-sized spoons. This type of spoon is larger than the Coffee Spoon and Tea Spoon, and is designed for use at breakfast time, for yogurt or any other drinks or foods that require a slightly larger spoon cup. Due to its special shape, this spoon is ideal for use by infants and toddlers.
2	Butter Knife		5.0" - 6.0"	The tip of the blade is rounded and some are slightly wider at the tip.

3	Cheese Spoon		6.5" - 7.0"	Cheese spoons are designed for grated cheese. These spoons go together with cheese graters. The cups of these spoons are finely decorated.
4	Coffee Spoon		4.5" - 5.0"	This is a small spoon designed for stirring Italian-style "Espresso" coffee prepared with a Moka machine, the Neapolitan coffee maker or coffee-shop machine. Its small size serves for small coffee cups and glasses.
5	Cream Spoon		4.5" - 5.0"	Cream spoon has a rounded cup that is perfect for serving sauces or cream onto other food.
6	Dessert Fork		7.0" - 7.5"	Dessert Forks are smaller than Table Forks and even smaller than Fruit Forks. Dessert Forks have three tines and are used for different dessert dishes and sweets.
7	Dessert Knife		8.0" - 8.5"	The dessert knife features a narrow blade and a rounded or pointed tip. The rounded tip is used to section soft desserts, and the tip to cut hard desserts.
8	Dessert Spoon		8.0" - 8.5"	This spoon is specifically designed for having desserts. It has got an oval bowl and is almost double the size of a tea spoon.
9	Dinner Knife		9.0" - 10.0"	The dinner knife is the longest knife in a set of flatware. It is used to cut and push food and is laid on the table at all meals, formal and informal.
10	Fish Fork		7.0" - 8.0"	Fish Forks are designed for dishes based on fish. Together with a fish knife, Fish Forks simplify cleaning of the fish and makes it easier to eat.



11	Fish Knife		8.0" - 9.0"	The fish knife features a wide blade with a dull edge and a tip made with a notched point used to separate the skeleton from the body and lift the bones onto a plate.
12	Fruit Fork		5.5" - 6.0"	Fruit fork are smaller than Table Forks and are designed, together with the Fruit Knife and the Fruit Spoon, for use with fruit dishes and appetizers.
13	Fruit Knife		6.0" - 7.0"	The fruit knife is used to cut and peel fresh fruit at the table in formal and informal dining. The fruit knife features a pointed tip and a narrow blade that is straight or slightly curved.
14	Fruit Spoon		5.5" - 6.0"	These are smaller than Table Spoons and are used together with Fruit Knives and Fruit Forks, for use with fruit dishes and appetizers.
15	Ham Fork		7.0" - 8.0"	Ham Forks have two tines designed for picking up slices of prosciutto and very thinly-sliced deli meats.
16	Icecream Spoon		6.0" - 6.5"	These spoons have a wide-cup that is typically square in shape for picking up just the right amount of ice cream from the bowl.
17	Olive Spoon		6.0" - 6.5"	Olive spoon is used to serve olives and other appetizers preserved in liquids. The spoon's cup has holes for the liquid to drain through, making it easier to serve the food.
18	Rice Spoon		10.0" - 11.0"	This is a large spoon designed for serving rice dishes and other side dishes at the table. The cup of this spoon is very large and can hold a larger amount of food.

19	Roast Fork		10.0" - 11.0"	Roast Forks are the largest of the many different types of forks. Roast Forks have two points designed for stabbing meat during the carving phase and turning it during cooking.
20	Salad Spoon & Fork		8.5" - 9.0"	Salad spoons goes together with Salad Forks and have an elongated shape that helps with mixing salad or vegetables while dressing and makes it easier to serve.
21	Serving Spoon & Fork		10.0" - 11.0"	Serving spoon goes together with the Serving Fork. The Serving Spoon is bigger than the Table Spoon and is designed for serving different side dishes. The large cup allows it to hold a larger amount of food.
22	Snail Forks		4.5" - 5.0"	Snail Forks are small forks used for aperitifs, for skewering olives, snails, canapes and other tidbits and appetizers.
23	Soup Spoon		7.0" - 7.5"	Soup spoon features a wide cup designed for holding a large amount of the product.
24	Steak Knife		8.0" - 9.0"	Steak Knife has a sharp tip and a serrated edge to cut thick portions of meat. At a formal meal, a steak knife is not provided if meat is served roasted, which is easily cut with a regular dinner knife.
25	Sugar Spoon		5.5" - 6.0"	Sugar spoons have a long, narrow cup with slightly raised edges. This special cup helps for pouring the sugar into small-sized cups without spilling it.
26	Sundae Spoon / Parfait Spoon		9.0" - 10.0"	Sundae spoons are characterized by a very long handle. These spoons are designed for stirring long drinks, cocktails and any drink served in a tall glass. The tapered shape of the spoon allows it to reach the bottom of any glass.







27	Table Fork		8.0" - 8.5"	Table forks are what we use every day for our main dishes. They can be used for pasta, rice dishes, meat or vegetables. These forks are designed for use with a wide variety of different dishes.
28	Table Knife		8.0" - 8.5"	Table knives are what we use every day for our main dishes. They can be used for meat or vegetables. These knives are designed for use with a wide variety of different dishes.
29	Table Spoon		8.0" - 8.5"	These are what we use every day for our main dishes. They can be used for soups and rice dishes. The cup of these spoons are designed for picking up just the right amount of food
30	Tea Spoon		5.0" - 5.5"	These are small-sized spoons. This type of spoon is larger than the Moka Spoon and is designed for stirring tea, American-style or European-style coffee, cappuccinos, herb tea, ginseng coffee and any other drink served in larger-sized coffee cups.
31	Pastry Fork		5.0" - 5.5"	The pastry fork looks similar to a salad fork, but it is narrower and slightly shorter to provide leverage in cutting, the left tine is often notched.
32	Oyster Fork		4.0" - 4.5"	The oyster fork is a small utensil made with three short wide curved tines. The left tine is extra wide to assist in cutting the membrane that connects the oyster to the shell.

(Table 2.3 – Various types of flatware, sizes and their uses)

Table 2.4 below depicts various hollow-wares and their uses







S.No.	Name of the Hollow-ware	Shape	Description
1	Bottle Cooler		To hold ice shavings to keep bottles chilled.
2	Bud vase		To hold flower buds.














3	Butter Dish		To hold butter cubes or curls. The bottom is filled with ice shavings and butter is kept on a plate on top of ice.
4	Cheese Dish		This is used to serve grated cheese to the guest.
5	Coffee Pot		To hold coffee decoction.
6	Creamer		To hold extra cream for hot coffee.
7	Cruet Set		To hold salt and pepper separately. Salt cellar has two to three holes where as pepper cellar has many.
8	Egg Cup		To hold and serve boiled egg.
9	Finger Bowl		To serve lukewarm water along with a piece of lemon on an under liner after the completion of meal to wipe hands.
10	Ice Bucket		To hold ice shavings to keep bottles chilled.
11	Ice cream Cup		To hold and serve ice creams.
12	Milk Pot		To hold milk during the service of tea / coffee.
13	Mustard Pot		It is also a part of cruet and is used hold mustard powder.
14	Oil Vinegar Set		To hold seasoned oil and vinegar.
15	Sauce Boat		To hold sauces going as accompaniments with various main course preparations.














16	Soup Tureen		For holding large quantities of soups.
17	Sugar Bowl		To hold sugar while serving tea / coffee.
18	Tea / Sugar Bags Holder		To hold tea bags / sugar sachets while serving tea / coffee.
19	Tea Pot		To hold tea concentrate while serving tea / coffee.
20	Water Jug		To hold water during the meal period and to serve water in the glass.
21	Wine Cooler		To hold wine bottles on the table.










(Table 2.4 – Various types of hollow-ware, shapes and their uses)

Table 2.5 shows various special equipment which are used in food & beverage service

S.No.	Equipment	Shape & Design	Uses
1	Asparagus Tong		Used for holding and serving asparagus.
2	Bread Knife		Used for cutting breads.
3	Bread Tong		Used for holding slices of breads.
4	Buffet Serving Fork		Used during the service of items in the buffet.
5	Buffet Serving Spoon		Used during the service of items in the buffet.
6	Buffet Tong		Used for holding pieces while serving from buffet.

7	Cake Knife		Used to cut cakes.
8	Cake Scissor		Used to hold cake pieces from down and top.
9	Cake Server		Used for serving cut pieces of cake.
10	Carving Fork		Used for holding large joints of meats.
11	Carving Knife		Used for cutting pieces of meat.
12	Cheese Knife		Used for cutting cheese, has two pointers.
13	Crab Scissor		Used for holding and cutting crabs.
14	Flambe Tong		Used for picking ingredients during flambe.
15	Food Cover		Used for covering various dishes.
16	Gratin Server		Used for serving gratinated preparations.
17	Hard Cheese Knife		Used for cutting hard cheeses.
18	Hors d' oeuvres Scissor		Used for cutting and holding different hors d' oeuvres.
19	Ice Tong		Used for holding ice cubes or ice shavings.

20	Lobster Cracker		To crack claws of lobsters.
21	Lobster Pick		To pick flesh of lobsters.
22	Nuts Cracker		To crack any types of nuts on the table.
23	Parmesan Knife		To cut the parmesan cheese.
24	Pastry Scissor		To hold and cut various pastries.
25	Pastry Tong		TO hold and plate pastries.
26	Salad Scissor		To hold and cut salads.
27	Salad Tong		To hold vegetable salads or salads with large chunks.
28	Sauce Ladle		To pour sauces from the boats.
29	Serving Scissor Tong		To cut and serve pieces of main course dishes.
30	Serving Tong		To hold and serve pieces of main course.
31	Snail Tong		To pick and hold snails.
32	Snail Dish		Round dish with few indentations to hold snails.

33	Soft Cheese Knife		To cut varieties of soft cheeses.
34	Soup Ladle		To pick and pour soup from Soup Tureens.
35	Spaghetti Server		To plate and serve spaghetti.
36	Spaghetti Tong		To hold and serve spaghetti from platter to plate.
37	Sugar Tong		To hold sugar cubes.
38	Table Crumbler		To clear the food crumbs from the table.
39	Toast Tong		To hold the toast slices.
40	Tong Server		Common tong which can be used to serve anything on table.
41	Vegetable Tong		Tong to hold pieces of vegetables.

(Table 2.5 – Various types of Special equipment and their usage)

CHECK YOUR PROGRESS -II

Q.1 What points you will keep in mind while purchasing crockery?

Q.2. What points you will keep in mind while purchasing glassware?

Q.3 What points you will keep in mind while purchasing cutlery?

2.5.4 FURNITURE

Furniture is one of the most important equipments of any food & beverage service establishment. It helps in building up the décor of the restaurant and by using different material, designs and finishes of furniture and by their artistically done arrangement, the atmosphere and appearance of the service area can be changed in accordance to various themes and occasions. A wide variety of woods and grains are available in the market which gives a variety in opting for the best suitable colour and texture of the wood. As working purely with wood restricts the options of designs, more use of different metals like aluminum, brass and stainless steel has come into the practice which gives more options in designing and flexibility in changing the ambience & décor.

2.5.4.1 PURCHASING FURNITURE

Following points must be considered while purchasing furniture for any food and beverage service establishment:

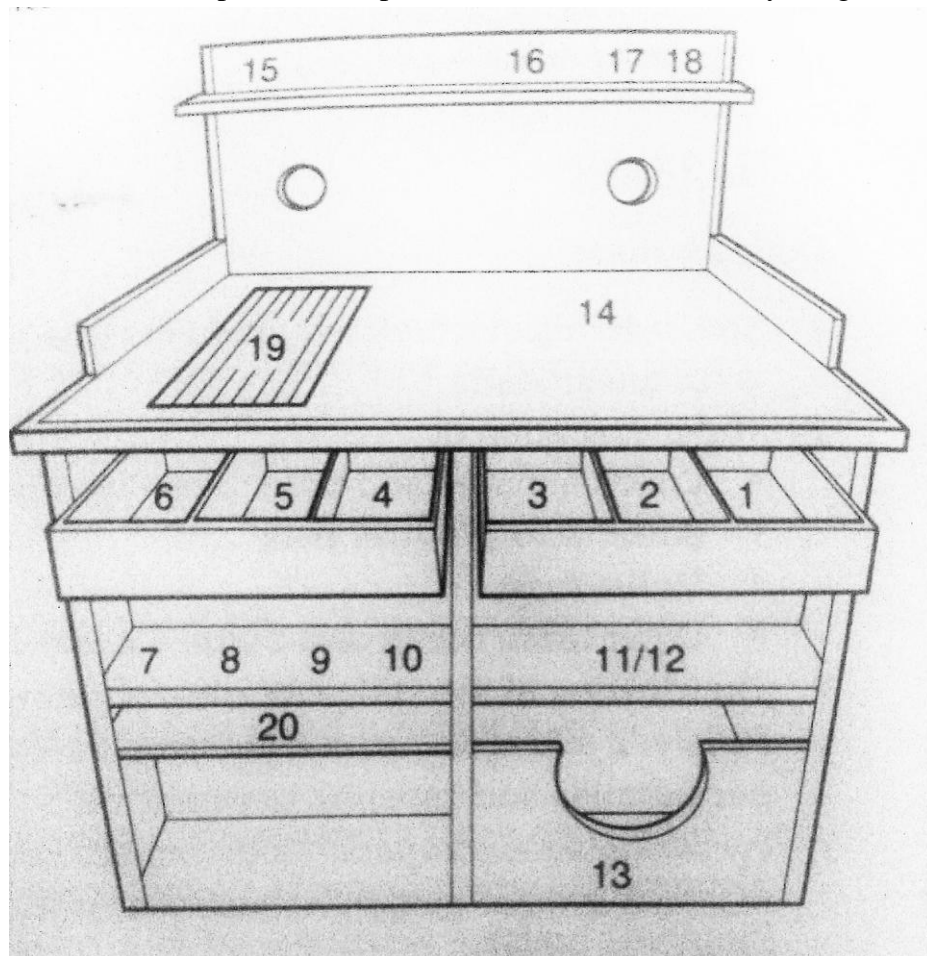
- 1) Capital available with the promoters.
- 2) Type of establishment.
- 3) Type of menu offered.
- 4) Design of the outlet.
- 5) Flexibility of use.
- 6) Décor of the outlet.
- 7) Ease of maintenance.
- 8) Stackability.

2.5.4.2 TYPES OF FURNITURE AND ITS USES

All the F&B outlets are essentially equipped with the following types of furniture, which are used to ease out and help out in their day to day operations:

- 1. Tables:** The size and shape of tables depends entirely on the availability of space and the kind of service envisaged. Normally three types of tables are used. They are round, rectangular and square. The height of the table irrespective of the shape should be 75cm from the floor level. The diameter of a round table to seat four people should be approximately 92 cm. The size of a square table to seat two people should 76 cm sq and 92 cm square to seat four people. The size of rectangular table to seat four people should be 137 cm x 76 cm. Commercial table tops come in a variety of materials: wood, metal, stone, tile and melamine. Many restaurant table tops are available with edged finishes to prevent scuffs and dents. In some expensive tables, another table top is placed with revolving facility, on top of which the food is placed where the guests can rotate revolving top and serve himself, if he chooses to.
- 2. Chairs:** Chairs are available in various shapes, colours and sizes to suit all occasions. Because of the wide ranges of style, chairs come in varied height and width. However the dimension of chairs should be relative to table dimensions. The average height of the chair, should be 92 cm. The seat should be 46 cm from the floor and 23 cm from the top of the table. This would enable guests to sit and eat comfortably, without their legs touching the underside of the table.
- 3. Side station / dummy waiter:** The side station is also called the dummy waiter or service console. 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 used as a landing table for the dishes picked up from the kitchen enroute to the table and the dirty dishes from the guest's 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.



(Figure 2.1 – Diagrammatic representation of a Side Board)

The service equipment which can be stored in a side station are:

- | | |
|---|--------------------------------|
| 1. Service spoon and fork, | 2. Sweet spoon and forks |
| 3. Soup spoon, tea spoon, coffee spoons | 4. Fish knife and forks |
| 5. Joint knives | 6. Side knives |
| 7. Fish plate | 8. Sweet plate |
| 9. Side plate | 10. Coffee saucer |
| 11. Under plates | 12. Service salver |
| 13. Dirty linen | 14. Check pad on service plate |
| 15. Assorted condiments | 16. Ashtrays |
| 17. Water jugs | 18. Bread basket and butter |
| 19. Hotplate | 20. Trays |

The style and design of the side board varies from establishment to establishment. It depends upon:

- a. The style of service and menu offered.

- b. The number of waiters working from one sideboard
- c. The number of tables to be served from one sideboard
- d. The amount of equipment it is expected to hold.

4. Trolleys: The various trolleys used in the food and beverage service outlets are:

1. **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 equipment. Using this trolley, the food is flambéed at the guest's table. Only skilled and well trained waiters are allowed to handle this service as there is the risk of spoiling food by overcooking it, and of the flame causing a fire in the premises.
2. **Room Service Trolley:** This trolley is known for its versatility. It is used for the service 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. Beneath the trolley top, provision is made for mounting a hot case to keep the food warm.
3. **Dessert Trolley:** This trolley serves as a visual aid to selling desserts. Guests are more likely to order a dessert if they can see what is available, particularly if it is well presented. Some dessert trolleys are refrigerated. Gateaux, pastries, jellies, tarts, pies, flans 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 guests to select a dessert of their choice.
4. **Hors d'oeuvre Trolley:** A hors d'oeuvre is the first course of a menu usually consisting of a selection of small items of egg, fish, meat, fruit and vegetables in pungent dressings. This hors d'oeuvre trolley is used to carry variety of appetizers. 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. They prefer soups instead. However, this trolley can be used to popularize the special dishes that are introduced in the restaurant from time to time.
5. **Carving Trolley:** It is used for carving joints of meat at a guest's table. The steward takes the trolley to the guest table and carves out the meat as per his / her choice.

2.5.5 DISPOSABLES

Nowadays, disposables are extensively used in all operational areas of food and beverage industry. Use of throwaways has seen an exponential growth over the last decade and this is mainly to reduce the operational costs and the difficulty in arranging labour for wash-ups or the high cost involved in laundering of reusables. Use of disposable also helps in improving the standards of hygiene and minimizes the cost of breakages. This mechanism reduces the requirement of area for storage which becomes a highly beneficial factor in transport catering, fast foods and takeaways. To top it all, there is huge acceptability of disposables amongst the consumers because of hygienic standards, attractiveness and presentability.

2.5.5.1 TYPES OF DISPOSABLES

On the basis of their usage, disposables can be classified into the following categories:

- 1) Disposable crockery and tableware e.g. plates, knife, spoons, etc.
- 2) Disposable storage and cookware e.g. containers, etc.
- 3) Décor – napkins, tablecloths, slip cloths, placemats, banquet rolls, etc.
- 4) Disposable clothing e.g. gloves, chef caps, aprons, etc.
- 5) Disposable wipes, napkins, etc.
- 6) Disposable packaging containers, etc.

2.5.5.2 ADVANTAGES OF DISPOSABLES

- 1) Cheaper than hiring regular equipment and hence cost effective.
- 2) Disposable are more hygienic.
- 3) Disposable speeds up the service.
- 4) Good thermal resistance and insulators.
- 5) Reduces capital investment.
- 6) Easy to transport and use.
- 7) It saves on the labour for washing thus reducing cost.

2.5.5.3 DISADVANTAGES OF DISPOSABLES

- 1) Regular backup to be maintained.
- 2) Sometimes the costs go high as compared to conventional equipment.
- 3) All customers do not like to have food in disposables.
- 4) Many of the products are non Ecofriendly, thereby reducing acceptability.

