

UNIT NO I

Chapter 1: - INTRODUCTION TO HOTEL & CATERING INDUSTRY

1. What are Hotels?

The word 'Hotel' is derived from Hostel or Hospital. Hotel is defined as a place where a bonafied customer is given the basic food, shelter and entertainment provided he is in a position to receive and pay for it. He is in a fine condition to receive. It is also known as 'Home away from Home'.

Types of Catering Establishment:

1. Hotel – is a place where the customer is provided boarding and lodging.
2. Motel – is a hotel situated on a highway along with services of garage and petrol station
3. Boatel – a Houseboat Hotel
4. Lotel – Hotel with helipad facilities
5. Floatel – A luxury hotel on a luxury liner
6. Rotel – Hotel on wheels
7. Metel – Totally mechanised hotel
8. Kiosk – Stall on roadside for snacks, open on all sides
9. Soda fountain – Outlets serving aerated drinks
10. Milk bar – A restaurant dispensing milk and milk products
11. Restaurants – A place where one can eat, pay for the same and go.

1.1 ROLE OF CATERING ESTABLISHMENT IN TRAVEL & TOURISM INDUSTRY:

Catering establishments are places where food and drink are available at a cost. After the industrial revolution there was a boom in the travel industry which resulted in more and more people opting to travel to faraway places when the introduction of commercial airlines travel too became faster than earlier conventional modes. Thus people began to travel not only for business or official work but also for pleasure. As the travel industry progressed the need for catering facilities also increased. People travelling to far-off destinations have begun to experiment with foreign cuisine and thus various local cuisines were accepted globally. This resulted in a need for speciality restaurants serving various international cuisines, as the demand for the food increases people began to realise and appropriate the need for quality service. Thus major tourist destinations had to be complete as well as trained personnel serving them. This increased the demand for trained staff in the hotel and catering industry which led to the setting up of various catering schools and institutes which provided proper training and knowledge, so that the catering industry had a regular supply of trained staff.

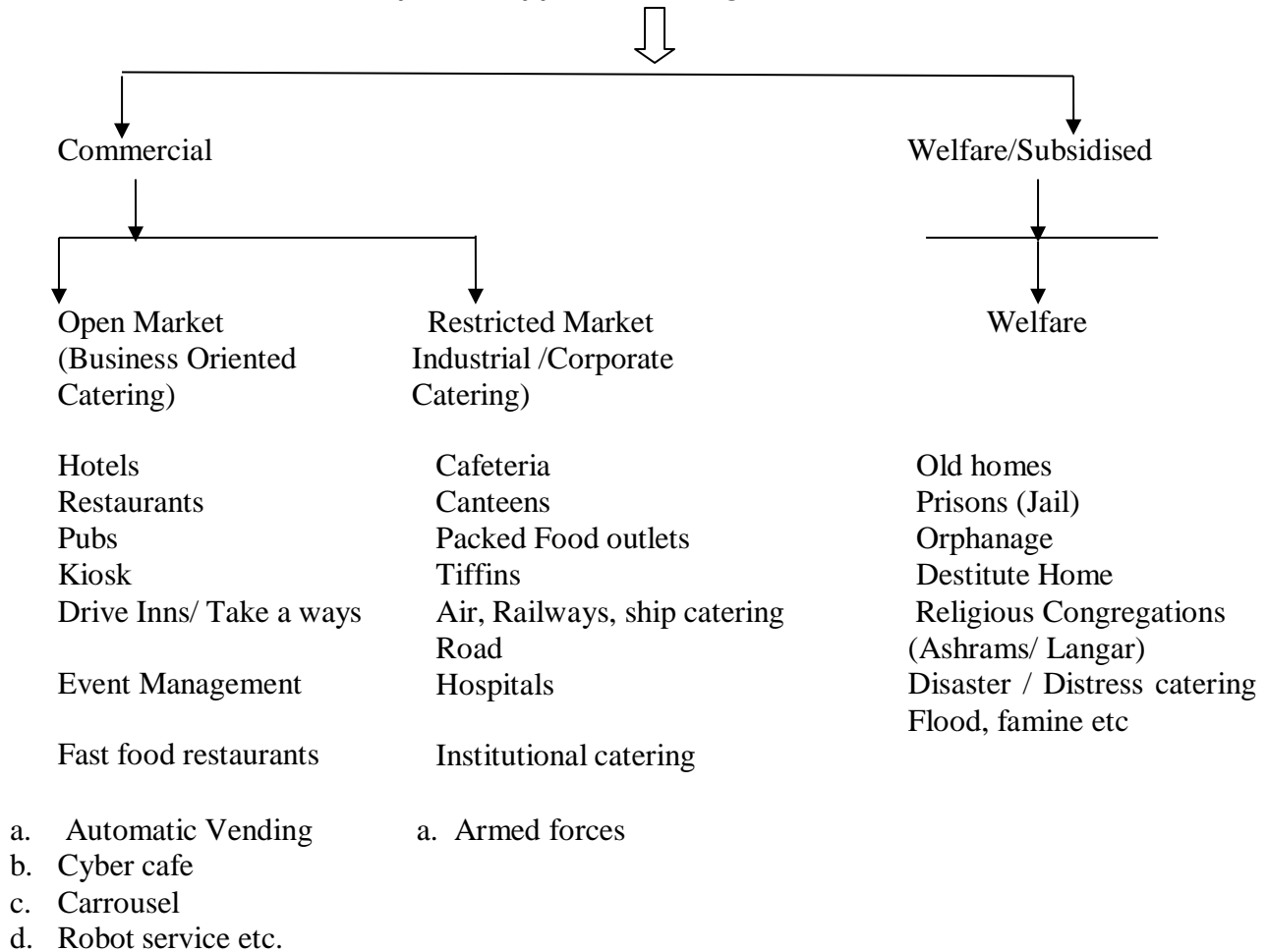
Definitions:

1. **Hospitality** - means providing facilities and making the customer feel at home, ambience, the quality of staff service and warmth all contribute to comfort factor.
2. **Catering** – meeting the basic needs of food, drink, & accommodation
3. **Commercial Sector** – This includes those establishments which provides food, drink, accommodation and refreshment in exchange of money. They are run as business, operating to provide these products, e.g. hotels, restaurants, take away, pubs etc.
4. **Catering Service Sector** – This sector exists to provide hospitality and catering services in a manner similar to the commercial sector, the difference being that these services are secondary or indirect.
5. **Secondary or Indirect Services** – Are those which are not the main priority of organisation but are provided to support main identity E.g. Hospitals, Public Institutions employees
6. **Subsidised** – Part of the operational cost are met from another services.
7. **Organisation** – A company which owns various outlets
8. **Outlets** – The unit of management or establishment which each sector usually on one side e.g. Hotels.
9. **Facilities** – Are operations provided by the hotels which earn revenue for organisation
10. **Operations** – Activities or group of activities which may earn revenue for the organisation or which may provide support to services which do not directly earn revenue.
11. **Turnover** – The income earned from the sale of products and services within a certain time and fixed amount of money.
12. **Captive Customer** – Those customers that have no choice of outlet.

1.2 TYPES OF FOOD & BEVERAGE OPERATION (CLASSIFICATION)

Food and beverage outlets can be broadly classified into commercial and subsidised category. Commercial F&B outlets may be defined as those operations in which profitability is primary concern. Commercial sector can be further classified into outlets catering for open market & general and outlet catering for restricted market.

Classification of food & beverage outlets



Commercial Catering For Open Market:

1. Hotels:

The provision of F&B facility in hotel can range from self service type to an elaborate service, depending on the category of the hotel. Hotel generally have food service facility guest staying in the rooms and also some hotels have a buffet set up for breakfast, lunch and dinner.

2. Restaurants:

Online hotel, restaurants, have a primary function of setting F&B interiors, comfortable seats and tables where the guest can enjoy his meals. The trade of restaurants will be determined by type of furniture and fittings and quality of service. Speciality restaurants are the ones which services to specific regional cuisine, e.g. Chinese, Italian, Mexican etc.

3. Fast Food and Take Away :

This sector is concerned with the preparation and service of F& B quickly or in time for immediate sale to customer for consumption either on or off premises. This unit can be a

part of a franchise of a longer chain. E.g. KFC, Pizza hut, etc. There are some outlets which emphasis on particular type of products e.g. Pizza burger, coffee, etc.

4. Grill Room: (Rotisserie)

A restaurant which is particularly meant for various meat cuts and grilled or roast in front of the guest. There is a position of glass between the guest and kitchen. So that the guest can choose his meat cut and see the actual preparation of food.

5. Health Food Speciality :

These types of outlets are currently in trend and serve low calories meal for health conscious. Such outlets may provide a chart of calorie intake in each dish.

6. Theatre Restaurant:

These are establishment where food and drinks are served along with some entertainment program, music and songs, recycle short plays, etc. A fixed menu is served so as to minimise the interaction between service staff and customer. The sitting arrangement is such whereby every guest has an under structure view of the program. These are helpful in promoting tourism by show casing traditional folk dances or rituals.