2.5.6 LINEN

Linens are fabric goods, such as tablecloths, napkins and slip cloths. Linen is a material made from the fibres of the flax plant. Originally, many, such as bed sheets and

tablecloths, were made of linen. Today, the term "linen" has come to be applied to all related products even though most are made of cotton, various synthetic materials, or blends. The main items of linen normally found in a restaurant are: tablecloths; slip cloths; buffet cloths; trolley and sideboard cloths; and waiter's cloths or service cloths.

2.5.6.1 PURCHASING LINEN

Following points must be considered while purchasing linen for a food & beverage service establishment:

- 1) Type of establishment.
- 2) Type of menu offered.
- 3) Style of service.
- 4) Average seating capacity and turnover ratio.
- 5) Wash-up facilities.
- 6) Price of the fabric.
- 7) Durability of the fabric.
- 8) Maintenance and replacements.

2.5.6.2 TYPE OF LINEN AND ITS USES

Table Cloths: Table linens made from cotton or linen are not only more absorbent but also last longer. The fibres don't pill or pile as easy as with synthetic table linens and they don't become shiny when exposed to an iron's heat. Egyptian cotton and Irish linen are considered the finest materials for table linens because of their long, durable fibers. White is the most popular colour for table linens because it's considered formal. Table linens in off white or ivory are also acceptable. A damask (woven) or embroidered pattern is a perfectly acceptable table cloth.

Sizes of tables and table Cloths

i)	Square table	76 cm sq	92 cm sq	137 cm sq	183 cm sq
ii)	Rectangular table	136 x 76 cm	183 x 137 cm		
iii)	Round table	92 cm diameter	184 cm diameter		

Table cloths should be large enough to cover the top as well as a portion of the legs of a table without interfering with the guest's comfort while he is seated at the table. The size of the tablecloth varies according to the size of the table it is required to cover.

Slip Cloths or Napron: These are designed to be laid over the tablecloth to protect it from spillage and give it a longer life. Using a slip cloth reduces the number of tablecloths used and thus reduces the cost of inventory and laundry. Slip cloths may measure 1 metre square approximately.

Napkins or Serviettes: A napkin or serviette is a rectangle cloth or paper used at the table for wiping the mouth while eating. It is usually small and folded. Conventionally, the napkin is folded and placed to the left of the place setting, outside the outermost fork. In an ambitious restaurant setting, it may be folded into elaborate shapes and displayed on the empty plate. A napkin may also be held together in a bundle (with cutlery) by a napkin ring. Alternatively, paper napkins may be contained with a napkin holder. Napkins may be of the same colour as tablecloths, or in a colour that blends with the decor of the restaurant. Napkins should be spotlessly clean and well-pressed. The ideal size for a napkin is between 46 to 50 cm².

Buffet Cloths : For a buffet table, the minimum size of the tablecloth required is 2 m x 4 m.

Trolley Cloths and Sideboard Cloths: These are usually made from tablecloths well worn and not suitable for use on tables, mended by the housekeeping department and folded to fit a sideboard or trolley.

Waiter's Cloths or Service Cloths: A service cloth is a very important part of service equipment as well as being part of the food server's uniform. It must be kept clean and ironed at all times and only used as a service cloth for certain activities such as:

- i) Carrying hot plates
- ii) Final polishing of plates
- iii) Wiping small spills
- iv) Brushing crumbs onto a service plate
- v) Wiping the undersides of the plates before placing plates on the table
- vi) Service cloths are also used by every waiter as protection against heat and to keep uniforms clean.

2.6 HANDLING, CARE AND MAINTENANCE OF EQUIPMENT

The handling and care about equipments is discussed in following sub sections:

- a) Glassware
- b) Crockery
- c) Flatware

2.6.1 Glassware

- i. Keep adequate supplies of glassware in order to prevent recently washed items from going directly into service.

- ii. Place guides on scrap tables for busboys to place glass, china, and flatware in separate areas.
- iii. Check dishwasher temperature twice daily.
- iv. Replace worn glass washer brushes.
- v. Instruct busboys to **BE QUIET**. No one wants to eat in a noisy place. This will cut down on breakage of glassware, as well as help create a pleasant, quiet atmosphere.
- vi. Never put cold water or ice into a warm or hot glass.
- vii. Bus glassware directly into racks, or use divided bus trays.
- viii. Color code racks for different glass, china, and flatware items.
- ix. Remove abraded, cracked or chipped glass from service.
 - x. Never pick up glasses in bouquets.
 - xi. Never scoop ice with glasses.
 - xii. Never stack glasses.
- xiii. Always pre-heat glasses before pouring hot drinks.
- xiv. Always have an adequate backup for rush periods.
 - xv. Avoid head to head contact of glasses anywhere.
- xvi. Never put flatware into glasses.

2.6.2 Crockery

- i. Keep adequate supplies of china to prevent recently washed items from going directly into service.
- ii. Place guides on scrap table for busboys to place glass, china, and flatware in separate areas.
- iii. Check dishwasher temperature twice daily.
- iv. Replace worn rubber and plastic china scrapers.
- v. Instruct busboys to **BE QUIET**. No one wants to eat in a noisy place. This will cut down on breakage of china, as well as help create a pleasant, quiet atmosphere.
- vi. Never put cold water or ice into a warm or hot cup or mug.
- vii. Bus china directly into racks, or use divided bus trays with flatware baskets.
- viii. Color code racks for different glass, china, and flatware items.
- ix. Remove abraded, cracked or chipped china from service.
 - x. Never stack crockery more than 16 inches..
 - xi. Always carry dishes carefully.
 - xii. Never carry more dishes than you can handle.
- xiii. Always make sure that you have adequate crockery to handle during rush hours.
- xiv. Never use abrasive pads or other dishes to remove scraps.

2.6.3 Flatware

- i. Keep adequate supplies of flatware for rush periods.
- ii. Place guides on scrap tables for busboys to place glass, china, and flatware in separate areas.
- iii. Instruct busboys to BE QUIET. No one wants to eat in a noisy place. This will cut down on damage to flatware, as well as help create a pleasant, quiet atmosphere.
- iv. Never put flatware into glasses or cups.
- v. Bus flatware directly into racks, or use divided bus trays with flatware baskets.
- vi. Never allow flatware to remain soiled overnight.
- vii. Presoak, thoroughly wash, and dry flatware immediately after washing.
- viii. Check dishwasher temperature twice daily, and use only high temperatures.
- ix. Color code racks for different glass, china, and flatware items.
- x. Remove corroded flatware from service.
- xi. Never load flatware aluminum, copper or copper alloy containers for presoaking, instead always use plastic or stainless steel.
- xii. Always store flatware in a dry area away from cooking fumes and corrosive materials.

CHECK YOUR PROGRESS -III

Q.1 Write a note on handling, care and maintenance of crockery?

Q.2. Write a note on handling, care and maintenance of flatware?

Q.3 Write a note on handling, care and maintenance of glassware?

2.7 SUMMARY

Success of any food and beverage outlet depends upon various factors like décor, but the equipment used in these establishments plays the final role. The equipment to be used in any outlet can primarily be decided on the clientele it serves and the menu it offers to its clients. There is different equipment to handle various types of food and beverage preparations but most of the outlets prefers to go for equipments which can play a multiple role as it saves on the money as well as the storage space. Selecting and purchasing equipment is one of the most difficult task or restaurant operations as it involves many critical decisions based on the capital investment and will affect the Return on Investment. Equipment purchased must be maintained and handled properly or else high breakages will not allow the organization to retain the standards involved in the operations over a period of time. Proper handling and storage facility can reduce the breakages thereby saving on the biggest expenses involved in restaurant operations.

2.8 GLOSSARY

- **Baize:** It is a thick woolen material which is used to cover the wooden table tops to reduce noise and to hold the tableware at its place.

- **Cutlery:** It consists of all forms of knives and other cutting equipment used in dining.

- **Flatware:** It consists of all forms of spoons and forks.

- **Gangway:** It is the free space available between the chairs and the tables which allows the people to move freely.

- **Glassware:** It consists of all types of glasses used in a food and beverage service establishment.
- **Hollowware:** It consists of all types of tableware other than cutlery used in a food and beverage service establishment.
- **Linen:** It consists of table cloths, napkins, tray cloths, slip cloths, buffet cloths, waiter's cloths and tea cloths used in a food and beverage service establishment.
- **Main Course:** It is the main dish of the menu.
- **Mirror Platter:** It is the platter with a mirror finish a base and is normally used for enhanced presentations of salads and cold meats.
- **Placemat:** It is a type of mat made up of paper or plastic and is used on tables with a top made of glass, wood, mica or other such finishes which are not covered with a baize cloth.
- **Preserves:** Jam, Jelly and Marmalade. Sometimes honey also.
- **Serviette:** It is a type of cloth which is used by the stewards during service.
- **Silverware:** A term used for cutlery made up of silver or plated silver.
- **Tableware:** A term used for all pieces of flatware, cutlery and hollowware.

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2.11 TERMINAL QUESTIONS

- 1) What is 'Dummy Waiter'? Explain its importance with the help of a diagrammatic representation.
- 2) What do you understand by the term 'Crockery'? Write various types and features of the types available in the market.
- 3) Write the points to be considered while purchasing cutlery for a restaurant.
- 4) Write the recommended sizes and use of at least 10 different types of glassware.
- 5) Name and write down the uses of at least 10 different special equipments.
- 6) Write down the care and maintenance involved in various types of F&B equipment.

UNIT 3: FOOD & BEVERAGE SERVICE ORGANIZATION

Structure

- 3.1 Introduction
- 3.2 Objectives
- 3.3 Organization of F&B Service Department
 - 3.3.1 Organizational Chart of F&B Department Of A Large Hotel
 - 3.3.2 Organizational Chart of F&B Department Of A Medium Hotel
 - 3.3.3 Organizational Chart of F&B Department Of A Small Hotel
- 3.4 Job Descriptions & Specifications of Various F&B Personnel
 - 3.4.1 F&B Director
 - 3.4.2 Restaurant Manager
 - 3.4.3 Assistant Restaurant Manager
 - 3.4.4 Senior Captain
 - 3.4.5 Restaurant Hostess
 - 3.4.6 Captain
 - 3.4.7 Steward
 - 3.4.8 Assistant Steward
 - 3.4.9 Bus Boy
 - 3.4.10 Bar Manager
 - 3.4.11 Bartender
 - 3.4.12 Wine Waiter
 - 3.4.13 Room Service Manager
 - 3.4.14 Room Service Captain
 - 3.4.15 Room Service Order Taker
 - 3.4.16 Banquet Manager
 - 3.4.17 Assistant Banquet Manager
 - 3.4.18 Banquet Captain
 - 3.4.19 Banquet Sales Coordinator
 - 3.4.20 Banquet Waiter
- 3.5 Coordination of Food & Bev. Service and Other Departments
- 3.6 Attributes of Food and Beverage Service Personnel
- 3.7 Personal Hygiene & Grooming Standards
- 3.8 Basic Etiquettes for Food and Beverage Service Personnel
- 3.9 Summary

- 3.10 Glossary
- 3.11 Reference / Bibliography
- 3.12 Suggested Readings
- 3.13 Terminal Questions

3.1 INTRODUCTION

The product of any food and beverage operation is not just the food and drink itself. Any member of the staff coming in contact with the customer is also the part of the product. Food & Beverage service is the essential link between the customers and the menu, beverages and other services on offer in an establishment. No matter how good the quality of the food, beverage, décor and equipment, poorly trained, scruffy and unhelpful staff can destroy a customer's potential satisfaction with the product. It is also true that well-trained, smart and helpful staff can sometimes make up for aspects that are lacking elsewhere in the operation.

3.2 OBJECTIVES

After reading this chapter, you will be able to:

- a) Demonstrate the organizational Structure of various Food & Beverage establishments.
- b) Explain the Job Descriptions and Job Specifications of various Food & Beverage personnel.
- c) Explain inter departmental relationship of Food & Beverage Service department with other sections.
- d) Basic etiquettes and inter personnel skills of food & beverage personnel.
- e) Demonstrate various skills required during handling various situations.

3.3 ORGANIZATION OF FOOD & BEVERAGE SERVICE DEPARTMENT

The hotels are supposedly to give 24 hours facility to its guests and this becomes one of the important reasons for the guests in choosing the hotel of their choice. So, it is ultimately the food & beverage department which will cater to the needs of the guests. This department is the second most revenue generating department of the hotel primarily because of multiple numbers of outlets in the hotels like banquets, coffee shop, multi cuisine restaurant, specialty restaurant, discotheque, bar, pub, room service and so on, so as to satisfy the needs of different types of customers. Therefore, it becomes very important for any organization to continuously keep on exploring new ideas for higher customer satisfaction with the help of experienced and well trained staff who, many a time, are in a position to force a customer to change his views or decisions. The food &

beverage department is a complex operation and involves highly specialized tasks. Depending upon the type of organization, there can be many organizational structures in the industry:

3.3.1 Organizational Chart of F&B Department Of A Large Hotel

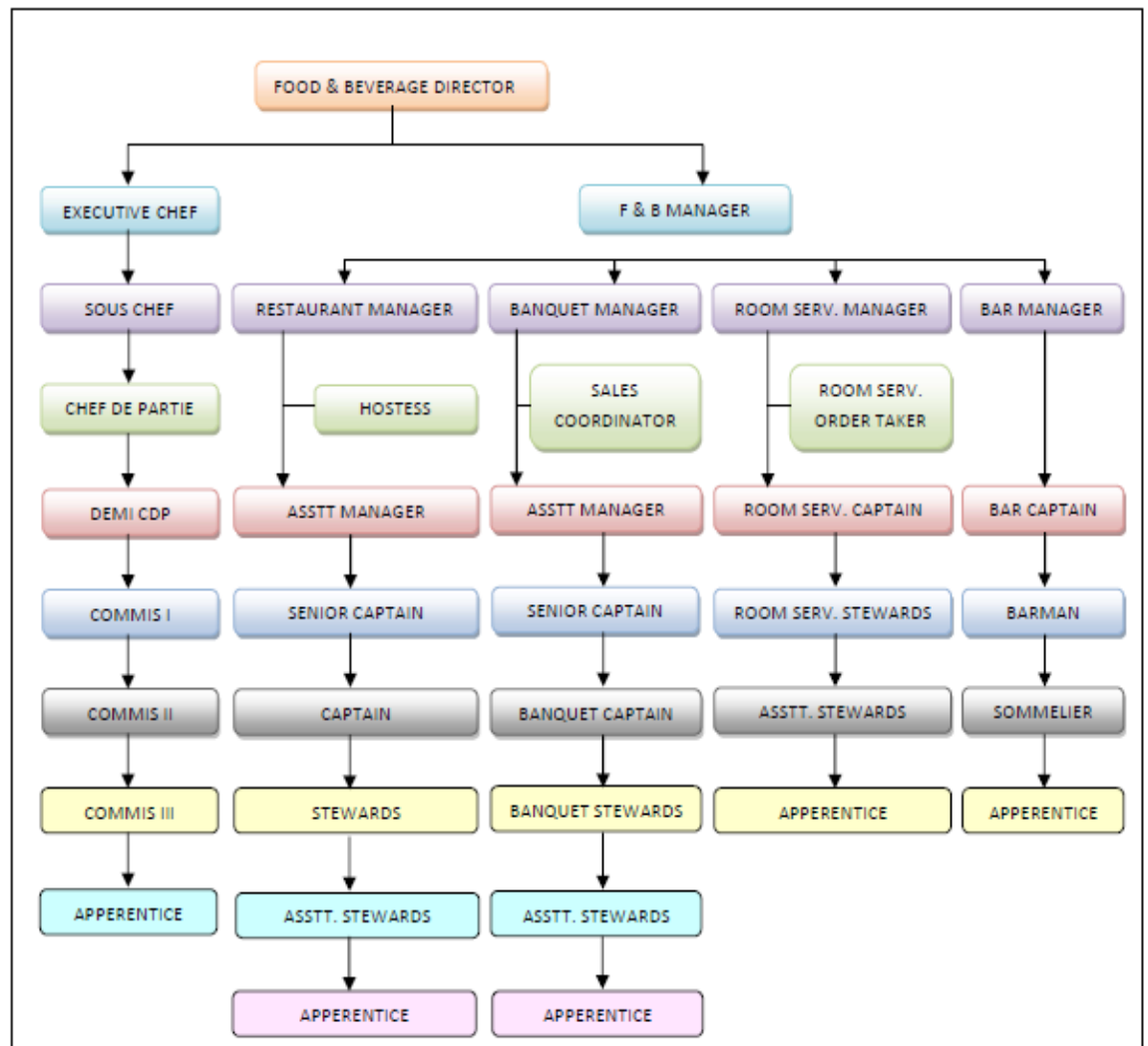


Figure 3.1 Hierarchy of F&B department for a large hotel

3.3.2 Organizational Chart of F&B Department of a Medium Hotel

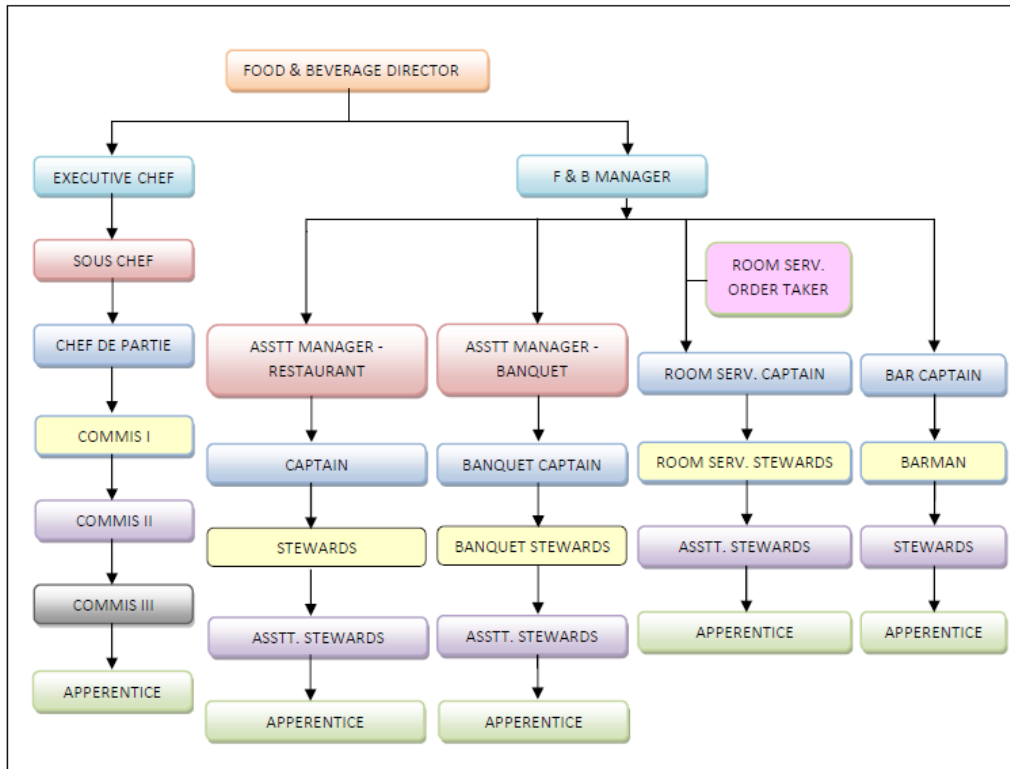


Figure 3.2 Hierarchy of F&B department for a medium hotel

3.3.3 Organizational Chart of F&B Department of a Small Hotel

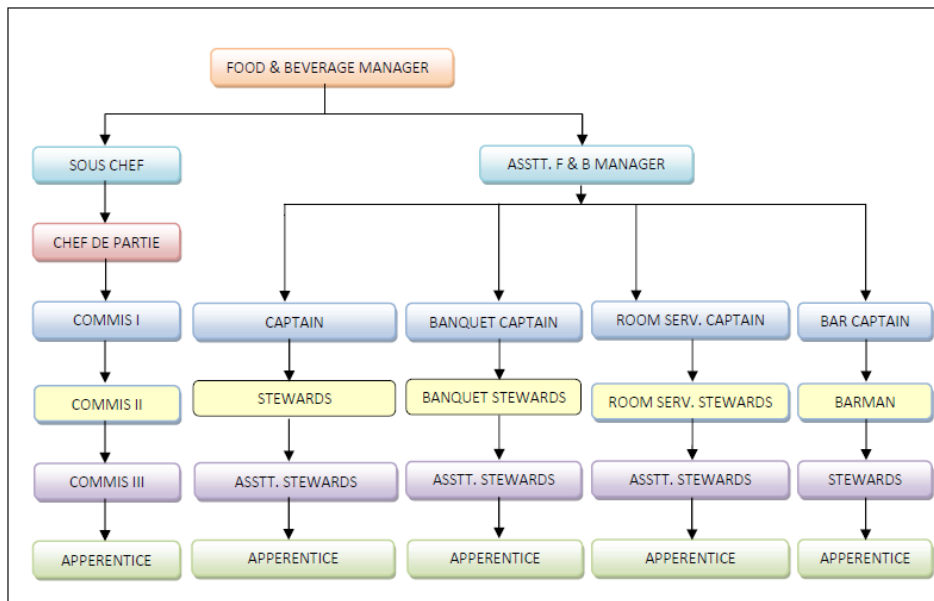


Figure 3.3 Hierarchy of F&B department for a small hotel

CHECK YOUR PROGRESS -I

Q.1 What do you mean by organization char of F & B department?

Q.2. Draw the hierarchy of F&B department for a small hotel?

Q.3 Draw the hierarchy of F&B department for a large hotel?

3.4 JOB DESCRIPTIONS & SPECIFICATIONS OF VARIOUS F&B PERSONNEL

3.4.1 Job Title : Food & Beverage Director / Manager

Reports To : General Manager

Position Summary : The Director of Food & Beverage is responsible for coordinating all phases of group meeting/banquet functions held in the Hotel; coordinate these activities on a daily basis; assist clients in program planning and menu selection, solicit local group Food & Beverage business; maintain the services and reputation of the hotel and act as a management representative to group clients.

Duties and Responsibilities:

- a) Achievement of budgeted food sales, beverage sales, labour costs and profitability.
- b) Completion of Customer Follow-up calls on a timely basis.
- c) Timely analysis of Food & Beverage Prices in relation to competition.
- d) Participation and input towards F&B Marketing activities.
- e) Entertainment of potential and existing customers.
- f) Preparation of Sales Promotions & Mailings.
- g) Competitive analysis every six months by calling competition and gathering data such as banquet kits, room rental rates, etc.
- h) Development and maintenance of all department control procedures.
- i) To co-ordinate with all large group meeting/banquet planners their specific group requirements with the services & facilities offered. This includes proposals, contracts, estimated and actual function statements. With banquet or conferences, the Chef is to be included in food related discussions.
- j) To confirm all details relative to group functions with meeting/banquet planners.
- k) Supervision of daily paper flow including Proposals, and Function Contracts.
- l) Maintenance of Hotel credit policies.
- m) Directly responsible for large function billings and overseeing medium/small function billings with particular regard to accuracy and timeliness (48 hours)
- n) Completion of monthly forecast.
- o) Attendance and participation at weekly F & B meeting and Department Head meeting.
- p) To assist in menu planning and pricing.
- q) Development and maintenance of department manual.
- r) Assure bar inventory for functions, including opening and closing inventories, accurate bar summaries and cash deposits are prepared.
- s) Assure the maintenance of bar control policies.

- t) Consistent check of Banquet Food and Beverage quality, Banquet services and pallet presentation.
- u) Responsible for staff training and development.

Prerequisites:

Education: Post Graduate or Degree or three years Diploma in hotel Management.

Experience: Previous experience in similar Job role of minimum 4 years or 10 years experience as Banquet Supervisor with proven track records.

Skills Requirement: Communication skills, Computer knowledge, People Management skill, POS system knowledge

Others: Pleasant personality.

3.4.2 Job Title : Restaurant Manager / Directeur du restaurant

Reports To : Food and Beverage Manager

Position Summary : 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.

Duties and Responsibilities:

- a) Oversea the dining area, supervises food and beverage service staff in accordance with operating policies that he or she may help establish.
- b) Creates a positive team atmosphere among Team Members.
- c) Maintains records of staff periodic manner and operating costs.
- d) Provides feedback and coaching to the Team regularly.
- e) Understands building capability through Cross training.
- f) Treats all Team Members fairly, with respect.
- g) Sets high standards for appropriate team behavior on shift.
- h) Works with food and beverage staff to ensure proper food presentation and proper food-handling procedures.
- i) Handle guest complaints in restaurants.
- j) Schedules periodic food and beverage service staff meetings to ensure correct interpretation of policies and obtain feedback from staff members.
- k) Maintain budget and employee records and monitor bookkeeping records.
- l) Check quality of deliveries of fresh food and baked goods.
- m) Meet with sales representatives to order supplies such as tableware, cooking utensils, and cleaning items.
- n) Arrange for maintenance and repair of equipment and other services.
- o) Total receipts and balance against sales, deposit receipts, and lock facility at end of day.

- p) Ensures new products are executed properly following roll-out.
- q) Is capable of handling irate customers with a friendly/calm attitude.
- r) Ensures product quality and great service.
- s) Shows enthusiasm about guest within the restaurant.
- t) Is flexible in dealing with changes/problems (e.g., being short staffed).
- u) Has effectively forecasted restaurant needs.
- v) Shifts priorities and goals as work demands change.

Prerequisites:

Education: Post Graduate or Degree or three years Diploma in Hotel Management.

Experience: 7-9 Years working experience in the hotel industry.

Skills Requirement: Communication skills, Computer knowledge, Management skill, POS system knowledge

Others: Pleasant personality.

3.4.3 Job Title : Assistant Restaurant Manager / Chef adjoint du restaurant

Reports To : Restaurant Manager

Position Summary : Assist with the Restaurant 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

Duties and Responsibilities:

- a) Staff scheduling in order to keep the department properly manned at all times.
- b) Follow up and check on the job training.
- c) To attend all daily morning briefings held by the F&B Director or Assistant
- d) Hold daily meeting with the staff to review the daily operation, and to discuss past performance that can be improved.
- e) Recognize VIP's and regular guests when walking into the outlet
- f) To make sure that hygiene standards are strictly followed as per the F&B department manual.
- g) Supervise the overall service operations.
- h) To ensure that all the service operation procedures are followed at all times
- i) Regular training to be conducted for all staff and to ensure that they participate in all cross training conducted by the Training Manager
- j) To encourage staff for cross training during the low season and to follow up and check on the job training
- k) To ensure that all standards set for food presentation, quality and quantity are met and monitored in cooperation with the Chef in order to provide and increase service standards.

- l) Maintain a close working relationship with the Staff and ensure a proper communication between all F&B related departments.
- m) To supervise the beverage stock, linen, condiments and operating equipment taken for each function and to insure that the above is returned to the designated storeroom in a proper way.
- n) To maintain logbooks where any pertinent information like revenue, accident, incident or complains is listed. This logbook should be sent to the F & B Office on a daily basis.
- o) To ensure that all company policies with regards to operating equipment are fully implemented and followed in coordination with the Chief Steward and Asst. F&B in order to reduce breakage and losses to the minimum.
- p) To assist in minimizing overtime and lieu leave and casual staff.
- q) He /She has the authority to sign complimentary checks or offer a complimentary drink, if this is required in order to appease dissatisfied guests
- r) Responsible for the distribution of the relative instructions and rules to the employees.
- s) Responsible for the department smooth operation on a daily basis
- t) To control wastage and contribute to cost saving measures instructed by the food and beverage department
- u) To ensure full adherence to company policies and procedures and operating legalities
- v) To train and develop the service staff and help to improve the service standard

Prerequisites:

Education: Post Graduate or Degree or three years Diploma in Hotel Management.

Experience: 7-9 Years working experience in the hotel industry.

Skills Requirement: Communication skills, Computer knowledge, Management skill, POS system knowledge

Others: Pleasant personality.

- 3.4.4 Job Title** : Senior Captain / Maître d'hôtel / Head Waiter
Reports To : Assistant Restaurant Manager / Restaurant Manager
Position Summary : 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.

Duties and Responsibilities:

- a) Responsible for the work flow in the assigned Restaurant
- b) Responsible for the Restaurant staff.

- c) Responsible for the smooth and up-to-standard work in the Restaurant, especially for the implementation of the agreed standards and recipes.
- d) Ensure all operations are carried out with the utmost economy consistent with the quality standards
- e) Implementation and checks of the professional storage of all equipment in compliance with the standards
- f) Supervision and training of the strict adherence to all regulations especially with regard to security, environment and hygiene regulations in his/her area of responsibility
- g) Notification and handling of all relevant (unusual) events, such as damages, repairs, security violation etc.
- h) Compilation and checking of the food, beverage and consumables orders for the work area in strict adherence to budget-related and other requirements
- i) Checking procedures of routine tasks, such as set ups as well as storing of goods and equipment up to standard.
- j) Preparation and regular checks of logs and check lists
- k) Inventory planning, examination and control of stock movements and orders in the area of responsibility
- l) Planning and organization of special events
- m) Instruction, training, and supervision of the assigned staff (including documentation)
- n) Duty rooster planning, including flexible planning in special cases, such as events, etc.
- o) Supervision of cleaning works
- p) Always aim at continuous improvement
- q) Active implementation of the philosophy behind the product
- r) Contact person for the customers in case of complaints
- s) Constant improvement of the work flow and standards, including input for manuals and regulations.
- t) Secure the careful handling of the company's properties.

Prerequisites:

Education: Degree or three years Diploma in hotel Management or equivalent.

Experience: 6-7 Years working experience in the hotel industry and 1-2 years working experience in this position.

Skills Requirement: Communication skills, Computer knowledge, People Management skill, POS system knowledge.

Others: Pleasing personality.

3.4.5 Job Title : Restaurant Hostess

Reports To : Restaurant Manager / Assistant Restaurant Manager / Head Waiter

Position Summary: The restaurant 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.

Duties and Responsibilities:

- a) Checking the reservation book for reservations for the next meal period.
- b) Notifying the supervisor of any parties of more than six.
- c) Distributing reservations to all waiters, informing them of all necessary information.
- d) To see that the reservation signs are placed on the tables.
- e) To inquire with the kitchen what the daily specials are for the shift.
- f) To answer the phones and take reservations.
- g) Must have complete knowledge of all food and beverage menus: The ingredients; the preparation; how items are served and with what; know the prices; know the daily specials.
- h) To seat the guests arriving in the restaurant.
- i) Presenting the menu to the guests.
- j) To take the customer feedback on the quality and services.
- k) Handling complaints.

Prerequisites:

Education: Degree, High school or one year Diploma in Hotel Management or equivalent.

Experience: Previous experience in similar Job role.

Skills Requirement: Communication skills, Computer knowledge, People Management skill

Others: Pleasing personality.

3.4.6 Job Title : Captain / Maître d'hôtel de carré / Station Head Waiter

Reports To : Maître d'hôtel

Position Summary : 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.

Duties and Responsibilities:

- a) Always greet and welcome guests promptly in a warm and friendly manner.
- b) Always thank and give fond farewell to guests conveying anticipation for their next visit.
- c) Assist guest with table reservation and while seating.
- d) Ensure guest are serviced within specified time.
- e) Has a good knowledge of menu and presentation standards.
- f) Able to answer any questions regarding menu and assist with menu selections.
- g) Able to anticipate any unexpected guest need and reacts promptly and tactfully.
- h) Record transaction / orders in Point of Sales systems at the time of order.
- i) Communicate with the kitchen regarding any menu questions, the length of wait and product availability.
- j) Communicate additional meal requirements, allergies, dietary needs, and special requests to the kitchen.
- k) Check with guests to ensure satisfaction with each food course and beverages.
- l) Reviews order dockets ensuring accurate and timely preparations for order requirements accordingly.
- m) Present accurate final bill to guest and process payment.
- n) Perform shift closing on the Point of sales terminal and tally cash and credit card settlements.
- o) Ensures that the restaurant is always kept clean and organized, both at the front as well as the back of house areas.
- p) Ensures that hotel brand standards and SOP's are consistently implemented.
- q) Work with fellow staffs and manager to ensure that the restaurant achieves its full potential.
- r) Completes the daily responsibilities that are set for each individual shift.
- s) Complete closing duties, including restocking items, turning off lights, etc.
- t) Conducts monthly inventory checks on all operating equipment and supplies.
- u) Take an active role in coaching and developing junior staff.
- v) Any other duties related to food and beverage service assigned by the manager.

Prerequisites:

Education: Degree or three years Diploma in hotel Management or equivalent.

Experience: 4-5 Years working experience in the hotel industry and 1-2 years working experience in the same position.

Skills Requirement: Communication skills, Computer knowledge, People Management skill, POS system knowledge.

Others: Pleasing personality.

3.4.7 Job Title : Steward / Chef de rang / Station Waiter

Reports To : Maître d'hôtel de carré

Position Summary : Ensure that all guests are served to the hotels standard in the Restaurant / Bar / Lounge 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.

Duties and Responsibilities:

- a) Greets guests and presents them with the menu.
- b) Informs guests about the special items for the day and menu changes if any.
- c) Suggest food and beverages to the guest and also try to upsell.
- d) Take food and beverage orders from the guest on the order taking pads or on the handheld Point of sale (POS) system.
- e) Obtaining revenues, issuing receipts, accepting payments, returning the change.
- f) Performing basic cleaning tasks as needed or directed by supervisor.
- g) Filling in for absent staff as needed
- h) Punch the order on the POS machine and make sure to enter the special requirements made by the guest while ordering the food. Eg: No Garlic, less spicy etc, Without egg etc.
- i) Communicate to the guest and provide assistance with their queries.
- j) Co - ordinate with the bus person, kitchen staff, bar staff to ensure smooth operation and guest satisfaction.
- k) Serve food and beverage to the guest as per the course of order.
- l) Observes guests and ensure their satisfaction with the food and service.
- m) Promptly respond to guest with any additional request.
- n) Maintaining proper dining experience, delivering items, fulfilling customer needs, offering desserts and drinks, removing courses, replenishing utensils, refilling glasses.
- o) Prepare mixed drinks for service to customers table.
- p) Properly open and pour wine at the tableside.
- q) Adhere to grooming and appearance standards consistently.
- r) Understands and can communicate products and services available.
- s) Must have some familiarity with basic cooking skills.
- t) Assist bus persons with stocking and maintaining the restaurant par stock levels and side station.
- u) Help other areas of the restaurant such as answering telephones and completing financial transactions.
- v) Print closing report and drop the cash with the front office / accounts department.

Prerequisites:

Education: Completed an apprenticeship in the hotel and restaurant field.

Experience: Previous serving experience required.

Other Skills: Excellent oral communication skills, inter personal skills required.
Can handle local language and English.

3.4.8 Job Title : Assistant Steward / Demi Chef de rang / Junior Station Waiter

Reports To : Maître d'hôtel / Maître d'hôtel de carré / Chef de rang

Position Summary : He assists the station waiter in service. This designation is generally found in upscale restaurant with highly personalized level of service.

Duties and Responsibilities:

- a) Realization of the guidelines within the assigned working area
- b) Maintaining cleanliness in all service outlets
- c) Maintaining accurate information flow to superior in case of divergence of the processes
- d) Implementing waste management regulations for environmental protection
- e) Preparing all tables at restaurant sections assigned by the Maître d'hotel or Assistant Maitre d'hotel.
- f) Keeping clean all tables from used china/cutlery/glasses during meal times designated by the Maître d'hotel or Assistant Maitre d'hotel
- g) Assisting superiors wherever needed
- h) Ensuring a fast, efficient and courteous service
- i) Taking orders, serving and responsible for the correct accounting
- j) Refilling the jugs of ice water and table wine at the tables
- k) Replacing all necessary items at the tables
- l) Maintenance of all service areas, pantries and service equipment according to the prescribed rules.

Prerequisites:

Education: Completed an apprenticeship in the hotel and restaurant field.

Experience: Previous serving experience required.

Other Skills: Excellent oral communication skills, inter personal skills required.
Can handle local language and English.

3.4.9 Job Title : Bus Boy / Commis de rang / Waiter

Reports To : Maître d'hôtel / Maître d'hôtel de carré / Chef de rang

Position Summary : A Bus Person is responsible to set and clears restaurant tables, stocks all service stations and assist food servers with table service to ensure total guest satisfaction. Quickly clear dirty table settings and prepare table for resetting. Promptly and consistently reset all service ware as prescribed.

Duties and Responsibilities:

- a) Maintains the cleanliness and sanitation of the dining area, including all tables and chairs.
- b) Restocks the dining room and side stations with tableware, flatware, utensils, condiments and linen.
- c) Always maintain adequate supplies in the side station when the restaurant is open.
- d) Prepare all beverage required for service, including coffee, iced tea and hot water.
- e) Fill up the cruet set and other condiments.
- f) Reset tables with fresh linens and set the table according to the meal period.
- g) Pick up food from kitchen and bring to the side stations.
- h) Assist restaurant servers to serve the guest.
- i) Pour water and refill coffee and tea cups.
- j) During busy periods assist servers by serving food and beverage to guests.
- k) Perform outlet opening duties such as setting tables, chairs, chaffing dish, printing item / dish names for placing in front of the dishes.
- l) Cleaning side stations and stocking and replenishing side station supplies.
- m) Emptying and cleaning food preparation carts.
- n) Cleaning the coffee urn and the bread warmer.
- o) Returning soiled linens to the laundry.
- p) Collecting fresh linens and taking them to the restaurant / room service / banquet room.
- q) Flexibility and adaptability to a changing clientele and environment.
- r) Other duties deemed necessary by Supervisor, Manager and/or Department Director.
- s) Responsible for conducting all responsibilities in a professional and ethical manner.
- t) Responsible for maintaining a consistent, regular attendance record.

Prerequisites:

Education: High school or equivalent required.

Experience: Previous experience in similar job role.

3.4.10 Job Title : Bar Manager / Gérant du bar

Reports To : Food & Beverage Manager

Position Summary : Responsible for the management of all aspects and functions of the bar outlets, in accordance with hotel standards. Directs, implements and maintains bar service within the Hotel, and ensure that customers are served promptly & courteously. Additionally oversee hygiene and safety regulations. Motivate & lead the departments to work as part of the wider hotel team in order to promote a positive image of the Hotel at all times.

Duties and Responsibilities:

- a) Maintain complete knowledge of and comply with all departmental policies/service procedures/standards.
- b) Maintain complete knowledge and strictly abide by state liquor regulations, particularly those prohibiting service to minors, intoxicated persons and drunk driving.
- c) Be familiar with all hotel services/features and local attractions/activities to respond to guest inquiries accurately.
- d) Inspect all aspects of the outlet environment ensuring compliance with standards of cleanliness and order and direct respective personnel to rectify deficiencies immediately.
- e) Inspect quality and amounts of garnishes, ensuring agreement to departmental standards.
- f) Anticipate guest's needs, respond promptly and acknowledge all guests, however busy and whatever time of day.
- g) Resolve guest complaints, ensuring guest satisfaction.
- h) Ensure that transfer slips and spill sheets are filled out and distributed in accordance with departmental standards.
- i) Ensure that each liquor bottle ordered is backed up by an exchange of an empty bottle of same liquor.
- j) Monitor Happy Hour set-up and service, ensuring agreement to Hotel standards.
- k) Responsibility for the creation of cocktail menus and Update menu changes on the Point of sale (POS) terminal.
- l) Development and implementation of new international trends to set exceedingly expected standards within the industry.
- m) Implement and ensure the Company Health, Hygiene & Safety Policy is met at all times.
- n) Monitor and maintain cleanliness, sanitation and organisation of assigned work areas.
- o) Coordinate music tapes and entertainment, ensuring correct volume and appropriateness to clientèle.
- p) Establish par levels for supplies, liquor, beer, wine and equipment. Complete requisitions to replenish shortages or additional items needed for the anticipated business.
- q) Responsibility for all beverage purchases, inventories and stock levels within the operation.
- r) Regularly check storage areas for proper supplies, organisation and cleanliness.
- s) Review sales and beverage costs for previous day; resolve discrepancies with Accounting. Track actual against budget.