7. Coffee Shops :

Coffee shops are an American concept where food and beverages are served throughout the day. They are usually part of luxury hotels where guest in transit can enjoy food and drink at all hours. Coffee shops provide quick service as most of the meals are served pre plated from the kitchen. Coffee shops don't use table linen instead of which table mats and paper napkins are used. They also use position packs for serving sugar, salt, sauces, preserves etc. Coffee is served throughout the day.

8. Lounge Service:

Most hotels have lounge area where basic food and beverage service are provided lounge can be classified into three types

- a) Restaurant Lounge – This is a lounge attached to restaurant where guest can wait for a table to get vacant during peak hours, you can enjoy starters or appetisers till their turn come.
- b) Reception Lounge - This is a lounge adjoining the reception on front office area where guest can wait for room allotment or entertain private visitor.
- c) Resort Lounge – There are lounges where guest can wait throughout the day enjoying scenic view.

9. Cafe :

Cafe is a French word for “coffee”. These are European version of coffee shops and found at every street corner in big European cities.

10. Brasserie :

Brasserie in French means “to brew” brasserie are outlets serving beer with food at a low to medium price with limited level to serve. This is often a largest styled room with long bar. Service is often by waiters in traditional style of long aprons and black waist coat.

11. Motels / Taverns :

Taverns were in existence in the Victorian times when travel was done on horseback or horse driven coaches. These outlets provide overnight staying facility with dinner, breakfast and drinks. Modern versions of taverns are motels which are situated alongside highways catering exclusively to motor car users. The motel provides motorist with food, drink and overnight accommodation. They have garage and petrol pump for guest convenience.

12. Bistro :

Bistro is word derived from Russian means “quickly”. It’s a type of restaurant with the gangway where people pass by and can sit and enjoy beer and light meal.

13. Night Clubs:

This outlet is open between 9 p.m. to 5 a.m. The main feature is that they provide live entertainment with band attendance. Another attractive feature of the night club is that the guest can use the dance floor. Night clubs used to be very popular in the 50’s and 60’s. The modern version of night clubs is discotheques.

14. Discotheque:

These are the modern day night clubs that use hi-tech sound and light systems to provide the music and an atmosphere. The drinks available are both alcoholic and non alcoholic and snacks.

15. Milk Bars & Juice Parlour:

These types of outlets provide drinks specified in the name. They serve milk speciality ranging from chilled sweetened milk to exotic juices whereas juice parlour serves various types of fresh or package juice or aerated or carbonated drinks.

16. Ice Cream Parlour:

These types of outlets serve various types of ice creams either branded or home made. They generally display cabinets from where the ice creams are dispensed is the recent trend for the major ice cream manufacturers to have their own ice cream spread across the city e.g. Natural Ice cream.

17. BARS:

These are places where alcoholic drinks are served in countries where a licence or permit is required by the law to serve alcoholic drinks; such alcoholic rooms are called "Permit rooms". There are four different types of Bar.

a) Lounge Bar:

These are bars serving alcoholic drinks in a relaxed atmosphere. The decor is sober or simple and elegant, comfortable sitting is provided along with long drink tables.

b) Cocktail Bar:

These are modern bars serving a variety of cocktail drinks along with regular alcoholic drinks and beer. These outlets are attractively decorated along with room lights and bright colours. The bartender has to be very skilled in making various cocktails in a very short time. Service is generally informal and sitting is provided in the form of bar stools.

c) Pubs:

Pubs being in Great Britain in Victorian times, the word Pub is the short form for Public House. These were places authorised to serve alcoholic drink, beer etc. Alcohol was the most commonly sold drinks. Besides drinks light snack are also served. (Bangalore city has the highest number of pubs in India). Service is informal and most of the times it is self service. An American version of a Pub is a Saloon.

d) Dispense Bar:

These bars are generally found in large hotel which have four to five different outlets serving alcoholic drinks and therefore it is not possible to have a bar in each outlet. The dispense bar is in back area and it is from here the drinks are dispensed to all the various outlets.

18. Kiosks:

These are small outdoor structure usually located alongside busy streets and market places where light food and drinks are served. They are moderately priced and generally run by a single person. Service is self service and license is required from the local municipal authority.

19. Buttery:

This is sometimes the name given to a restaurant within a luxury hotel. Therefore all those general points about the luxury hotel would apply here. In some instance the A'La Carte menu would be supported by a small table d'hotel menu and on occasions there are speciality dishes offered from a service point set up within the buttery. This may take the form of a "shelf fish Bar". The turnover of customers would be mainly non resident.