- t) Conduct pre-shift meeting with staff and review all information pertinent to the day's business.
- u) Inspect grooming and attire of staff; rectify any deficiencies.
- v) Inspect, plan and ensure that all materials and equipment are in complete readiness for service; rectify deficiencies with respective personnel.
- w) Prepare weekly work schedules in accordance with staffing guidelines and labour forecasts. Adjust schedules throughout the week to meet the business demands.
- x) Ensure that staff report to work as scheduled. Document any late or absent employees.

Prerequisites:

Education: Degree or three years Diploma in hotel Management or equivalent.

Experience: 4-5 Years working experience in the hotel industry and 1-2 years working experience in the same position.

Skills Requirement: Communication skills, Computer knowledge, People Management skill, POS system knowledge.

Others: Pleasing personality.

3.4.11 Job Title : Barman / Bartender

Reports To : Bar Manager

Position Summary : 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.

Duties and Responsibilities:

- a) Interact with customers, take orders for drinks and snacks.
- b) Plan and present bar menu.
- c) Serve snacks and drinks to the customer.
- d) Check identification of the guest to make sure they meet age requirements for purchase of alcohol and tobacco products.
- e) Mix ingredients to prepare cocktails and other drinks.
- f) Service Wine and Beer to guests.
- g) Prepare alcohol or non-alcohol beverages. Mix drinks, cocktails and other bar beverages as ordered and in compliance with hotel standard drink recipes.
- h) Arrange bottles and glasses to make attractive displays.
- i) Assess customers' needs and preferences and make recommendations
- j) Ability to Sell or influence others for up selling and suggestive selling.

- k) Provide recommendations and suggestions to guest for choosing Drinks and Snacks.
- l) Serve customers in a friendly and helpful manner.
- m) Keep the bar counter and work area neat and clean at all times.
- n) Provide guidance to guests on resort activities, dining options and general resort and regional information.
- o) Determine when a customer has had too much alcohol and if required refusing any further serving on a polite way.
- p) Demonstrate a thorough knowledge of food and beverage products, menus and Promotions
- q) Handle and move objects, such as glasses and bottles, using hands and arms.
- r) Maintain a clean working area by sweeping, vacuuming, dusting, cleaning of glass doors and windows, etc. if required.
- s) Maintain liquor inventory and consumption.
- t) Collect payment for drinks served and balance all receipts.
- u) Handle an assigned house bank and follow all cash handling procedures as per hotel standard.
- v) Prepare inventory or purchase requisitions as needed to replenish supplies.
- w) Ensure that the assigned bar area is fully equipped with tools and products needed for Mixing beverages and serving guests.

Prerequisites:

Education: Bachelor degree and/or diploma in hotel or other related field.

Experience: Previous bartending experience required. Experience in handling Point of sale (POS) terminals and Stock & Inventory management.

Others: Must be able to communicate in English. Good personality and Positive interpersonal skills required.

3.4.12 Job Title : Wine Waiter / Sommelier

Reports To : Bar Manager / Bartender

Position Summary : To manage the wine service in restaurant assigned. Using the knowledge of wine, help customers with their selection and help them choose the wines stocked by the restaurant or bar. Should also be an expert in other alcoholic drinks, such as cocktails, aperitifs, beers, liqueurs and brandies, or in bottled waters, soft drinks and even cigars.

Duties and Responsibilities:

- a) Designing a wine list or cocktail menu.
- b) Selecting wines and beverages and pairing them to the food menu.
- c) Making sure other waiting staff understand the wine list.
- d) Advising customers on the best choice of wine for their meal.
- e) Serving drinks at the correct temperature and in the correct manner.

- f) Ordering, controlling and rotating wine stock.
- g) Liaising with sales people and dealing with deliveries.
- h) Assist in managing the bar area.
- i) Assisting with other front-of-house tasks such as operating tills and tidying up.
- j) Lay tables and prepare equipment for use.
- k) Clean glassware and other equipment such as trolleys, decanters, ice buckets, coasters and bottle holders.
- l) Do manual work in the cellar.

Prerequisites:

Education: A diploma of certification in Wine Tasting and Cellar Management.

Experience: Previous bartending experience required. Experience in handling Point of sale (POS) terminals and Stock & Inventory management.

Others: Must be able to communicate in English. Good personality and Positive interpersonal skills required.

3.4.13 Job Title : Room Service Manager

Reports To : Food & Beverage Manager

Position Summary : Assist in the organizing, management and administration and all operational aspects for the In Room dining department. Maintain high quality products and service levels. He/she is expected to market ideas to promote business, reduce employee turnover; maintain revenue and payroll budgets; and meet budgeted productivity while keeping quality consistently high.

Duties and Responsibilities:

- a) Oversee all aspects of the daily operation of the hotel's Room Service operation.
- b) Supervise all Room Service personnel.
- c) Respond to guest complaints in a timely manner.
- d) Work with other F&B managers and keep them informed of F&B issues as they arise.
- e) Organize all documentation for shift work on a daily basis including pre-shift reports, daily training topics, shift floor plan, requisitions for beverage, food and sundries and manage labour on a daily basis through the time management system.
- f) Ensure all staff are meeting all established standards of service through ongoing and recurrent training systems
- g) Monitor and test service skills of staff, retrain and reinforce all standards on food and quality and service details daily. Provide feedback and appraisals as necessary.
- h) Coordinate and monitor all phases of Loss Prevention in the Room Service operation.
- i) Ensure compliance with In Room dining SOP's.
- j) Monitor and supervise the mini-bar department.

- k) Ensure effective communications between each shifts.
- l) Supervise the room service area in order to attract, retain, and motivate the employees.
- m) Ensure optimal level of service, quality, and hospitality are provided to guest.
- n) Regularly review house counts, forecast and VIP list and maintain the confidentiality of the hotel and its guests
- o) Ensure the timeliness and accuracy of the amenity set-up and delivery.
- p) Ensure compliance with all local liquor laws, and health and sanitation regulations.
- q) Monitor and maintain cleanliness of In-Room Dining areas and work areas
- r) Perform any other reasonable duties as required and directed.

Prerequisites:

Education: Bachelors Degree in Hotel Management / Restaurant Management or equivalent.

Experience: Two to Three years experience as Room service supervisor or equivalent combination of education and experience.

3.4.14 Job Title : Room Service Captain

Reports To : Food & Beverage Manager / Room Service Manager

Position Summary : The primary responsibility is to provide friendly and efficient service of food and beverage items to all guests in the room. Also responsible for completing settlement and payment procedures accurately. Additionally He / She is also responsible to supervise and oversee the performance of all room service staffs and trainees. And ensure that all room service duties are completed as per the established room service operational standards.

Duties and Responsibilities:

- a) Have a complete knowledge of all food and beverage menu items available to Room Service.
- b) Maintain thorough knowledge of the hotel and room layouts.
- c) Have a Good knowledge of wine and wine pairings.
- d) Always follow standard telephone etiquette while speaking to guest over phone.
- e) Greet Guests appropriately at their room and provide service upon items ordered.
- f) Coordinate all guest orders in advance in-order to avoid any partial deliveries to guest rooms.
- g) Collect orders from the kitchen, ensure they have been prepared and presented correctly.
- h) Ensure Prompt and efficient delivery of food and beverage to the guest's room.
- i) Ensure that hot food is maintained and delivered hot and all cold items are delivered cold.

- j) Serve drinks efficiently in the proper glass with the proper garnish.
- k) Good knowledge of different type of tray and trolley set-ups.
- l) Aware of all amenities to ensure they are set-up and delivered on time.
- m) Ensure Trays and Carts are removed from the hotel hallways and elevator bays at all times.
- n) Read and retain all pertinent information regarding daily promotions, f&b specials.
- o) May check back with guest to ensure they are enjoying their meal, and determine if they have any other needs.
- p) Inspect, plan and ensure that all materials and equipment are in complete readiness for service.
- q) Check storage areas for proper supplies, organization, and cleanliness.
- r) Complete and raise store requisition for additional supplies needed.
- s) Assist in the scheduling and training of room service staff.
- t) Perform duties of the room service manager in his absence.
- u) Must be able to anticipate guest or operational needs.
- v) Ensure room service equipment's are functioning properly, report any problems to the Room Service Manager.
- w) Maintain high standards of personal appearance and grooming, which includes wearing the proper uniform and name tag at all times.

Prerequisites:

Education: Certification or Apprenticeship course in hotel management.

Experience: Two or more year's experience as Room Service / In Room Dining Captain.

Others: Excellent oral and written communication skills, Able to stand, sit, or walk for an extended period of time, Able to move, lift and carry objects of around 5 – 10 kgs weight.

3.4.15 Job Title : Room Service Order Taker (RSOT)

Reports To : Room Service Manager / Room Service Captain

Position Summary : The Position involves High Guest Contact and Presents the first point of contact to In Room dining for all guests. Takes guest orders via phone, Inputs Food and Beverage orders through Micros, coordinates guest amenities, and organizes guest table pick-ups on completion of meals in a timely manner. Up -sell Food and Beverage by making well Informed and eloquent suggestions.

Duties and Responsibilities:

- a) Accurately take Guest orders by means of Phone, ensure that Guest name, Room number, time of Guest order and Delivery timings are clearly registered.

- b) Follow established phone courtesy standards and actively sell food and beverage using up-selling techniques.
- c) Receive guest restaurant reservations and requests for “Private Dining Room” according to established hotel standards.
- d) Input Guest orders in Micros and issue guest check for each order.
- e) Ensure all special guest requests are very well explained to the kitchen via Micros.
- f) In case of guests with dietary restrictions inform the Manager on duty and the Chef.
- g) Make knowledgeable, informed and articulate recommendations and suggestions regarding all menu items.
- h) Offer information on all menu items, beverage items and help guest with food and wine Pairings, advise guest with approximate time frame for preparation, delivery and answer any other general guest questions.
- i) Monitor guest orders and ensure that all guest orders are delivered within the quoted time.
- j) The Guest order tickets should have both what time the order was taken and the delivery time.
- k) Coordinate guest amenities with Executive office and follow up with front desk and Housekeeping of any room changes, cancelations, do not disturb rooms.
- l) Co-ordinate with housekeeping for pick-up of Guest trays and Tables after completion of guest meals.
- m) Maintain the pick-up log and follow up with service staff for tray pick-ups.
- n) Assist the Room Service staff during peak times and help in coordinating and setting up Room service tables for servers.
- o) Provide general supervision and coordination of Room Service Servers.
- p) Conduct shift end reports and forward them to the accounting department.
- q) Handle Guest request or Guest Complaints and if needed, refer to superiors.

Prerequisites:

Education: Degree, High school or one year Diploma in Hotel Management or equivalent.

Experience: Previous experience in similar Job role.

Skills Requirement: Communication skills, Computer knowledge, People Management skill.

Others: Pleasing personality.

3.4.16 Job Title : Banquet Manager

Reports To : Food & Beverage Manager

Position Summary: The Banquet Manager is responsible for coordinating the delivery of all food and beverage for functions held in the Hotel and all details pertaining to functions being held in all Banquet and Meeting rooms in keeping

with the standards prescribed by management. The position is primarily concerned with front of house activities.

Duties and Responsibilities:

- a) Achievement of budgeted food sales, beverage sales and labour costs.
- b) Achieve maximum profitability and over-all success by controlling costs and quality of service.
- c) Participation and input towards F & B Marketing activities.
- d) Control of Banquet china, cutlery, glassware, linen and equipment.
- e) Completion of function delivery sheets in an accurate and timely fashion.
- f) Help in preparation of forecast and actual budget function sheets.
- g) Completion of forecast and actual budget and Function Summary Sheets.
- h) Completion of weekly schedules. Schedule staff as necessary to ensure adequate and consistent levels of service.
- i) To supervise and co-ordinate daily operation of meeting/banquet set-ups and service.
- j) Maintaining the Hotel Bar control policies and completion of necessary forms.
- k) Following of proper purchasing and requisitioning procedures.
- l) Maintain records for inventory, labour cost, food cost etc.
- m) Follow-up each function by completing a Function Critique and submit to the Sales & Food and Beverage Manager.
- n) Attendance and participation of weekly F & B meeting and Department Head meeting.
- o) To assist in menu planning and pricing.
- p) Development and maintenance of all department control procedures.
- q) Development and maintenance of department manual.
- r) Supervision of weekly schedules. Schedule staff as necessary to ensure adequate and consistent levels of service.
- s) Consistent check of Banquet Food and Beverage quality, Banquet services and Plate presentation.
- t) Ensuring that services meet customer specifications.
- u) Dealing with customer complaints.

Prerequisites:

Education: Degree or three years Diploma in hotel Management or equivalent.

Experience: Previous experience in similar Job role or minimum 4 years experience as Banquet Supervisor. Experience in Hotel management software and Point of sale software.

3.4.17 Job Title : Assistant Banquet Manager
Reports To : Banquet Manager

Position Summary : To supervise all phases of all type of banquet functions, Coordinate activity on a daily basis. Should also oversee banquet event and ensure that all service standards, departmental policies are followed by banquet staffs. Act as a single point of contact with the banquet host during the banquet function.

Duties and Responsibilities:

- a) Oversee catered functions, in house and off site.
- b) Responsible for making the function space visually appealing and presenting the menu offering for the event.
- c) Responsible for the overall sanitation and cleanliness of the work areas, banquet rooms and storage areas.
- d) Responsible for the proper usage and good working order of all equipment, furniture and fixtures in the Banquet and Catering Section in the shift assigned.
- e) Responsible for consistently implementing the service standards and operating procedures in the banquet and Catering service.
- f) Provide excellent customer service and ensure customer needs are met.
- g) Provide unique and creative ideas to enhance meetings & group experience.
- h) Should possess in depth Knowledge of Food and Beverage preparation and presentation.
- i) Supervise events and team members throughout service.
- j) Guide the Banquet servers in set up of tables and place settings.
- k) Be familiar with all current and upcoming event details.
- l) Resolve staff and customer concerns quickly and efficiently.
- m) Co-ordinate with the Kitchen and housekeeping department.
- n) Should be able to work under pressure and also work in long or break shifts.
- o) Scheduling of banquet staff, prepare weekly duty chart to correspond with banquet functions and manage labour for monthly.
- p) Assist the Banquet Manager with scheduling, training and performance management.
- q) Assist and support the Conference Services Manager to provide excellent guest service
- r) Organise Transportation of food and equipment to offsite catering events.
- s) Responsible for monthly inventory, consumption spreadsheet and banquet staff labours.
- t) Responsible for ensuring sufficient operating guest supplies, beverage supplies and operating equipment for functions assigned.
- u) Speak with others using clear and professional language, and answer telephones using appropriate etiquette.

Prerequisites:

Education: Degree or three years Diploma in hotel Management or equivalent.

Experience: Previous experience in similar Job role or minimum 4 years experience as Banquet Captain. Experience in Hotel management software and Point of sale software.

Others: Pleasing Personality.

3.4.18 Job Title : Banquet Captain

Reports To : Banquet Manager / Asst. Banquet Manager

Position Summary : Primarily responsible for the supervision of the banquet staff and coordinates all food and beverage services within the banquet department. Train the banquet team and also oversees the enforcement of hotel standards on setting up the banquet hall, up keeping, service, break away, event courses, cleaning, staff grooming and hygiene. He / She should maintain and develop the highest level of guest relations. Manage all guest requests, complaints and queries and ensure that all aspects are communicated to the respective departments (Sales, Kitchen, F&B manager (HOD) etc.)

Duties and Responsibilities:

- a) Meet and greet guests in a friendly and warm manner.
- b) Coordinates with the event host on all aspects of the banquet function.
- c) Performs planning and organizing functions for the banqueting department like maintaining the banquet logbook, maintaining and updating function sheets etc.
- d) Checks banquet rooms, service, and kitchen areas for cleanliness, proper set up, and make sure sufficient supplies and equipment are available for the function.
- e) Oversee all aspects of assigned banquet function activities, ensuring that food counters are properly set and ready for execution at the appointed time.
- f) Ability to respond quickly and accurately to guest requests.
- g) Ability to obtain any government required licenses or certification for example liquor licenses etc.
- h) Display good customer relation skills and take initiative to greet guests in a friendly manner.
- i) Adhering to all banquet standard process and also hotel standard policies and procedures.
- j) Plan the event course and orchestrates its completion in a timely, quiet and courteous manner.
- k) Observe guests to fulfill any additional requests, to perceive when next course should begin, or when meal is completed.
- l) Supervises and trains staff in the set up and break down of assigned banquet rooms according to contract and managers instructions.

- m) Supervises and trains staff in the service of food and beverages according to standards.
- n) Discuss any last minute changes with the banquet team.
- o) Ensure all guest requirements are set and ready 30 minutes before event start time.
- p) Coordinates function details with banquet, conference planning, and kitchen staff.
- q) Monitor banquet personnel in the performance of their duties.
- r) Assist in conducting pre-shift and pre-function meetings.
- s) Actively participates in set up of banquet rooms and service of food and beverage to guests.
- t) Communicates frequently with fellow supervisors and banquet managers as to the progress of the days work.
- u) Communicates frequently with function hosts in order to ensure that their needs are being met.
- v) Ensures all guest checks are billed and signed by the host according to planned arrangements.

Prerequisites:

Education: Degree or three years Diploma in hotel Management or equivalent.

Experience: Previous experience in similar Job role. Experience in Hotel management software and Point of sale software.

Others: Pleasing Personality.

3.4.19 Job Title : Banquet Sales Coordinator / Catering Coordinator

Reports To : F&B Manager / Banquet Manager

Position Summary : Responsible to meet, make introduction and ensure that all arrangement and requirements are gathered with the function host prior to function. Read and analyse Banquet event order (BEO) / Banquet Function Plan (FP) in order to gather guests requirements, determine proper set up, buffet, audio visuals, time line and also give attention to any special guest needs.

Duties and Responsibilities:

- a) Establish and improve the reputation of the hotel by offering a very personalized style of service as per the hotels standard operating procedures.
- b) Timely attend all the telephone calls using clear and professional language, and answer telephones using appropriate telephone etiquette.
- c) Assist with typing of the Banquet and Sales correspondence, i.e. answering mail, confirming banquet arrangements, menus, BEO, FP, memos etc.
- d) Promptly respond to all inquiries.
- e) Compose, publish and distribute Banquet event order (BEO) / Banquet Function Plan (FP) to all department heads and personnel who are involved in servicing banquets function.

- f) Work with management and other heads of departments at all times and assist in carrying out special requirements and duties necessary in adding to the guests general comfort and well being.
- g) Distribute promptly to all departments about notice of any change in the Banquet event order (BEO) / Banquet Function Plan (FP).
- h) Prepare signage and menu items for all banquet events function.
- i) Study requirements of all booked banquets and functions to familiarize and ascertain the possibility of selling additional facilities, to produce extra revenue.
- j) Sending Banquet event proposals to the guests and being in timely contact with them.
- k) Call customers to remind before for cut-off dates.
- l) Develop and maintain positive working relationships with others, and support team to reach common goals.
- m) Ensure prompt responses for all enquiries through telephone, fax and emails.
- n) Ensure that all the administrative documents are prepared for the hotel sales team.
- o) Act as a liaison between all related hotel departments and host of the function.
- p) Ensure orders and requisitions for the Catering and Banquet departments are completed.
- q) Responsible to attend periodic sales meetings and circulate minutes of the meetings and regular follow up's.
- r) Respond and act upon any special requirement which function host had requested.
- s) Maintaining the entire sales correspondence data base.
- t) Maintain departmental reports and procedures.
- u) Maintain all client information and folders.
- v) Coordinate with Banquet operations on a timely basis to ensure complete customer satisfaction.
- w) Updating DSR (Daily sales Report) and revenue projection on a daily bases.