COMMERCIAL CATERING FOR RESTRICTED MARKET

1. **Transport Catering;** It usually involves providing food to a large number of customer arriving together to a catering facility and need to be catered with a specific period of time the service of F&B may be particularly different due to physical condition with the service area e.g. a train, plane experience turbulence.

a) Surface Catering: (Road Catering)

This type of catering is to cater to passengers travelling by surface transport such as buses and private vehicles is called surface catering. These catering establishments are normally located around bus terminus or on highways. They may be either government run

restaurants or privately run establishments. Of late there has been a growing popularity of Punjabi style canteens called “Dhabas” on the highways. They are open 24 hours a day. The basic difficulty they face are their isolated location where by materials and even staff have to be transported from long distance and also the share volume of customers during peak hours become difficulty to serve, as the stopping time of most buses is limited.

b) *Railway Catering:*

It is generally divided into terminal catering and in transit catering. Catering at railway terminal or station usually involves license stalls and restaurants serving food and beverage. Automatic vending machines are also located at major stations. The in transit or on board catering generally involves a restaurant pantry car where table and chairs are provided for the guest so that the guest can enjoy the meal. Trains which do not have a pantry have a different compartment or boggie where the food preparation are done and served to the passengers at their seats or berth such compartments or boggies are known as pantry cart.

c) *Airline Catering:*

Airline catering originally involves serving cookies, sandwiches along with tea, coffee, and alcoholic beverage. But over the years due to competition it has become a full-fledged industry. Hence in the recent past a lot of catering companies have come up with different ideas which cater to different airlines like railways. Airline catering can also be divided into airport catering and in flight catering. Airport catering generally involves restaurants, fast food outlets, food stalls and vending machines.

The in flight catering varies considerably with the class of travel, time and duration of the flight for the economy travellers food and beverages are pre-portion into trays and glasses and presented to the passengers. Disposable cutlery and napkins are used to maintain hygiene standards.

The contrast, the first class passengers are served unlimited food on bone china plates along with silver cutlery, flatware and cloth napkins.

For both the classes the provision of F&B is included in the price of the tickets.

d) *Catering At Sea :*

Catering at sea ranges from provision of food and beverage on merchant ships short route ferries where the service is important and there is no variety in the menu. But for large passenger ships or cruise liners catering plays an important role. Generally such ships have two or three different outlets serving exotic food to the passengers. Cabin service is also provided in such ships.

2. *Industrial Catering:*

Industrial catering is similar to work canteen and cafeteria with the exception that very large quantity of food is produced and fed in a huge dining room. The choice is very limited and all the three meals plus snacks and tea are supplied from time in the workshops trolleys. The officers are given tray service at the cubicles by peons or room attendants.

3. *Clubs:*

Clubs are generally open for crew members only and hence the number of guests is limited. Clubs can be categorised as political party club, social clubs, sports clubs and private clubs.

Food and drinks are provided to the members and their guest at concessional rates. The types of service will depend on the reputation of the clubs.

4. Employee Catering:

This involves companies which give their catering services on contract, whereby the caterer operates the cafeteria on a profit basis.

5. Function Catering:

These are private caterers or catering companies which caters large functions such as weddings, political rallies, fashion shows, product launches, etc. This involves catering to a large number of guests in a single day. Function catering business is seasonal.

SUBSIDISED OR WELFARE CATERING:

The object of welfare or subsidised catering is to provide service without necessarily making in profit. The standard of cooking is good, a balance of nutrition is maintained and the cost minimised. The standard of personal and kitchen hygiene is high. Menus are generally of the cycle table d'hôte type i.e. repeated after periodic intervals, customers are captive i.e. they have no choice. Examples of such establishments are those in institutions, hospitals, industries and canteens (with their own catering)

Some specialised service that are sometimes offered in various food facilities are as follows:

- i) ***Carrousel:*** It was introduced for the first time in Britain in 1982. It comprises of large rotating arrangement of shelf approximately 2 meters in diameter with food and drinks arranged. The customer remains stationary as the carrousel revolves once every minute to enable them to select items. Only half of the carrousel is in service so that items are removed from other half. The shell can be replenished in the running area behind the unit. The cutlery, napkin and beverages are usually available separately.
- ii) ***Salad Bars:*** It is a self service set in which each guest is given the opportunity to prepare his or her own salad from an attractive array of fresh vegetables and salad fruits that has been cleaned and sliced or quartered into bowls. Salad plates are available at one end of the salad bar. The guests prepares their own tossed green salad and helps themselves to a variety of prepared salad, accompaniments such as dips, bread sticks and salad dressings.

More elaborate salad bars provide cheese and different kinds of breads. Expensive salad bars include dishes such as pickled herring, sardines chilly, sliced varieties of ham and tuna.

A clean panel through which the guest can see the selection is mounted between guest and salad. This panel is called sneeze guard and helps to keep the food germfree.

- iii) ***Oyster Bar:*** It is a buffet featuring oysters on half shell along with various sea food, sauces and mustard that compliment the oyster. Sometimes boiled shrimps and other appetizers like seafood are included in selection. The chef may want to display seafood and exotic ice ship, net and dining relics to add to the appeal.
- iv) ***Dessert Table:*** A tantalizing display of tarts, cakes, creams, éclairs, fresh fruits, soft cheese is displayed in a buffet fashion. Desert plate and fork are at hand on the dessert table.

- v) **Smorgas Board:** Buffet features large selection of food with many Scandinavian selections such as cheese and sherry (wine). In many places the set price includes self service buffets of any kind of food usual the guests may also come back to the Smorgas board table and refill their plates as often as they desire.

1.3 STRUCTURE OF HOSPITALITY INDUSTRY AND CAREER OPPORTUNITIES

Why do people go into the hospitality industry? If you were to ask people who have spent their careers in this business what they like most about it, you would get a wide variety of answers. Some of the most popular are:

- The industry offers more career options than most. No matter what kind of work you enjoy, and whenever your aptitudes be, there is a segment of industry that can use your talents;
- The work is varied: because hotels and restaurants are complete production, distribution and service units, managers are involved in a broad array of activities.
- There are many opportunities to be creative: Hotel and restaurant managers might design new products to meet the needs of their guests, produce training programs for employees or implement challenging advertising sales promotion and marketing plans.
- This is a ‘people’ business: Managers and supervisors spend their work days satisfying guests, motivating employees and negotiating with vendors and others.
- Hospitality Jobs are not nine to five jobs: House are highly flexible in many positions (some see this as a disadvantage however).
- There are opportunities for long term career growth: If you are ambitious and energetic you can start with an entry level job and move up the industry is full of stories of people who started as bell persons and cooks and raised to high management positions or opened their own successful business.
- There are perks associated with many hospitality jobs: If you become the general manager of a resort, you can dine at its restaurants with your family and friends and use its recreational facilities. Airline and cruise employees get free or reduced fare travel.
- Despite these advantages, there are some aspects of the business that many people don’t like.
- Long hours: In most hospitality businesses the hours are long. The 40 hour work week is not the norm and 50 to 60 hour work weeks are not unusual.
- Non-traditional schedules: Hospitality managers do not work a Monday to Friday schedule. In the hospitality field you will probably often find yourself working when your friends are relaxing. As one manager told his employees, if you cant come to work Saturday and Sunday don’t bother to come on Monday.
- Pressure: There are busy periods when managers and employees are under intense pressure to perform.
- Stagnation in Job: Employees become stagnated and frustrated when they don’t their promotions on right time.

There are plenty of opportunities in the hospitality industry for individuals with proper people skills.

Food production Jobs: Chefs bakers and cooks all like working with things. So do the engineers who manage the hotels physical plant.

Most of us have skills in more than one area. It is important to identify your skills and rank them accordingly to how much you enjoy using them. This exercise will help you find a career niche that suits you.

Career Options:

The type of business you choose for your first hospitality job puts you into a definite career slot. While skills and experience are usually transferable within a particular industry segment, (such as resort hotels) generally you cannot easily jump from one kind of industry segment to another. For example, it is unlikely you would progress from managing a Taco Bell to managing in a hospital or managing a motel to managing a Ritz Carlton. However it is important to note that owners and operators of motels and fast food restaurants, it often has incomes that are as high as or higher than those of managers at some deluxe hotels. With this in mind, let's take a look at the career options open for you.

Lodging: There are many types of lodging properties to choose from. There are luxury hotels such as the Standard court in San Francisco and the Plaza in New York. One last growing segment is all suite hotels i.e. luxury and mid market versions Embassy suites and comfort Inns are contenders in this field. Another segment is economy properties like Days inn and Best Western.

People who choose the lodging industry as a career often do so because they enjoy travelling and living in different places. Hotel management personnel are in great demand and since most hotels belong to chains, managers are often offered opportunities to move into new positions in different geographic locations. Some people enjoy working in large metropolitan areas and in the course of their career may live in Chicago and San Francisco. Others like warm weather resorts and may start in Miami and then move to a better position in Paulo Rico, then on to Hawaii and so forth. Managers who like to ski or climb mountains often opt for hotels on the Rocky Mountains.