Prerequisites:

Education: Degree, High school or one year Diploma in Hotel Management or equivalent.

Experience: Previous experience in similar Job role.

Skills Requirement: Communication skills, Computer knowledge, People Management skill.

Others: Pleasing personality.

3.4.20 Job Title : Banquet Waiter

Reports To : Banquet Captain / Banquet Manager

Position Summary : The Banquet Server performs all tasks associated with setting up, serving, and breaking down of function rooms where banquet food

service activities are performed. He / She is responsible for the prompt, courteous, smooth and efficient service of food and beverage to guests during banquet and outdoor functions. Additionally work as a team to follow through with the proper and timely set-up and execution of banquet events.

Duties and Responsibilities:

- a) Review and understand Banquet Event Orders (BEO's) or Event Plan at the beginning of each shift to ensure banquet rooms are set as per the customer request.
- b) Read and execute specifications listed on the Banquet Event Orders.
- c) Attend all pre-shift meetings to ensure events flow smoothly.
- d) Be in communication with the Banquet Captain regarding any special needs.
- e) Assist in ensuring that each events are on time as per the banquet event course.
- f) Prepare coffee breaks, carts, and stations with appropriate food and beverages as stated in Banquet Event Order.
- g) Make required adjustments as needed and relay that information to the appropriate personnel.
- h) Maintaining proper dining experience, delivering items, fulfilling customer needs, removing courses, replenishing utensils, refilling glasses.
- i) Greet all guests and owners warmly with an appropriate greeting.
- j) Have a good understanding and able to communicate products and service related query to guests when asked.
- k) Deliver and serve welcome drinks, food, meals, condiments and accompaniments etc.
- l) Delivering Alcoholic and Non alcoholic drinks for service to your customers table.
- m) Properly open and pour wine at the table side.
- n) Good knowledge of the rules of Banquet Beverage Control and service.
- o) Take beverage orders and collect payments where specified.
- p) Prepare tables, action stations, buffets, service carts, dessert table/carts and cordial carts.
- q) Replenish buffet items to ensure consistency and freshness in presentation.
- r) Remove china, glassware, silverware, etc. from tables at the conclusion of the meal period and deliver to the stewarding area.
- s) Ensure guest satisfaction throughout the meal service.
- t) Respond to guest requests in a friendly, timely, and efficient manner.
- u) Respond to and try to full fill any special banquet event arrangements.
- v) Ensure each courses are cleared and tables are properly crumbed.

Prerequisites:

Education: Certification or Apprenticeship course in hotel management.

Experience: Two or more year's experience as Room Service / In Room Dining Captain.

Others: Excellent oral and written communication skills, Able to stand, sit, or walk for an extended period of time, Able to move, lift and carry objects of around 5 – 10 kgs weight.

CHECK YOUR PROGRESS -II

Q.1 Write duties and responsibilities of Restaurant Manager?

Q.2. Write duties and responsibilities of F&B Manager?

Q.3 Write duties and responsibilities of Banquet Manager?

3.5 COORDINATION OF FOOD & BEV. SERVICE AND OTHER DEPARTMENTS

The Food and beverage service department 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 favorably 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.

3.6 ATTRIBUTES OF FOOD AND BEVERAGE SERVICE PERSONNEL

- 1) **Personal Hygiene and Grooming:** A high standard of personal hygiene and grooming is expected from all food & beverage personnel. The points to be considered in maintaining the grooming and hygiene standards are mentioned in detail at point 3.7
- 2) **Attitude to work:** Anticipate the guests needs and wishes. A respectful manner towards guest and senior staff members is necessary. All guests should be treated as VIP's, regardless of who or what they are, and everyone should be given the same respect. A waiter's conduct should be of the highest degree at all times, particularly in front of the guest. The customer is always right – even when he is wrong. NEVER argue with the guest. If the problem cannot be handled call a senior member of the staff. Service staff must develop a sense an urgency especially at the time when the establishments is very busy in order to make maximum business and profit. Assist fellow workers wherever possible without interfering. Never say no to the guest. Help where you can – it is to everyone's advantage in the long run.
- 3) **Assuming responsibility:** As one grows in sensibility one's responsibility increases. One must do ones job regardless of the presence of the supervisor. Responsibility

grows as one's skill increases. Taking the job seriously, no matter how menial, will be recognized by those in higher positions.

- 4) **Memory and Anticipation:** It is important to remember as much as one can about his customer's because what a customer wants is a sensitive awareness. They like persons who know just when something is required without hovering near the guest all the time. He answers before you call. If a waiter studies his customer's preference, even their favorites, he will find that they will be delighted when they realize that their wishes are known and anticipated.
- 5) **Courtesy:** It is the hallmark of a good waiter to go out of his way to be considerate to ill-tempered persons. The manners should not only be a part of the technique of the restaurant but inherited in the nature. The waiter should be friendly without being familiar.
- 6) **Technical Skills:** In addition to the social skill one must also develop technical skills. One should be hungry for knowledge and eager to learn service skills. The staff must have knowledge of food and beverage items and preparations so as to assist the guest and suggest right dishes or beverages to him. The waiting staff should also know how to serve a dish in a correct manner with right accompaniments, cover and garnish of the dish. Choosing right cutlery, crockery, glassware and other tableware is another area of concern.
- 7) **Handwriting:** It is a must to have legible handwriting because you will be required to write KOT's (Kitchen Order Ticket) which will be read by the kitchen and billing staff.
- 8) **Punctuality:** Staff must report to work on time. Punctuality reflects the interest the staff has towards the work which will also get reflected in the service.
- 9) **Local Knowledge:** The staff should also have some knowledge of the local area so that if required, they should be able to suggest the guests on other entertainment facilities in the area, modes of transport available, etc.
- 10) **Personality:** Good temperament, tactfulness, good sense of humour and courtesy are the basic qualities expected from a food and beverage personnel. A good body language and a pleasing personality act as a plus factor while dealing with the guests.

- 11) **Sales and Marketing Skills:** Handling customers is an art. A food and beverage personnel is expected to be able to handle a customer brilliantly using his sales and marketing skills.
- 12) **Honesty:** A trust, respect, relationships, good team spirit and honesty are the best assets of a food and beverage personnel which will be reflected in a more efficient work and higher self satisfaction.
- 13) **Conduct & Loyalty:** It is always expected from a staff to conduct himself in a dignified manner always, especially in front of the guest. The conduct rules should always be followed. Loyalty towards the workplace and its team is of utmost importance.
- 14) **Complaint Handling:** Any staff involved in food and beverage service establishments should be a good problem solver and with the help of his other personality traits, he should be able to solve the complaints on his own. In case, he is not able to satisfy the guest, then the seniors must be called in to handle the situation immediately and impeccably.
- 15) **Team Member:** Last but not the least, the staff should be a good team member with a positive approach and should handle the workload and pressure equally.

3.7 PERSONAL HYGIENE & GROOMING STANDARDS

- 1) Staff should be clean and should use deodorants (but not strong smelling ones).
- 2) After shave and perfumes should not be too strong (as this may have a detrimental effect on the customer's palate)
- 3) Sufficient sleep, an adequate and healthy intake of food and regular exercise is essential for food health and the ability to cope with the pressures and stress of work.
- 4) Particular attention should be paid to the hands. They must always be clean, free of nicotine stains and with clean, well- trimmed nails.
- 5) Men should normally be clean-shaven or with neatly trimmed moustache or beard.
- 6) Women should only wear light make-up. If nail varnish is worn then it should be clear.
- 7) Earrings should not be worn with the possible exception of studs.
- 8) Uniform should be clean, starched and neatly pressed. All buttons must be present.
- 9) Hair must be clean and well groomed. Long hair must be tied up to avoid hairs falling into food and drinks and to avoid repeated handling of the hair.
- 10) Shoes must be comfortable and clean and of a plain, neat design. Fashion is not as important here as safety and foot comfort.

- 11) Teeth should be brushed immediately before coming on duty.
- 12) Cuts and burns should be covered with waterproof dressings.
- 13) Any colds or other possible infections should be reported immediately.
- 14) Hands should be washed immediately after using the toilet, smoking or dealing with refuse. Hot water and soap must be used.
- 15) Staff should try to avoid certain acts such as running their fingers through their hair, chewing gum or scratching their face.
- 16) Excessive jewellery should not be worn. The establishment policy should be followed.

3.8 BASIC ETIQUETTE FOR FOOD AND BEVERAGE SERVICE PERSONNEL

Food and beverage industry is one of the most sophisticated industries of the world economy. As the guest pays huge amounts in settling the bills of the food and beverage consumed, it is expected out of the staff that they will behave in a proper and decent manner and will follow the following etiquette in the place of service:

- 1) Attend the guest as soon as they enter the restaurant.
- 2) Assist guest to remove warm, heavy coats in the winter and help put them on when they leave.
- 3) Wish guest the time of the day and welcome them to the restaurant.
- 4) Preferably address them by their name which requires remembering them.
- 5) Be polite to guests.
- 6) Help to seat ladies elderly first, followed by ladies and children, then other guests and host in the last.
- 7) Provide extra cushions or special chairs for children.
- 8) When speaking to guest, do not interrupt him if he is speaking to another guest.
- 9) Do not overhear conversation.
- 10) Avoid mannerisms such as touching hair, picking nose, etc.
- 11) Stand erect all the times. A gentle bow at the time of service is permissible.
- 12) Be attentive to guest calls.
- 13) Speak softly.
- 14) Avoid arguing with service staff or guest in the restaurant.
- 15) Avoid soliciting for tips.
- 16) Remove tips only after the guest has left.
- 17) Enter and Leave the restaurant through the service door only.
- 18) Carry pen or pencils in the pocket and not behind the ears or clipped in the front of the jacket.
- 19) Desist from chewing gum or beetle nut.
- 20) Present the bill/check to the host discreetly in order to avoid embarrassing him.

CHECK YOUR PROGRESS -III

Q.1 What are the basic etiquette for food and beverage service personnel?

Q.2. What should be the personal hygiene & grooming standards for F&B Professional?

Q.3 List the attributes of food and beverage service personnel.

3.9 SUMMARY

Food and beverage industry is a highly complexed and skilled industry which requires a great sense of responsibility and belongingness. The situations are always changing because of the guest flow into the outlets but the standards and qualities have to be maintained by all those who are involved into the operations. To meet out this challenging task, all the hotels have their set of organizational structure which highly depends upon the quality of service, level of service, technology in use service procedures, skills of the staff and so on. The organizational structure also depends upon the type of organization where the food and beverages are being served. To achieve the highest goal of customer satisfaction, all the organizations need to tell their staff about their exact role to be played by them. The staff has to be technically fit and knowledgeable enough to handle the arising situations. If not able to, then the problem should be escalated to the next level to achieve the goal. Along with these mentioned reasons, food and beverage staff has to have certain attributes and etiquette so as to discharge the duties and responsibilities with the utmost satisfaction of the employee himself and employer.

3.10 GLOSSARY

- **Banquet:** Formal meal followed by speeches.
- **BEO:** Banquet Event Order
- **BOT:** Bar Order Ticket
- **Cellar:** Underground room for storing alcoholic drinks, especially wines.
- **Indent:** Requisition for material required from stores.
- **KOT:** Kitchen Order Ticket
- **Lounge:** Public room for relaxing, generally situated near the reception area.
- **Ménage:** Procedure of preparing the restaurant to host guests, in a manner that is impeccable and enhances the guest experience.
- **Mise en place:** Means to put in place, equipment or pre-prepared food, in anticipation to serve.
-

- **Mise en scène:** Means to put the scene or ambience of the restaurant in order.
- **RSOT:** Room Service Order Taker

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3.13 TERMINAL QUESTIONS

- 1) Draw the organizational chart of a large hotel.
- 2) Write the duties and responsibilities of F & B Manager.
- 3) Write down the attributes of F & B personnel.
- 4) Write down the grooming and hygiene standards for F & B staff.
- 5) Write the duties and responsibilities of a Sommelier.
- 6) Explain inter departmental relationship of F & B service with other departments.

UNIT 4:

FOOD & BEVERAGE SERVICE METHODS

Structure

- 4.1 Introduction
- 4.2 Objectives
- 4.3 Types of Food & Beverage Service
- 4.4 Table Service & Its Types
 - 4.4.1 English Service / Silver Service
 - 4.4.2 French Service / Butler Service
 - 4.4.3 American Service / Plate Service
 - 4.4.4 Russian Service
 - 4.4.5 Family Service
- 4.5 Taking Bookings for Table Service
 - 4.5.1 Procedure for Taking Booking over Telephone
 - 4.5.2 Phraseology for Taking Booking over Telephone
- 4.6 Preparation for Service
 - 4.6.1 Mise En Scène (Restaurant Setting)
 - 4.6.2 Mise En Place
 - 4.6.2.1 Table Setting
 - 4.6.2.2 Check Equipment for Service
 - 4.6.2.3 Procedures for Polishing Tableware
- 4.7 Sequence of Service
 - 4.7.1 Various Procedures Involved During Service
 - 4.7.1.1 Writing a Kitchen Order Ticket (KOT)
 - 4.7.1.2 Preparing & Serving Bottled Water
 - 4.7.1.3 Preparing & Serving Water from Jug
 - 4.7.1.4 Serving Tea
 - 4.7.1.5 Serving Coffee
 - 4.7.1.6 Opening a Napkin for Guest
 - 4.7.1.7 Prepare & Offer Cold / Hot Towels
 - 4.7.1.8 Adjusting Covers
 - 4.7.1.9 Stack and Carry a Tray
 - 4.7.1.10 Carrying Two Plates in a Hand
 - 4.7.1.11 Silver Service of A Dish
 - 4.7.1.12 Carrying a Salver
 - 4.7.1.13 Cleaning Spillages on a Guest Table
 - 4.7.1.14 If the Spillage is on the Guest

- 4.7.1.15 Changing Table Cloth during Service
- 4.7.1.16 Folding a Used Napkin
- 4.7.1.17 Clearing Glasses
- 4.7.1.18 Clearing Soiled Plates
- 4.7.1.19 Serving Non Alcoholic Beverages
- 4.7.1.20 Serving Spirit with Mixer
- 4.7.1.21 Serving Spirit without Mixer
- 4.7.1.22 Serving Beer
- 4.7.1.23 Serving Red Wine
- 4.7.1.24 Serving White Wine
- 4.7.1.25 Serving Sparkling Wine
- 4.7.1.26 Serving & Lighting Cigarette
- 4.7.1.27 Serving Cigar
- 4.7.1.28 Serving Liqueur
- 4.8 Self Service & Assisted Service
 - 4.8.1 Buffet Service
 - 4.8.2 Types of Buffet Service
 - 4.8.3 Buffet Service Styles
 - 4.8.4 Buffet Serving Equipment
 - 4.8.5 Buffet Setup
 - 4.8.5.1 Buffet Layout
 - 4.8.5.2 Sit- Down Table Setup
- 4.9 Cafeteria
 - 4.9.1 Layout of Cafeteria
 - 4.9.2 Pre-Preparation
 - 4.9.3 Sequence of Service
- 4.10 Summary
- 4.11 Glossary
- 4.12 Reference / Bibliography
- 4.13 Suggested Readings
- 4.14 Terminal Questions

4.1 INTRODUCTION

Food service is that part of the food flow when it is presented and delivered or served to the guest after the completion of food production. In some situations, the food might have to be transported to a separate service area from the production area whereas in some cases, the food production areas are attached to the service areas. Just as cooking is an art, serving food and beverage to the customers is also an art and is a very important and skilled activity which requires organized managerial inputs and the server

differentiates the level of service. Food and beverages are served in many ways. But, there are some which are called as the basic food serving methods or techniques including Waiter Service e.g. Table Service, etc. and Self Service e.g. Buffet Service, etc., amongst others.

4.2 OBJECTIVES

After reading this chapter, you will be able to:

- f) Differentiate between various forms of Table Service
- g) Take the bookings and prepare for service (Table Service).
- h) Take Orders, Serve Food & Beverage and Clear the tables.
- i) Demonstrate service methods involved in Self Service.
- j) Prepare for service (Self Service).
- k) Plan sequence of service.
- l) Clearing during and after the service.

4.3 TYPES OF FOOD & BEVERAGE SERVICE

The food and beverage services can broadly be divided into five different types of services which are largely dependent upon the factors like how the food is served, how is it served, what type of service is offered to the guest, where the food will be consumed and how the clearance for the served food will be done? Various types of food & beverage services are as follows:

Method of Service	How orders are taken / given	Type of Service	Dining/ consumption	Clearance
Table service	From menu	By staff to customer	A laid cover	By staff
Assisted service	From menu, buffet or passed trays	Combination of both (staff and customer)	Usually at laid cover	By staff
Self-service	Customer selects items onto a tray	Customer Carries himself	Dining area or take away	By staff
Single point service	Orders at single point	Customer Carries himself	Dining area or take away	Various
Specialized or in situ service	From menu or predetermined	Brought by staff to customer	Served where the customer is located	By staff or customer himself

Table 4.1 – Types of Food & Beverage Service

4.4 TABLE SERVICE & ITS TYPES

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:

4.4.1 ENGLISH SERVICE / SILVER SERVICE

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.

4.4.2 FRENCH SERVICE / BUTLER SERVICE

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 held by the waiter (butler) or can be placed directly on the table. It requires highly skilled staff and is found in luxury dining establishments. The food is always presented on the platter first and then the food is served to the guest from the left side of the guest.

4.4.3 AMERICAN SERVICE / PLATE SERVICE

This type of service is found in a wide variety of catering establishments and is probably the most common style of food service. Food is pre-plated in the kitchen and served to customers, sometimes under cloche/plate covers which are removed in front of the guests. The advantages of this type of service include the maintenance of food presentation and portions, and the possibility of a faster turnover of customers. The food is always served from the right side of the customer. Dishes are prepared and decorated in the kitchen and then served directly.

4.4.4 RUSSIAN SERVICE

It is a manner of dining that involves courses being brought to the table sequentially. The table is laid with food and the customers help themselves. The food is prepared and

portioned in the kitchen and placed on to silver salvers which are then brought into the restaurant. Food is served from the platter to the plate.

4.4.5 FAMILY SERVICE

It is a service where a butler is involved in helping the guest to conduct the service smoothly. The bowls and the platters are brought on trolleys or trays kept before the host to portion out and carve the items and holding the plate for him to place the food and serve as directed. The first portion is offered to the Head Lady of the family followed by other members. The butler takes the trolley around for second helpings. Clearing is done side by side. It is a very informal and private kind of service which normally does not exceed 15 – 20 people. It is customary for the host to show his closeness and favorites through his portions offered.

CHECK YOUR PROGRESS -I

Q.1 What do you mean by self service?

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

Q.3 What do you mean by French Service?

4.5 TAKING BOOKINGS FOR TABLE SERVICE

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.

4.5.1 PROCEDURE FOR TAKING BOOKING OVER TELEPHONE

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.