Some people like quiet suburban life and move their families, communities where there are independent inns and conference centres. At all independent hotel you are not as likely to be uprooted from your home and community by a transfer.

Would you rather be part of a larger chain or work for an independent operation? There are many opportunities in both areas. The arguments for working for a large chain include:

- Better training
- More opportunities for advancement
- Better benefits
- More chances to be creative
- Alone control
- Better learning environment

Managing Positions within Lodging Operations:

Whether the lodging property is part of a chain or an independent operation, as a hospitality student you have a wide variety of management positions open for you. Many people enjoy aiming for the top administrative job for general manager, but other prefers to specialise in such areas as:

- Catering
- Engineering
- Food and beverage
- Finance and accounting
- Human resources
- Marketing and sales
- Rooms management
- Systems management

The General Manager:

He is the chief operating officer of a hotel. He or she is responsible for attracting guests and making sure they are safe and well served while visiting. The general manager supervises hotel staff and administers policies established by the owners or chain operators.

They hold meetings. Hiring and firing when necessary is also part of general manager's job. The general managers can be involved in various negotiations as well. Good general managers are skilled at getting along with people.

Catering Manager:

Promote and sell the hotel's banquet facilities. They plan, organise and manage the hotel's banquets, which can range from formal dinners to picnic buffets. Knowledge of food costs, preparation techniques and pricing is essential. Good catering managers are also aware of social customs and etiquette. Creativity and imaginations are useful qualities as well.

Chief Engineers:

They are responsible for hotel's physical operations and maintenance. This includes the electrical heating ventilating air conditioning refrigeration and plumbing systems. Chief engineers must have extensive background in mechanical and electrical equipment and may need numerous licenses.

.....XXXX.....

Chapter 2: - DEPARTMENTAL ORGANISATION AND STAFFING

2.1 Org of F&B department in a hotel

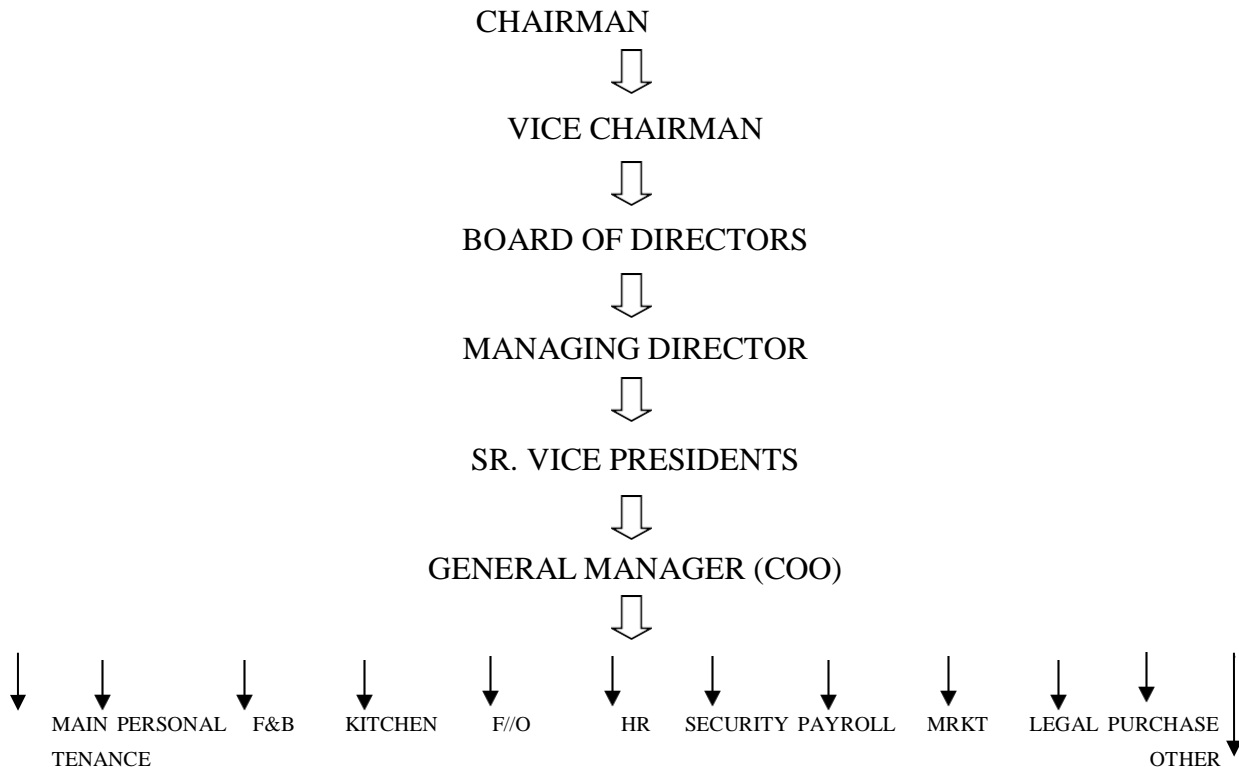
2.2 Principle staff of various staff of F&B operation