4.5.2 PHRASEOLOGY FOR TAKING BOOKING OVER TELEPHONE

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> RESERVATION REGISTER 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.							
9.							
10.							
11.							
12.							
13.							
14.							
15.							
16.							
17.							
* Table Nos. 11, 12, 14, 15, 16, 17, 18, 19, 20,							
# Strike the table number for which reservation is taken							

Figure 4.1 – Format of Reservation Register

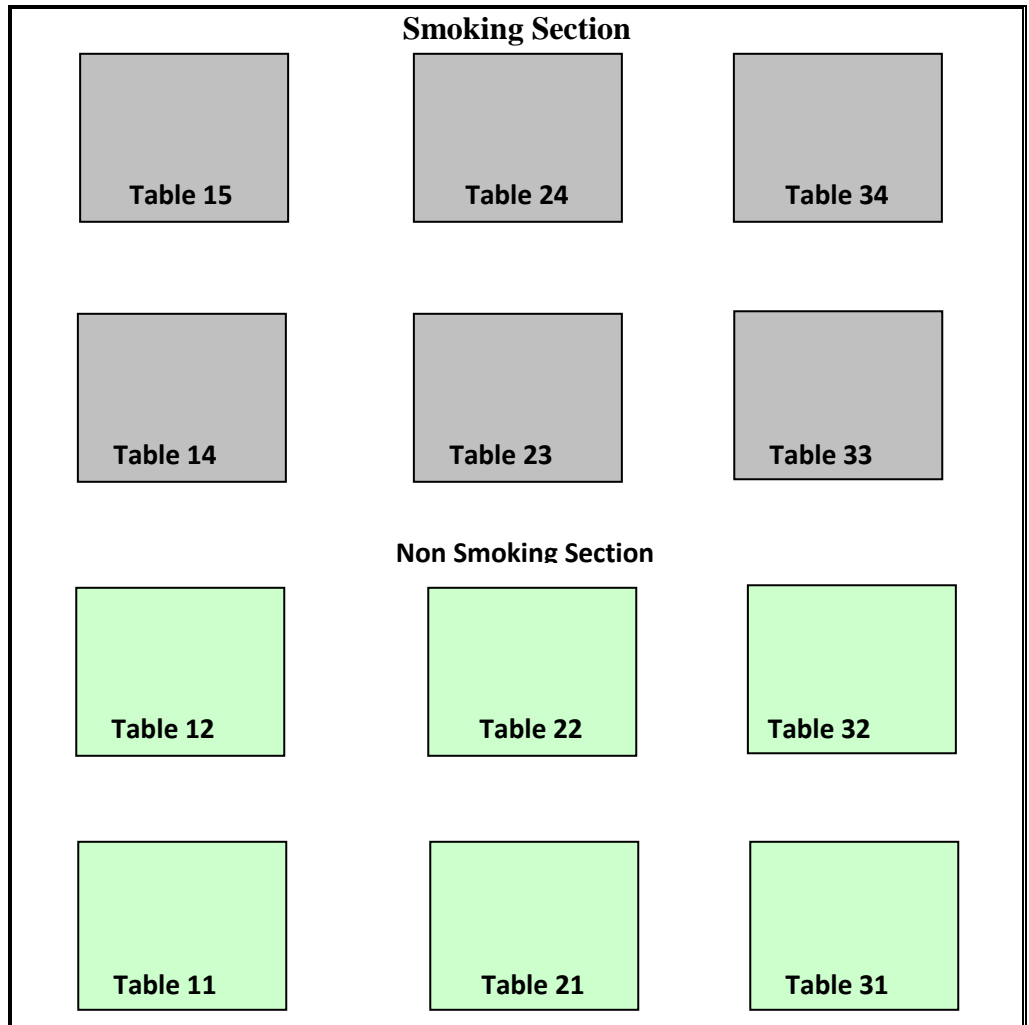


Figure 4.2 – Table Layout of the Restaurant

CHECK YOUR PROGRESS -II

Q.1 What is the procedure of taking table booking?

Q.2. Draw the format of table reservation register.

Q.3 Draw the table layout of a restaurant.

4.6 PREPARATION FOR SERVICE

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.

4.6.1 MISE EN SCÈNE (RESTAURANT SETTING)

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

Engineering and Maintenance Checklist			
S. No.	Description	Completed	Remarks
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"/>	

Figure 4.3 – Engineering & Maintenance Checklist

Housekeeping Checklist			
S. No.	Description	Completed	Remarks
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 smudges?	<input type="checkbox"/>	
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"/>	

Figure 4.4 – Housekeeping Checklist

Bar Stacking List				
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	

Figure 4.5 – 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

Figure 4.6 – Side Station Set up List

4.6.2 MISE EN PLACE

It is discussed as under:

- Table setting

- Equipments for service

4.6.2.1 TABLE SETTING

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.

4.6.2.2 CHECK EQUIPMENT FOR SERVICE

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.

4.6.2.3 PROCEDURES FOR POLISHING TABLEWARE

Polishing Cutlery
<ul style="list-style-type: none"> ➤ 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.

Figure 4.7 – Procedure to Polish Cutlery

Polishing Hollowware
<ul style="list-style-type: none"> ➤ 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.

Figure 4.8 – Procedure to polish Hollowware

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.

Figure 4.9 – Procedure to polish Chinaware

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.

Figure 4.10 – Procedure to polish Glassware

4.7 SEQUENCE OF SERVICE

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 in case of an expected delay
 - When guests leave 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.

4.7.1 VARIOUS PROCEDURES INVOLVED DURING SERVICE

4.7.1.1 WRITING A KITCHEN ORDER TICKET (KOT)

Procedure for writing a KOT
<ul style="list-style-type: none"> ➤ 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.

Figure 4.11 – Writing a KOT

<Restaurant Name>			
Kitchen Order Ticket			
No.			
Date:		Time of Order:	
Server Name:		Table No. :	
		No. of Covers:	
Quantity	Description	Cover No.	Remarks
Signature of Order Taker			

Figure 4.12 – Sample KOT

A KOT generally has all these things on it:

Item	Why write it down?
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.
	We know who ordered the food and who to

3. The table number	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.

4.7.1.2 PREPARING & SERVING BOTTLED WATER

Procedure for preparing and serving bottled water
<ul style="list-style-type: none"> ➤ 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.

4.7.1.3 PREPARING & SERVING WATER FROM JUG

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.

4.7.1.4 SERVING TEA

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.

- 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.

4.7.1.8 ADJUSTING COVERS

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

4.7.1.9 STACK AND CARRY A TRAY

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.

4.7.1.10 CARRYING TWO PLATES IN A HAND

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.

4.7.1.11 SILVER SERVICE OF A DISH

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.

4.7.1.12 CARRYING A SALVER

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.

4.7.1.13 CLEANING SPILLAGES ON A GUEST TABLE

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.

4.7.1.14 IF THE SPILLAGE IS ON THE GUEST

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.

4.7.1.15 CHANGING TABLE CLOTH DURING SERVICE

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.

4.7.1.16 FOLDING A USED NAPKIN**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.

4.7.1.17 CLEARING GLASSES**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.

4.7.1.18 CLEARING SOILED PLATES**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.

4.7.1.19 SERVING NON ALCOHOLIC BEVERAGES

Procedure for serving Non Alcoholic Beverage

- Approach the pick up 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.

4.7.1.20 SERVING SPIRIT WITH MIXER

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.

4.7.1.21 SERVING SPIRIT WITHOUT MIXER

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.

4.7.1.22 SERVING BEER**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.

4.7.1.23 SERVING RED WINE**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 3/4th 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.

4.7.1.24 SERVING WHITE WINE**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.

4.7.1.25 SERVING SPARKLING WINE**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.

4.7.1.26 SERVING & LIGHTING CIGARETTE

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 ashtray 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.

4.7.1.27 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.

4.7.1.28 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.

4.8 SELF SERVICE & ASSISTED SERVICE

In self service, the customer is required to help him or herself from a buffet or counter. This type of service can be found in cafeterias and canteens whereas the main form of assisted service is carvery operations where the customer is served part of the meal at a table and are required to obtain part through self-service from some form of display or buffet. This type of service is often used for meals such as breakfast in hotels. It may also be used for functions.

Assisted (Combination of table service and self – service)		
1. Assisted	a) Carvery	Some parts of the meal are served to seated customers: other parts are collected by the customers from a buffet, Also used for Breakfast service and for banqueting
	b) Buffets	Customers select food and drink from displays or passed trays; consumption is either at tables, standing or in lounge area
Self service (Self – service of customers)		
2. Cafeteria	a) Counter	Customers queue in line formation past a service counter and choose their menu requirements in stages before loading them onto a tray (may include a ‘carousel’ - a revolving stocked counter, saving space)
	b) Free-flow	Selection as in counter (above) out in food service area where customers move at will to random service points: customers usually exit area via a till point
	c) Echelon	Series of counters at angles to the customer flow within a free-flow area, thus saving space
	d) Supermarket	Island service points within a free-flow area

4.8.1 BUFFET SERVICE

Buffet is a type of meal wherein the guests takes the food and serves themselves without the help of any waiter. It can also be defined as a meal in which the food is typically laid out on the tables and the guests themselves pick up the dinner plates placed beside and then pick up the food as per the quantity required. The food preparations are attractively arranged on the table and classified according to the proper course right from the appetizers to the desserts.

4.8.2 TYPES OF BUFFET SERVICE

Buffet service can broadly be classified into following categories:

- a) **Sit Down Buffet / Formal Buffet** – In this type of buffet, tables and chair laid out with covers are provided and the first course and coffee are provided to the

customer on the table. The guests help themselves for the main course and desserts.

- b) **Fork Buffet** – This type of the buffet is the one in which the guest is offered a meal which can be easily eaten with fork while standing and holding a plate and drink. The chairs are sometimes available for few guests. This type of buffet is generally organized for events like marriages; parties etc. and are supposed to be informal dining events.
- c) **Display Buffet** – These buffets present one particular type of item which may be the signature item / dessert / wine, etc of the house. The primary reason to organizes such types of buffet is to promote a particular item therefore, generally, it is displayed in the lobby area or at the entrance of the restaurant. Display buffet at times may be clubbed with theme and ethnic buffets for value addition purpose.
- d) **Cold Buffet** - Cold buffet is appropriate to serve a big number of guests when there is no time to serve lunch or dinner. Cold buffet consists of several cold appetizers, meat and fish dishes with vegetables, more types of cheese, salads, fruit and desserts. It may consist of anything which is not a heated food.
- e) **Finger Buffet** – The finger buffet is the one in which bite size foods are offered without any cutlery. The guests are provided fancy cocktail sticks to pick the food which they can place in the paper napkin. The main objective of this type of service is to allow conversation, mingling and provide informal relaxed atmosphere.
- f) **Brunch Buffet** – The brunch buffet comprises standard breakfast and lunch dishes. There is an array of hot and cold dishes of breakfast and lunch. It is generally laid out in the restaurants on Sundays or holidays so as to attract more number of guests.

4.8.3 *BUFFET SERVICE STYLES*

The foods are attractively arranged on the table and classified according to the proper sequence required for a good set up. Usually, this arrangement ranges from the appetizers to the desserts which are final serving. The buffet table also contains dinner plates and saucers which are placed strategically to enable the guests to pick them up quickly then proceed to serve themselves foods at their choice.

There are many varied ways of presenting the selection of foods for the buffet; there is limited pass buffet or ‘single pass meal’ where diners dietary intake is moderated to each person and is mostly common in boarding schools, military bases, cruise ships, and prisons. Then there are other presentation methods which allow the diners first to take small portions of unfamiliar foods for sampling then return for additional shares until they are satisfied. Some of these variations of presentation include:-

- The first is having several plates on a table containing equal portions of food which the diners pick as they pass.
- A second method is whereby the diners are seated then they get to choose their preferred meals from wheeled carts that are being circulated in the dining room or restaurant by servers.
- Another method is whereby the diners can serve themselves as much as they want; this is also called “all-you-can-eat” buffet for one single meal. In many restaurants, this form is paid on a fixed fee.
- The Mongolian barbecue buffet permits the diners to choose thinly sliced foods then present to the restaurant chef to prepare the food as they wait.
- The supermarkets, delicatessens, and malls utilize the salad bar style in which the customers pick whatever they want then are billed regarding the weight of the foods.
- Lastly are the open buffets which are common in ceremonies and celebrations and usually no cost is involved to the diners as they carry their plates and move along the buffet line as they help themselves to the food.

4.8.4 BUFFET SERVING EQUIPMENT

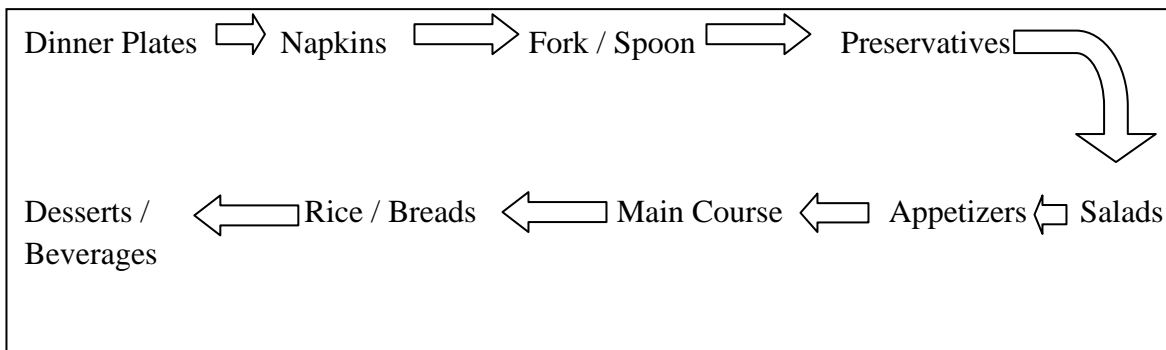
Following are the main equipments which are frequently used in combination of one another and their use is entirely dependent upon the menu on offer:

Au gratin Dish	Bain Marie	Buffet Bread Box
Casserole	Chafing Dish	Condiment Holder
Coupe Platter	Crêpe Suzette Pan	Cutting Board
Display Bowl	Fettucine Pan	Gratin Platter
Griddle	Grill Station	Ice cream Carrier
Oyster Plate	Pasta Station	Petite Marmite
Plate Warmer	Portable Heat Lamp	Rechaude
Sauce Pan	Sauce Pan	Seafood Platter
Serving Platter	Snail Plate	Soup Bowls
Soup Tureen	Zabalone Pan	Cake Stands
Table Skirting & Clips	Deli Dishes	

4.8.5 BUFFET SETUP

4.8.5.1 BUFFET LAYOUT

The start of the buffet table should be with dinner plates. The plates should normally be stacked in the multiples of tens. The serving temperature of all dishes must be taken into consideration. The first stop of the guest should be at cold preparations followed by the hotter ones. The hot main course shall be placed on the table whereas in case of cold, it should be served on the table. The end point of the buffet line should be the desserts and beverages. The napkins and the flatware should either be placed in the beginning along with the plates or it can also be placed in the last.



4.8.5.2 SIT DOWN TABLE SETUP

The dining table layout should follow the principle of ‘Outside – In’ meaning the flatware to be used first should be placed in the last i.e. the outermost part of the cover. As we start removing the soiled crockery / cutlery from the table(course wise), the last cover should have the cutlery required for the last course.

- Forks should be placed on the left of the cover.
- Dinner plate should be placed on the table while serving the main course, about an inch from the edge.
- Salad plate is placed about two inches from the edge in the farthest left corner of the cover, after the forks.
- Spoons and knives are kept on the right of the plate, first knives followed by the spoons.
- Bread Plate is placed above the forks on the left with a butter plate and a butter knife.
- A wine glass and a water goblet on the right, on the tip of the knives. Water glass should be inside the wine glass.
- Dessert spoon and fork are placed horizontally above the dinner plate. The handle of the spoon should be towards the right whereas that of fork should be towards the left.
- Cruet set should be placed in the center of the table.

CHECK YOUR PROGRESS -III

Q.1 What do you mean by sit-down buffet?

Q.2. Explain the procedure of serving wine.

Q.3 Explain the procedure of serving cigar

4.9 CAFETERIA

Cafeterias are such service points where there is no waiting staff on the table. This type of service is generally done in large service establishments or institutions. The food is served through service counters placed in a line or in an arbitrary walking path allowing the customers to collect their food themselves while passing through. Generally these outlets work on single payment basis and the food is dispensed either in pre-portioned manner or may be through weight.

4.9.1 LAYOUT OF CAFETERIA

Generally, a space allowance of 3 – 10 sq feet per guest is given in a cafeteria which is sufficient for table space, gangways and access to counters. A tray stand or plate stand is placed in the beginning of the layout from where the guest collects his plate. The layout of the spread is in accordance to the menu printed on the card. The length of the counter is dependent on the size of the menu offered, which is normally kept short so as to speed up the service time. Place for the cutlery is normally at the end as it facilitates the guest in collecting the required cutlery to his chosen food items. The portion control equipments play a crucial role in this form of service to ensure standardization. It may include service of food through ladles, scoops, bowls, dispensers or pre-portioned food items like jams, jellies, butter, etc. The complete meal can also be served in a pre-plated manner or the main course may be served pre-plated so as to ensure a quicker service and high turnover.

4.9.2 PRE-PREPARATION

Following points must be taken into consideration while preparing the food counter:

- Switch on the hot food counter well in advance so as to heat it up properly well before the service. The food coming from the kitchen should be immediately transferred to the containers of the counter.
- Sufficient number of plates should be stacked up at the designated place before beginning the service. In case of provision of providing warm plates to the customers, the food warmer should be stacked up properly and kept 'ON'.
- Check the menu for the dishes as it helps in selecting and placing the right equipment at the right place so as to avoid any last minute hiccups during the service.
- Food should be kept covered so retain the temperature.
- Sufficient dusters should be kept ready to handle spillages.
- Each dish should be clearly named and spelled.

Following points must be taken into consideration while preparing the dining area:

- The furniture should be properly arranged and should be dusted and cleaned.

- Table tops should be properly cleaned and wiped.
- Cutlery in accordance to the menu should be placed well before.
- All cruets should be filled before the beginning of the service.
- The water jugs or bottles should be filled up before and kept at the designated places.
- Sufficient napkins should be folded and filled in the napkin dispensers.
- The waste bins, trolleys for soiled plates and other equipment helping in clearance should be lined up properly at their designated places.
- Sufficient dusters should be kept ready to handle spillages and to wipe tables.

4.9.3 SEQUENCE OF SERVICE

The customer generally follows the following path / sequence in a cafeteria:

Enter → goes through the menu → collects plate → reach the service counter → see the display and pick up the food as per choice → make the payment → proceed to cutlery counter → collect napkins, seasonings and sauces → choose table → consume meal → deposit the plate and cutlery at the designated place → Leave the dining Area. (The cleaners clean the tables for anything remaining, and make the table ready for next customer).

CHECK YOUR PROGRESS -IV

Q.1 write a note of cafeteria service.

4.10 SUMMARY

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.

4.11 GLOSSARY

- **Cover:** Cover is the space required on the table to lay the cutlery and crockery for an individual guest.
- **Crumbing:** Crumbing means the process of cleaning the food articles on the table either during the service or after the service.
- **Pax:** Pax means the number of people / guest.
- **Side Board:** Another name of Dummy Waiter.
- **Silver Service:** It is the type of service in which the food is served from the platter to the plate.
- **Spillages:** Spillages means the spill over.

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4.14 TERMINAL QUESTIONS

- 1) Write the service procedure of coffee.
- 2) Write the service procedure of silver service.
- 3) Explain the service sequence followed while serving red wine.
- 4) Explain the clearance method of a main course.
- 5) Explain different types of buffet.
- 6) Draw a neat service sequence of cafeteria service.