2.3 Duties and responsibilities of F& B staff

2.4 Attributes of a good waiter

2.5 Inter departmental relationships

2.1 ORGANISATION OF F&B DEPARTMENT OF A HOTEL (ENGLISH & FRENCH)



All the departments are headed by an in charge e.g.

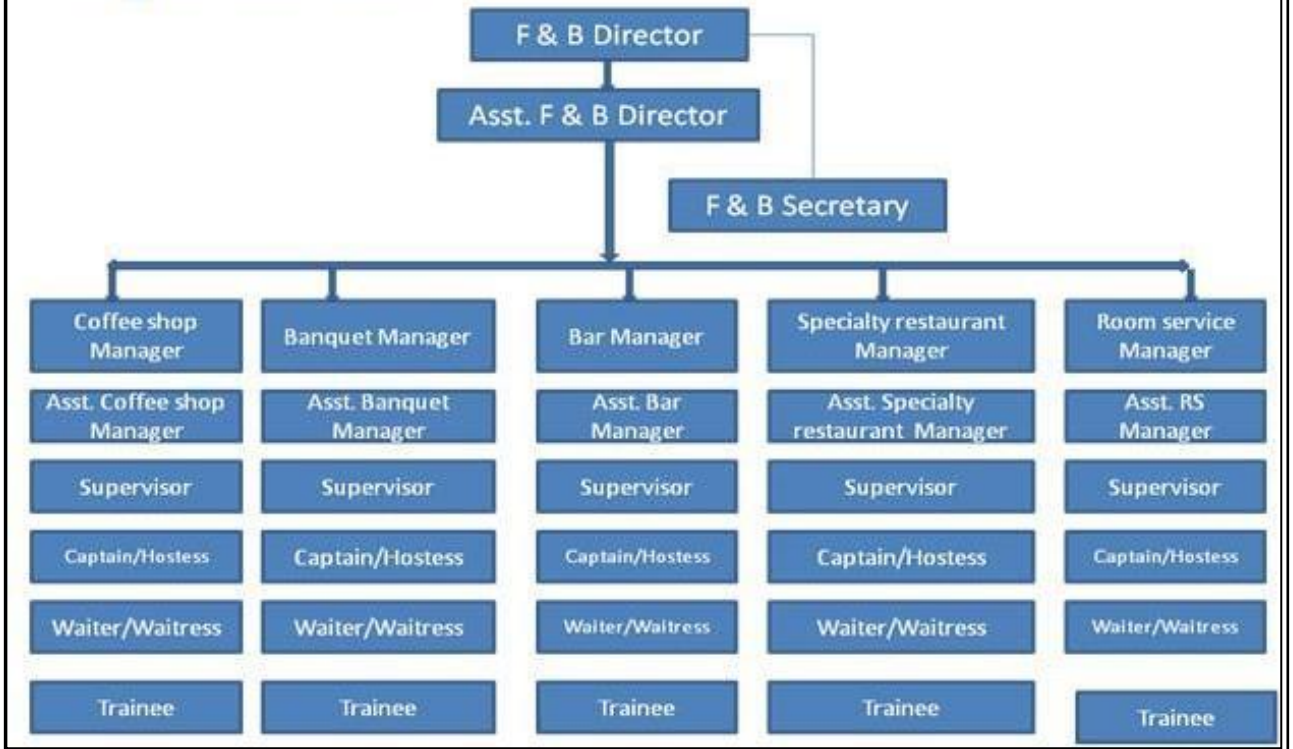