UNIT 5: SPECIALIZED SERVICE

Structure

- 5.1 Introduction
- 5.2 Objectives
- 5.3 Gueridon Service
 - 5.3.1 Advantages of Guéridon Service
 - 5.3.2 Disadvantages of Guéridon Service
 - 5.3.3 Range of Menu Items Offered
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 - 5.3.5 Common Guéridon Procedures
 - 5.3.6 Equipment & Utensils Required
 - 5.3.7 Preparing the Guéridon Trolley
 - 5.3.8 Mise en Place for Preparations
 - 5.3.9 Operational Procedures while Carving Meats
 - 5.3.10 Operational Procedures while Sautéing Food
 - 5.3.11 Operational Procedures while Preparing Salads
 - 5.3.12 Operational Procedures while Serving Cheese
 - 5.3.13 Operational Procedures while Doing Flambé
 - 5.3.14 Points to be kept in mind while Doing Guéridon Service
- 5.4 Tray Service
- 5.5 Lounge Service
- 5.6 Trolley Service
- 5.7 Room Service
 - 5.7.1 Types of Room Service
 - 5.7.3 Taking Room Service Orders Over Telephone
 - 5.7.4 Recording Room Service Order
 - 5.7.5 Mise en Place for Room Service
 - 5.7.6 Equipment Required for Room Service
 - 5.7.7 Collect Items from Kitchen
 - 5.7.8 Verify Items before Delivery
 - 5.7.9 Transporting Room Service Trays and Trolleys
 - 5.7.10 Requesting Entry to Guest Room
 - 5.7.11 Entering Guest Room and Giving In Room Service
 - 5.7.12 Confirming Order with the Guest
 - 5.7.13 Serving Food in case of Requests

- 5.7.14 Presenting Bill to the Guest
- 5.7.15 Processing Payment
- 5.7.16 Removing Room Service Trays, Trolleys and Other Service Items
- 5.8 Single Point Service
- 5.9 Food & Beverage Terminology
- 5.10 Summary
- 5.11 Glossary
- 5.12 Reference / Bibliography
- 5.13 Suggested Readings
- 5.14 Terminal Questions

5.1 INTRODUCTION

As discussed in the previous chapter, there are many types of services offered (table service, assisted service and self service) to the customers on the basis of the establishment, menu and clientele. Further, there are some other forms of services also which are offered to the guests as ‘specialized services’ apart from single point service. Specialized forms of service are those where the food and beverages are taken to where the customer is. This type of service is often offered in those areas which are not conventionally designed for food & beverage services. Guéridon service is an improvised version of table service. It is normally found in high class restaurants offering à la carte menu. Single point service is that form of service where the customer orders, pays and receives the food & beverages at one single point.

5.2 OBJECTIVES

After reading this chapter, you will be able to:

- Identify different operations involved in ‘*Guéridon Service*’.
- Have the underpinning knowledge of ‘*Room Service*’.
- Identify operations involved in ‘*In Situ Service*’.
- Understand the operations of various ‘*Single Point Service*’ outlets.
- Basic Food & Beverage Terminology.

5.3 GUERIDON SERVICE

Guéridon service is the preparation, cooking or partial cooking of menu items in view of the customer. This is commonly prepared on a moveable trolley which can be positioned in front of each respective table. Whilst this may suggest that this style of service is easy, in reality there are many variables that need to come together to ensure its success.

It is often described as the most complex of cooking methods, as every action is performed:

- In front of the guest
- Away from main equipment
- With limited preparation space
- In a busy environment
- By staffs who are not professional cooks.

Guéridon service is a traditional style of service that is commonly reserved for high end establishments as opposed to high volume commercial operations. It is a style of service that is very visual and popular with customers, as it adds a dimension of entertainment and enhances the dining experience.

In today's industry this style of service is not widely used in many establishments due to high level of labour involved in the preparation of dishes. Different establishments offer variations to suit operational and customer needs. A large number of food and beverage establishments will either provide a reduced version of this style or operate '*open kitchen*' concepts as a replacement for guéridon cooking, as it still enables the customer to see the cooking process, whilst still maintaining high productivity levels. Guéridon service does however still demand a place in modern food and beverage operations as it allows the customers to experience some of the magic and skill chefs can provide.

5.3.1 ADVANTAGES OF GUERIDON SERVICE

There are many advantages for an organization to offer an element of guéridon service:

- Provides a unique point of difference
- Promotes menu items to surrounding tables and therefore increased sales
- Involves the customer
- Provides higher level of entertainment
- Increases personalized service
- Increases interaction with the customer
- Allows customers to „experience“ the cooking process
- Enables an establishment to charge premium prices
- Showcases skills of staff.

5.3.2 DISADVANTAGES OF GUERIDON SERVICE

Whilst there are many advantages of guéridon service, it also brings its own unique challenges including:

- Need for specialist equipment
- Staff need to be highly skilled

- Highly labour intensive
- Increased safety risk as cooking is conducted in the dining environment, close to the customer
- Reduces space that can be used for more tables and chairs.

5.3.3 RANGE OF MENU ITEMS OFFERED

The range of menu items that can be prepared through guéridon service is endless. Each establishment will have selected items that will be offered through guéridon service, either to be prepared by chefs, kitchen staff or front of house staff.

The selection of these menu items will be based on:

- Ingredients involved
- Complexity of the dish
- Expertise of the staff preparing the dish
- Time taken to prepare the dish
- Level of preparation and/or cooking performed in front of the guest.

The menu offered may include:

- Appetisers - Hors d'œuvres, Canapés, Savourées, Antipasto, Tapas, Finger foods, Sandwiches.
- Soups - Clear soups, Broths, Purées, Cream soups, Bisque.
- Pasta
- Salads - Hot or cold meat, Raw or cooked vegetables, Nuts and seeds, Cheeses, Hot or cold dressings.
- Meat – Beef, Lamb, Veal, Goat, Pork.
- Poultry – Chicken, Turkey, Squab, Pheasant, Duck, Goose.
- Fish - Flat fish, Round fish, Fillets, Whitefish, Oily fish.
- Seafood – Shellfish, Molluscs, Crustaceans, Octopus and squid.
- Vegetables
- Accompaniments and Garnishes
- Desserts – Puddings, Cakes, Fritters, Soufflé, Crepes, Ice cream, Bombes, Parfaits.
- Fruits
- Cheese
- Beverages – Hot and Cold, Alcoholic & Non Alcoholic, Coffees and Teas.

5.3.4 TYPES OF GUERIDON TROLLEYS

Types of guéridon trolleys may include:

- **Flambé trolleys** – these trolleys are primarily used to cook food items, commonly using a flambé or sauté process.
- **Hot carving trolleys** – these trolleys primarily are used to keep cooked meat warm and to provide sufficient space for meat to be carved and plated
- **Hors d'œuvres trolleys** – these trolleys are required to cook, assemble or display small items or entrees preceding main meals
- **Dessert trolleys** – these trolleys may be used to display and carve different dessert, fruit and cheese dishes. They are normally used to visually tempt customers are opposed to playing an active role in the cooking process of desserts.
- **Liqueur trolleys** – these trolleys are used to prepare and display a range of beverages either to be served during the meal, such as wine, or at the end of a meal. This can include specialty coffees, cognacs and ports.

5.3.5 COMMON GUERIDON PROCEDURES

Common procedures undertaken in the process of guéridon service include:

- **Portioning** - Portioning means controlling the size or quantity of menu items to be served to each customer.
- **Trimming** - To prepare meat for various culinary uses, be it beef, veal, lamb or pork, it is most likely the meat will require some cleaning and trimming of excess fat cover, lymph nodes, connective tissues and blood vessels.
- **Peeling** - This procedure normally relates to the preparation of vegetables and fruits. After vegetables and fruits have been washed and cleaned thoroughly, many need to be peeled and trimmed.
- **Cutting** - Cutting is a common procedure used in guéridon service, often to portion menu ingredients, to help aid cooking or enhance presentation.
- **Mixing, whisking, combining** - These procedures are commonly associated with the preparation of dessert items. This procedure is often performed during the preparation process.
- **Sautéing** - Sautéing is where food is tossed in a small amount of hot fat over high heat to colour the food evenly during cooking. Sauté comes from the French word '*sauter*' which means '*to jump*'.

- **Flambéing** - The term flambé is a French word meaning "flaming" or "flamed." Flambé means to ignite foods that have liquor or liqueur added. This is done for a dramatic effect and to develop a rich flavour of the liqueur to the foods without adding the alcohol.
- **Carving** - Depending on the menu item being carved, the term serves different purposes. When carving meat, smaller slices or portions are removed from the main piece of meat. Carving of vegetables, whilst also used to make smaller portions, also can be used to help create visually aesthetic designs.
- **Filleting** - Filleting means to remove the edible flesh away from the inedible parts including scales, bones, organs etc. Whilst the term is often associated with the preparation of fish, it applies to all meat products.
- **Assembling** - This is a common procedure in guéridon service and is the collecting and arranging of all necessary ingredients, whether cooked or raw, that constitutes a menu item. This can refer to the preparation of a salad through to exotic curry dishes.
- **Serving** - This means to present the menu item to the customer. Whilst guéridon service can often relate to different preparation and cooking procedures, the act of service is common in all situations.

5.3.6 EQUIPMENT & UTENSILS REQUIRED

As mentioned, the types of equipment and trolleys required on a trolley will reflect the item and procedures being used.

- **Carving**
 - ✓ Fuel Source - Heat lamp, Warming tray.
 - ✓ Equipment and utensils - Carving knives , Carving fork, Steel, Carving boards, Spoons and meat forks, Any service crockery, cutlery or vessels, Ladles for serving sauces and accompaniments, Service towel, Towel for cleaning trolley.
- **Sautéing**
 - ✓ Fuel Source – Gas Burner
 - ✓ Equipment and utensils - Service set, Copper or other appropriate pan, Service towel, Cooking utensils, Serving cutlery, crockery and dishes, Matches.
- **Filleting**
 - ✓ Fuel Source – Not required
 - ✓ Equipment and utensils - Service set, Fish spatula, Service towel, Filleting knife and Chef’s knife, Scissors, Tweezers.
- **Salads**

- ✓ Fuel Source – Gas Burner
- ✓ Equipment and utensils - Service set including salad spoons and forks, Knives or scissors, Plastic or wooden salad bowls, Service towel, Pepper grinder, Pans and cooking utensils.
- **Cheeses**
 - ✓ Fuel Source – Not required
 - ✓ Equipment and utensils - Display plates, Covers to protect cheese, Service set including carving knife and cheese server, Wooden cutting board, Service towels, Cheese knives, Service plates.
- **Desserts**
 - ✓ Fuel Source – Gas Burner
 - ✓ Equipment and utensils – Pans, Cooking utensils, Service set including forks and spoons, Wooden cutting board to slice fruits, Service towels, Service plates
- **General equipment and utensils**
 - ✓ Besides the equipment and utensils identified above general equipment and utensils include, but are certainly not limited to Silver service gear, Crockery items, Silverware, Sauce boats, Serving spoons and ladles, Serving plates, bowls and platters, Glassware, Linen and napkins, Matches or lighting source, Rubbish bin.

5.3.7 PREPARING THE GUERIDON TROLLEY

Mise en place tasks include:

- Check pots and pans are clean and ready to use, and that they are of the necessary size and number. When choosing the utensils or equipment for use in guéridon service, take the time and make the effort to get the right size.
- Keep bowls that will hold all the ingredients without them spilling over onto the floor or the preparation bench.
- Get a chopping board big enough for all the meat to sit on without it falling over onto the preparation bench.
- Check for all the utensils needed for the recipe – boards, knives, spoons, whisks, serving dishes and utensils.
- Keep sufficient fuel sources, napkins, cleaning sponges and other auxiliary items that support the guéridon process.
- Fill up and prepare condiments and proprietary sauces – any condiments, oils and sauces that may be used in guéridon service must be checked to ensure they are not only present but are in sufficient quantities.

- Stock alcoholic and non-alcoholic beverages – these will depend on the items being prepared. Some may be used in flambé or as a cooking ingredient or as a standalone beverage
- Provide basic maintenance to trolleys and burners – this is essential as equipment might become faulty. Not only check all the equipment that is to be used, but ensure that they are maintained on a regular basis. This process is especially important in gueridon operations as it is essential that all necessary items are located on the trolley and ready for use. In guéridon service, there is no provision of running back and forward from the kitchen to get forgotten items.

5.3.8 MISE EN PLACE FOR PREPARATIONS

Even if all cooking or carving is to be performed in front of the customer, there is often a great deal of preparation that needs to take place to ensure that time is efficiently used during operations. Many of the following activities may be performed by kitchen staff or may be by guéridon servers before the operations starts:

- Wash and clean food items
- Cut food items
- Peel and trim fruit and vegetables
- Turn vegetables
- Julienne items
- Prepare garnishes
- Prepare accompaniments
- Collect oils and other cooking agents
- Prepare dairy items including milk, creams and butters
- Cut cheese pieces or wedges
- Measure farinaceous products
- Prepare nuts and seeds
- Marinate meats
- Prepare batters and coatings
- Prepare bread crumbs
- Prepare salad dressings
- Prepare sandwiches
- Cut / portion desserts
- Make of sauces
- Par- cooking items
- Heating or cooling items
- Wrapping and preparing individual portions.

5.3.9 OPERATIONAL PROCEDURES WHILE CARVING MEATS

The following are suggestions when carving roast meat, regardless of the type:

- Allow enough time before serving not only for cooking the meat, but for stand time and carving.
- A stand time of 10 to 20 minutes is recommended for large cuts of meat, such as roasts, turkeys, and whole chickens. Stand time allows the meat to finish cooking. Meat is easier to carve after standing. If meat is carved immediately out of the oven, it loses more of its flavourful juices.
- Place the meat on a large cutting board with a well at one end to hold the juice.
- Use a long, sharp carving knife to slice the meat and a long-handled meat fork to steady the meat.
- With the knife held perpendicular to the cutting board, cut across the grain into uniform slices of required thickness.
- If carving thinner cuts of meat, slice the meat diagonally across the grain. This will give a slice of meat with a larger surface area.
- Cut cleanly and neatly at designated area
- Ensure that movements are swift and accurate.
- If carving thinner cuts of meat, slice the meat diagonally across the grain. This will give a slice of meat with a larger surface area.

5.3.10 OPERATIONAL PROCEDURES WHILE SAUTEING FOOD

Following are common steps to follow while sautéing food:

- Place minimal amount of fat in the pan and wait until fat is hot.
- Add protein to the pan – this is the main item to be cooked and season the food.
- Seal in hot fat to retain natural juices.
- While the food is cooking, toss it regularly so that it cooks regularly.
- Cook protein until it is caramelizing, the protein will release when ready.
- Turn protein over to cook the other side, if applicable.
- Remove the item from the saucepan and place the pan back on the burner.
- Add sauce to the pan. Deglaze the pan juices to concentrate the flavour and colour the sauce - Often the sediments in the frying pan are deglazed with wine or sauce to make a sauce. Strain the sauce
- Monter au beurre (work up with butter) to thicken and enrich the sauce, if desired and adjust the seasoning and serve.
- Place sautéed item onto the plate along with starch, vegetable and appropriate garnish.

5.3.11 OPERATIONAL PROCEDURES WHILE PREPARING SALADS

When preparing salads, care should be given to the following points:

- All raw ingredients should be fresh and of impeccable quality.
- All leaf salad vegetables should be carefully trimmed of discoloured or damaged leaves and roots, washed in cold water, drained and dried thoroughly.
- Remove any tough or wilted spots.
- Large salad leaves are best if carefully torn into manageable sized pieces
- Vegetables, whether raw or cooked, should be cut as evenly and neatly as possible
- Store in a covered and cool environment
- Season the bowl according to recipe
- Place ingredients in the bowl according to recipe
- Salads comprising raw, green salad leaves should be dressed and mixed at the last possible minute.
- Portion ingredients onto appropriate crockery and serve.

5.3.12 OPERATIONAL PROCEDURES WHILE SERVING CHEESE

The following steps are appropriate for serving cheese to customers:

- Remove most cheeses from the refrigerator at least 30 minutes before serving to allow them to come to room temperature.
- For whole wheels and large wedges, cut only what is expected to be used and return the remainder to the refrigerator.
- Cut cheese according to menu including wedges, slices or rounds.
- To cut a wedge of cheese from a wheel, use a large knife dipped in hot water and wiped.
- Slice the cheese rind or wax first and then gently rock the knife from front-to-back, applying pressure to evenly cut through the body of the cheese.
- Make swift and accurate movements
- Remove rind or wax covering if required
- Portion cheese – according to menu items
- Ensure that edges of cheese sections are smooth
- For service, whilst cheese knives are suitable to serve hard cheeses. A butter knife can be used for softer cheeses. Marinated cheeses in oil can be served with a small fork or spoon
- Place cheese on appropriate crockery
- Add suitable accompaniments
- Serve the guest their tableside items

- Remember to provide a separate cheese knife or utensil for each cheese
- Encourage guests not to mix the knives to avoid mixing cheese flavours.

5.3.13 OPERATIONAL PROCEDURES WHILE DOING FLAMBE

- Turn on heat source to heat copper pan.
- Place butter and sugar in the pan.
- Caramelize butter and sugar.
- Add ingredients.
- Remove pan from the heat source.
- Add spirits or liqueur to the pan according to recipe.
- Flambé according to recipe.
- Place pan back on the heat source.
- Place tableside dessert item onto the plate.
- Add suitable sauce, accompaniments and garnish and serve.

5.3.14 POINTS TO BE KEPT IN MIND WHILE DOING GUERIDON SERVICE

- Guéridon service is job of chef who also responsible for doing the service.
- Always push the guéridon trolley but don't pull to avoid accident.
- The guéridon should be kept in one position for the service for the complete course.
- The trolley should never be kept near the service door as it is may be obstruction to the waiter.
- When more covers are being served only the main dirt should be served from the guéridon potatoes, sauces, vegetables should be served in normal manner.
- Service spoon and fork are not used as in the silver service but held with spoon in one hand and fork in the other.
- The filling or carving should not be done on silver dish but on the carving board or hot joint plate.
- Dirty plates should always be cleared from the guéridon trolley.

CHECK YOUR PROGRESS -I

Q.1 what are the advantages of Guerdon Service?

Q.2. What is the procedure of carving meat from guerdon trolley?

Q.3 What points you will keep in your mind while serving from guerdon trolley?

5.4 TRAY SERVICE

The tray service is the type of service in which the pre portioned food is placed on a tray and is then served to the guest at his place of seating. This type of service can be observed in hospitals, airlines and railway catering where the attendants bring the food placed in a tray, to the guest. The main purpose of this type of service is to distribute the food to the customers at high speed so that majority of the people can get food within a specific time frame.

In case of hospital tray service, the order from the guest will be dependent on his dietary needs whereas in case of tray service in an airline or railway system, the food can be differentiated only on the basis of vegetarian and non vegetarian food with the exception of long haul flights which offer an a la carte menu to its business class passengers.

At base kitchens of airline or railways, individual trays are made up on the conveyor belts according to the menu requirements. Various methods and procedures are adopted to keep the food hot or cold right from the pellet method to the insulated trays. Once done, the trays are then transported to the individual customer with the help of cabinets. Beverages are generally served separately from the food trays. The main advantage of this type of food service is that the production line produces the food 24 hrs a day which is then stored by using blast chill method or frozen method. The food is re-heated the next day and then served to the customer. Otherwise, the food is held in hot cupboards and kept hot until transported.

The option of food and beverage service in an airline as an economy class passenger is very restricted whereas the business class or first class passengers have a wide variety of food and beverage for them. Many of the airlines have stopped providing full meals in journeys less than two hours and have adopted the system of serving snacks with hot or cold beverages. In case of journeys of less than two hours, only the beverages are served to the passengers. In case of railways, different types of trays are set up for different kinds of accommodation class.

5.5 LOUNGE SERVICE

Lounge is generally located near to the lobby of the hotel and hence the service offered in this area can actually impact the decisions of the probable guests of the hotel. Lounge service may include the service of all types of breakfast, luncheon, snacks, dinner and beverages to the guests. The staff involved in the operations of the lounge must have good communication and tactful skills along with the knowledge of local laws, licenses and permits. The service area should always be kept clean and presentable and the covers should be laid according to the meal / time of the day. The lounge is normally

attached with a pantry or they may also operate with the assistance of stillroom and dispense bars. But under all circumstances, the lounge is always attached with a small store which caters to the following requirements:

- Salvers & Trays
- Glassware and Flatware
- Hollowware
- Dry goods
- Check Pads and Bill Pads
- Cocktail Snacks
- Alcoholic / Non Alcoholic beverages & Health Drinks

The lounge staff should always be ready to offer any of the following to the guests:

- Various breakfast foods
- Tea and coffee
- Aperitifs and cocktails
- Liqueurs & brandy
- Other Beverages
- Snacks on offer

A daily consumption sheet is normally made at the closing of the day which is attached with the reference copy of the KOT (Made in triplicate, 1st copy goes to outlet, 2nd to Cashier and 3rd remains in the outlet).

5.6 TROLLEY SERVICE

It is one the specialized form of service where the food and beverage order placed by the guest is neatly laid out on a trolley and then served to the guest at his place of choice. In all specialized forms of services viz. Guéridon Service, Room Service, Buffet Service, Tray Service and Lounge Service amongst other, one or other type of trolley is used during service.

CHECK YOUR PROGRESS -II

Q.1 What do you mean by tray service?

Q.2. What do you mean by lounge service?

Q.3 What do you mean by trolley service?

5.7 ROOM SERVICE

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.

5.7.1 TYPES OF ROOM SERVICE

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.

5.7.3 TAKING ROOM SERVICE ORDERS OVER TELEPHONE

- 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.

5.7.4 RECORDING ROOM SERVICE ORDER

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?

5.7.5 MISE EN PLACE FOR ROOM SERVICE

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.

5.7.6 EQUIPMENT REQUIRED FOR ROOM SERVICE

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.

5.7.7 COLLECT ITEMS FROM KITCHEN

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.

5.7.8 VERIFY ITEMS BEFORE DELIVERY

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 been 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.

5.7.9 TRANSPORTING ROOM SERVICE TRAYS AND TROLLEYS

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.

5.7.10 REQUESTING ENTRY TO GUEST ROOM

- 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.

5.7.11 ENTERING GUEST ROOM AND GIVING IN ROOM SERVICE

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.

5.7.12 CONFIRMING ORDER WITH THE GUEST

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.

5.7.13 SERVING FOOD IN CASE OF REQUESTS

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.

5.7.14 PRESENTING BILL TO THE GUEST

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.

5.7.15 PROCESSING PAYMENT

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).

5.7.16 REMOVING ROOM SERVICE TRAYS, TROLLEYS AND OTHER SERVICE ITEMS

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.

CHECK YOUR PROGRESS -III

Q.1 What do you mean by room service?

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

5.8 SINGLE POINT SERVICE

Single point service systems exist in those types of establishments where there is no provision of table service and the guests are expected to pick up their food from the counter and serve themselves. The main forms of single point service are found in:

- a) **Takeaways:** These types of establishments are those where the customers order their food at a counter and take away the packed food for consumption off the premises. Few times, these outlets may also include a small dining place for the customers. These outlets may also have the provision of driving in, ordering, payments and collection of packed food for consumption of food off premises and are called as *Drive-Thru*.
- b) **Food Courts:** These types of establishments are those where there is a series of different counters offering different food items. The customers are expected to

order the food of their choice at different counters, collect it and consume it in the designated eating area or else it can also be a takeaway.

- c) **Vending:** This type of service is prevalent in airports, shopping malls, canteens and other such institutions or organizations where the customer is given a provision of food and beverage service by means of automatic retailing.
- d) **Bar:** These establishments offer the provision of ordering, service and payment at a single point within the licensed premises. The drinks ordered by the customer are provided to him over the counter and the guest is expected to consume in the same premises. For those customers who wish to be served on the table, full service shall be given as described in previous chapter.
- e) **Kiosk:** This is generally a small setup outside the main premises and is supposed to handle the peak pressure by the means of taking orders and supplying food items may be to the customers or those of the staff. The menu offered is expected to be quite limited.

5.9 FOOD & BEVERAGE TERMINOLOGY

S.No.	TERM	EXPLANATION
1	<i>À la Carte</i>	Priced separately on the menu, as opposed to an entire meal set at one price.
3	<i>Aboyeur</i>	Announcer who receives orders from servers and places them with the kitchen staff.
4	<i>Accompaniment</i>	Condiment or seasoning offered to the customer to add to and improve the flavor of the dish.
5	<i>Action Station</i>	Buffet service consisting of cooking or "finishing" some food items in medium-sized pans over portable rechauds as guests go through the buffet line.
6	<i>Additive</i>	Substance added to a food to preserve a fresh appearance, taste, or texture, or to improve nutritional value. May be natural or synthetic.
7	<i>After-Dinner Drinks</i>	These are drink served after a meal, as the term implies. They are usually sweet and are intended to round off the meal.
8	<i>Agneau</i>	Denotes lamb on the menu.
9	<i>Al Dente</i>	An Italian term literally meaning "to the tooth", in reference to the firm feel of the cooked pasta when bitten.
10	<i>Alcohol</i>	The end product of fermentation; technically ethyl

		alcohol resulting from the interaction of natural grape sugars and yeast; generally above 12.5% in dry table wines.
11	<i>Ale</i>	A generic term used to cover all forms of brewed beer.
141	<i>American Breakfast</i>	A heavy breakfast consisting of eggs, juice, bacon or sausages, hash brown potatoes, waffles, toasts or rolls with preserve and Tea / Coffee.
138	<i>American Plan</i>	Room plus all meals are included in the tariff.
12	<i>American Service</i>	Method of serving food in which food is pre-plated and then served.
13	<i>Anglaise</i>	The French term for English.
2	<i>AP</i>	As Purchased. / All Purpose
14	<i>Aperitif</i>	A drink served and consumed before starting the meal in order to stimulate hunger.
15	<i>Aperitifs</i>	They are drinks served prior to a meal indented to stimulate appetite.
16	<i>Aroma</i>	The smell.
17	<i>Au Gratin</i>	veggies baked with cream and cheese
18	<i>Au Lait</i>	With milk.
19	<i>Au Naturel</i>	Simply prepared or cooked.
20	<i>Back-Of-The-House In Restaurants</i>	'Back-of-house' or 'back-of-the-house' is a rather archaic term, having survived over the centuries. It was first used in the Middle Ages in England to describe the area of an inn where food was prepared, which was normally located outside and to the rear, and therefore was called the back of house area.
21	<i>Bain Marie</i>	stainless steel container used to keep food warm in water bath
22	<i>Baize</i>	A woolen material used as a liner for restaurant tables.
23	<i>Bake</i>	To cook in an oven.
25	<i>Banquet</i>	Formal meal followed by speeches.
26	<i>Barbecue</i>	roast slowly with burning coals or hardwood
27	<i>Barrel</i>	A round container generally made from wood. Barrels of all different sizes are used, depending on the wine region and producer. Oak barrels are commonly used to age wines.
28	<i>Basting</i>	Method of moistening the food during baking or roasting by applying oil or fat.

24	<i>BEO</i>	A <i>Banquet Event Order</i> is prepared for each meal and beverage function, and copies are sent to each department that will be directly or indirectly involved with the events.
136	<i>Bermuda Plan</i>	Room plus English Breakfast is included in the tariff.
29	<i>Beurre</i>	The French term for butter.
30	<i>Bin Card</i>	Stock status recording document maintained in the stores.
31	<i>Black Tea</i>	There are three kinds Green, Oolong and Black; Green Tea is not fermented before drying, Oolong is partially fermented, and Black is fully fermented before drying.
32	<i>Blend</i>	Mixing method in which ingredients are mixed in an electric blender
33	<i>Bombe</i>	A type of ice cream which takes its name from the shape.
34	<i>BOT</i>	Bar Order Ticket
35	<i>Brandy</i>	A family of liquors distilled from the wines of grapes or other fruits.
36	<i>Breakfast Cocoa</i>	Cocoa powder with at least twenty-two percent cocoa butter.
37	<i>Brew House</i>	The collective equipment used to make beer.
38	<i>Brew Kettle</i>	The vessel in which the wort from the mash is boiled with hops. Also called a copper.
39	<i>Brew Pub</i>	Small brewery attached to a pub or restaurant, typically selling at least fifty percent of its beers on the premises. Also known in Britain as a home-brew house, and in Germany as a house brewery.
133	<i>Briefing</i>	It means giving instructions for tasks to be performed.
40	<i>Brioche</i>	A French yeast bread with a sweet flavor and light texture, Similar to the Jewish Challah bread.
41	<i>Brown Sugar</i>	May be dark or light, the darker variety containing more molasses and having a stronger flavor. Usually measured for cooking packed. May harden if not stored in an airtight container.
145	<i>Brunch</i>	It is a combination of Breakfast and Lunch and served between 10 am to 3 pm.
42	<i>Budget</i>	Estimated Income and Expenditure.
43	<i>Busboy</i>	Subwaiter who usually clears and sets tables and assists

		the waiters
44	<i>Butter Cake</i>	A standard cake base prepared by creaming butter with sugar to incorporate air, adding whole eggs or just yolks, flour, baking powder, and a liquid such as milk. Most American layer cakes are butter cakes.
45	<i>Cacao Tree</i>	Semitropical tree from whose bean chocolate is derived
46	<i>Café</i>	The French term for coffee.
47	<i>Cafeteria</i>	A self service eatery offering limited meals, snacks and beverages.
48	<i>California Menu</i>	Listing of snacks and breakfast, lunch, and dinner items, all on one menu
49	<i>Calorie</i>	A unit of heat; 1 calorie = 3.968 BTU. The heat required to raise one gram of water one degree centigrade.
50	<i>Canapé</i>	An appetizer prepared on a base such as a round of toast or a cracker.
51	<i>Cane Sugar</i>	Called saccharose or sucrose. $C_{12}H_{22}O_{11}$. Derived from sugar cane. Used as the basis for white and dark rum, also for making cane spirit for use in the liqueur industry.
52	<i>Captain</i>	supervisor of the chef de rang and commis de rang who may do special work, such as deboning a fish or preparing Crepes Suzette
53	<i>Carafe</i>	A glass container frequently used to serve house wine in restaurants.
54	<i>Caramel</i>	Colouring (burnt sugar) used to soften and colour brandy and rum
55	<i>Caramelized Sugar</i>	Sugar that has been cooked until it reaches a golden brown color. Its nutty flavor is used to enhance many desserts.
56	<i>Cash Bank</i>	Money server corner to make change when customers pay their bills.
57	<i>Cask</i>	A closed, barrel-shaped container for beer. Available in various sizes and usually made of metal.
58	<i>Cellar</i>	A storage area for wine, not necessarily underground. A cellar is the best area to keep wines for aging. Ideal conditions are darkness, controlled cool temperature, and high humidity. Bottles should be stored on their sides to keep the corks from drying out.

59	<i>Cellar</i>	Underground room for storing alcoholic drinks especially wines.
60	<i>Chafing Dish</i>	An equipment used to display hot dishes in a buffet.
61	<i>Champagne</i>	Wine of kings, the king of wines. Manufactured sparkling wines from same name region in northern France. Second fermentation in bottle. Imitated world over, never bettered although often equaled.
62	<i>Chaud</i>	The French term for hot.
65	<i>Chef</i>	A culinary expert. The chief of the kitchen.
63	<i>Chef De Rang</i>	Main or front server in French service
64	<i>Chef De Trancheur</i>	Carver of roasts, such as game, lamb, tenderloin, or poultry, in French service
66	<i>Chinese Cruets</i>	These consist of Chilly Vinegar, Soya Sauce and Chilly Sauce.
	<i>Chutney</i>	An Indian fruit condiment containing vinegar, spices, and occasionally nuts, ranging in flavor from mild to hot. Often made with mangoes.
67	<i>Cider</i>	Worldwide, fermented beverage made from crushed and pressed apples, also pears. (Perry)
68	<i>Cinnamon Sugar</i>	Combination of sugar and ground cinnamon. Used to sprinkle on sugar cookies, baked apples, and buttered toast.
69	<i>Cocktail</i>	They are short drinks, which consist of spirits, liqueurs, fruit, fruit juices, other flavorings, and fortified, sweet, or dessert wine.
70	<i>Cocoa Beans</i>	Seeds found within the fruit pods of the cocoa tree, an evergreen cultivated mainly within twenty degrees north or south of the equator. The raw source for all chocolate and cocoa.
71	<i>Cocoa Butter</i>	The yellowish-white fat removed from chocolate liquid under high pressure.
72	<i>Cocoa Powder</i>	General term for the portion of chocolate liquid that remains after most of the cocoa butter has been removed. Includes breakfast cocoa, medium and low-fat cocoas, and Dutch-process cocoa.
73	<i>Coconut Milk</i>	A mixture of one part water or milk to four parts shredded fresh or desiccated coconut meat, simmered until foamy and strained. Sometimes also called coconut cream. Available canned or frozen.

74	<i>Coffee Arabica</i>	Coffee tree, a tropical evergreen shrub native to Africa
75	<i>Coffee Liqueur</i>	A distinctive coffee-flavored liqueur.
76	<i>Cognac</i>	A premium brandy produced only in a 150,000 acre area surrounding the city of Cognac in southwest France.
77	<i>Commis</i>	French term for assistant.
147	<i>Complimentary</i>	It means it is given free.
139	<i>Continental Breakfast</i>	A light breakfast consisting of Breads with preserves and butter, A glass of juice and Tea / Coffee.
135	<i>Continental Plan</i>	Room plus Continental Breakfast is included in the tariff.
78	<i>Corkage</i>	A fee paid to a restaurant by a customer who brings his own wine.
79	<i>Corkscrew</i>	A device used for removing the cork from glass bottles.
80	<i>Coupe</i>	Ice cream topped with fruit and traditionally served in a stemmed glass or silver goblet.
81	<i>Coupe</i>	It is single or mixed flavours and colours of ice cream.
82	<i>Cover</i>	It is a place set at a table for a guest to have his food.
83	<i>Crêpe</i>	A thin pancake.
84	<i>Cruet</i>	Salt and Pepper.
85	<i>Cyclic Menu</i>	Menu that offers foods that change daily, with the cycle repeated after a period of time
86	<i>Degree</i>	Alcohol content of a wine / spirit is expressed by degrees of alcohol by v/v or degree proof.
87	<i>Demi</i>	The French term for half.
88	<i>Diable</i>	The French term for devil, typically used to describe spicy or hot preparation.
89	<i>Dietary Needs</i>	The foods and liquids one needs to maintain good health
90	<i>Digestive</i>	It's a drink consumed after a meal to assist digestion.
91	<i>Draft (Draught)</i>	The process of dispensing beer from a bright tank, cask, or keg. May also be used to describe the carbon dioxide injected into the beer container prior to sealing.
92	<i>Du Jour Menu</i>	Menu that is planned and written on a daily basis.
93	<i>Dummy Waiter</i>	A piece of furniture placed in the restaurants to hold required service equipment and food before being placed on the table.
94	<i>Dust</i>	To sprinkle with sugar or flour.

140	<i>English Breakfast</i>	A heavy breakfast consisting of Juice or fresh fruits, Breakfast Cereals, Eggs, Fish, Meat, Breads with preserves and butter, and Tea / Coffee.
95	<i>Entrée</i>	The main dish
134	<i>European Plan</i>	Room only is included in the tariff.
96	<i>Fermentation</i>	The process by which sugar is transformed into alcohol; how grape juice interacts with yeast to become wine.
97	<i>Flambé</i>	Literally means flaming.
98	<i>Food Court</i>	A type of F&B establishment having many food counters with a common eating area under single point service system.
99	<i>Gangway</i>	Passageway between the chairs or tables for movement of the people.
100	<i>Guéridon</i>	Type of service which includes cooking of food in view of the guest at a trolley in the restaurant.
101	<i>Hors D'oeuvre</i>	Small appetizers or relishes served as the first course of the meal.
102	<i>In House Guests</i>	Guests staying in the hotel.
103	<i>Indent</i>	Requisition of materials required by the department.
142	<i>Jam</i>	Preparation from fruits and sugar and is often consumed with breads.
104	<i>Kiosk</i>	A small structure offering snacks and beverages.
105	<i>KOT</i>	Kitchen Order Ticket
106	<i>Landing Table</i>	A table on which soiled service equipment are deposited for wash.
107	<i>Lounge</i>	Public room for relaxing, generally situated near the lobby.
132	<i>Madeira</i>	It is a fortified wine.
108	<i>Main Course</i>	Main dish of the menu.
109	<i>Maitre D'hotel</i>	Head Waiter or Senior Captain.
143	<i>Marmalade</i>	Preparation from citrus fruits with its rind and is often consumed with breads.
110	<i>Mise en Place</i>	Getting everything ready for the job to be done, and keeping things in good order as work is done.
111	<i>Mise en Scene</i>	Keeping the work area comfortable and presentable.
137	<i>Modified American Plan</i>	Room plus Breakfast plus Either of the major meals are included in the tariff.

112	<i>Non Residential Guests</i>	Guests not staying in the hotel.
113	<i>Off Board</i>	A board in the kitchen displaying the not available items.
114	<i>Par Stock</i>	A defined stock level which should always be maintained.
115	<i>Placemat</i>	A mat laid on the tables to lay the cover.
116	<i>Poultry</i>	Domestic birds raised for meat like chicken, duck, etc.
117	<i>Preserves</i>	Jam, Marmalade, Honey and Jelly.
118	<i>Recipe</i>	List of ingredients with quantity and method of making a dish.
119	<i>Residential Guests</i>	Guests staying in the hotel.
120	<i>Rotisserie</i>	An establishment serving roast poultry and meat.
144	<i>RSOT</i>	Room Service Order Taker
121	<i>Sanitize</i>	Disinfestations.
122	<i>Satellite Kitchen</i>	A small kitchen attached to the restaurant (other than the main kitchen).
123	<i>Serviette</i>	French term for cloth napkin.
131	<i>Sherry</i>	It is a fortified wine.
124	<i>Side Board</i>	Another name for Dummy Waiter.
125	<i>Silver Service</i>	It is a method of serving food. Food is served to the guest with the help of service spoon and service fork from his left.
126	<i>Sommelier</i>	Wine Waiter
127	<i>Still Room</i>	Section responsible for making coffee, tea, juices, sandwiches and other breakfast dishes except fish and meat.
128	<i>Sundae</i>	Type of ice cream served in tall glasses.
146	<i>Supper</i>	It is meal served late in the night after the dinner timings.
129	<i>Table d'hôte Menu</i>	Menu on which items are priced together in a group, often as a complete meal
130	<i>Turnover</i>	Revenue earned by an establishment during a particular period.

5.10 SUMMARY

From above it is clearly understood that there are different form of services other than the regular table service which varies in operations wherein they require highly skilled person in case of guéridon service and at the same time, no skills are required for a person working in an establishment like cafeteria. Also, highly presentable and specialized equipments are required by a steward to perform a function like carving in front of the guest as this type of specialized outlets are normally meant for high end market clients. In case of service to patients in hospitals, tray service is best suited because different types of food are prepared for different patients and this is dependent on requirement of their diet plan suggested for the speedy recovery. Single point service system is highly suited for the establishments like takeaways and kiosks which normally do not provide the facility of eating in the premises.

5.11 GLOSSARY

- **Centralized Room Service** – This is a type of room service in which orders are collected from one single point.
- **Decentralized Room Service** – This is a type of room service in which orders are collected from various points.
- **DND** – Do Not Disturb.
- **In Room Facilities** – These are the facilities available in the room other than the basic amenities.
- **Mineral Water** – It is the water obtained from natural water resources which is filtered of the physical impurities and then bottled for consumption e.g. Himalayas, etc.
- **Minibar** – It is a small refrigerator in the room which is stacked up with small amount of alcoholic and non alcoholic beverages (Depending upon the hotel's policies).
- **Packaged Drinking Water** – It is normal water which is purified and bottled for consumption e.g. Bisleri, etc.
- **Tonic Water** – It is a carbonated water with quinine flavor.

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5.14 TERMINAL QUESTIONS

- 1) Write the advantages and disadvantages of guéridon service.
- 2) Explain the points to be kept in mind while providing guéridon Service.
- 3) Enlist the different procedures carried out at the guéridon trolley in the restaurant.
- 4) Write down the stepwise procedure involved in taking the Room Service orders over telephone.
- 5) Write the operational procedure involved from placing order to kitchen till doing the clearance from the room for Room Service.