Maintenance : Chief Engineer

F & B : F & B Manager

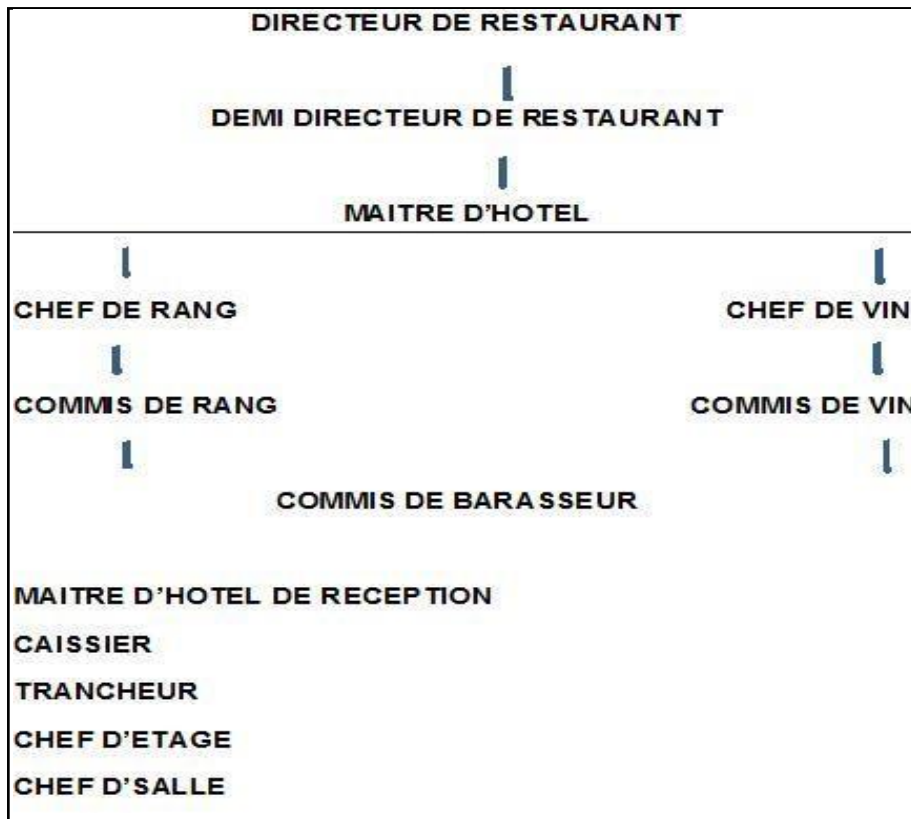
F/O : Resident Manager, F/O Manager

H/K : Executive, House keeper etc. and everybody reports directly to the general manager

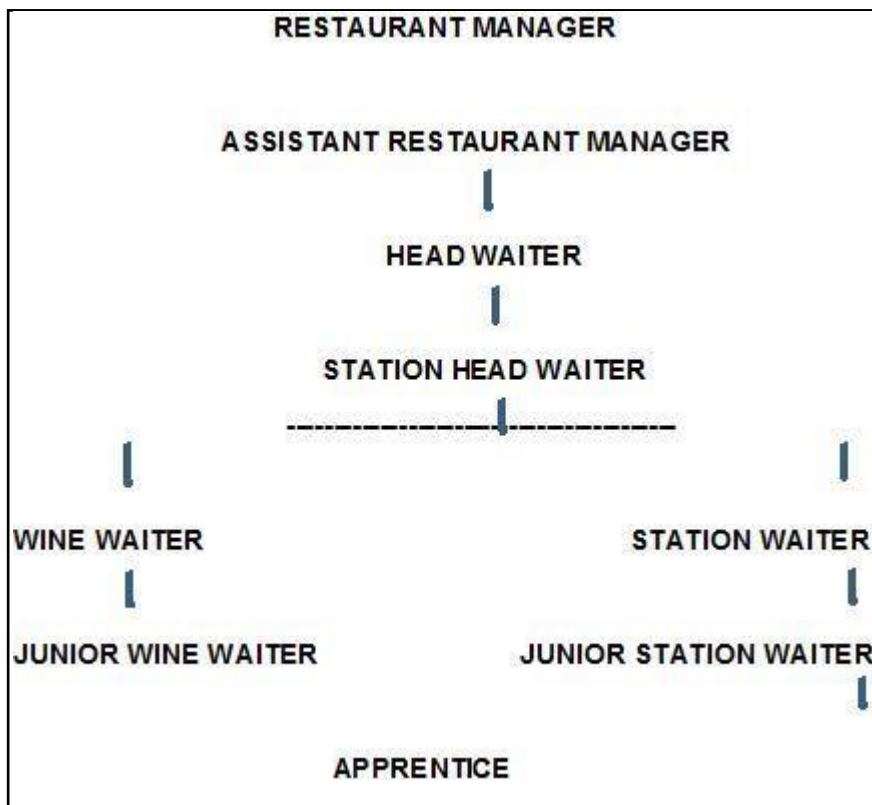
Organization chart of F&B department



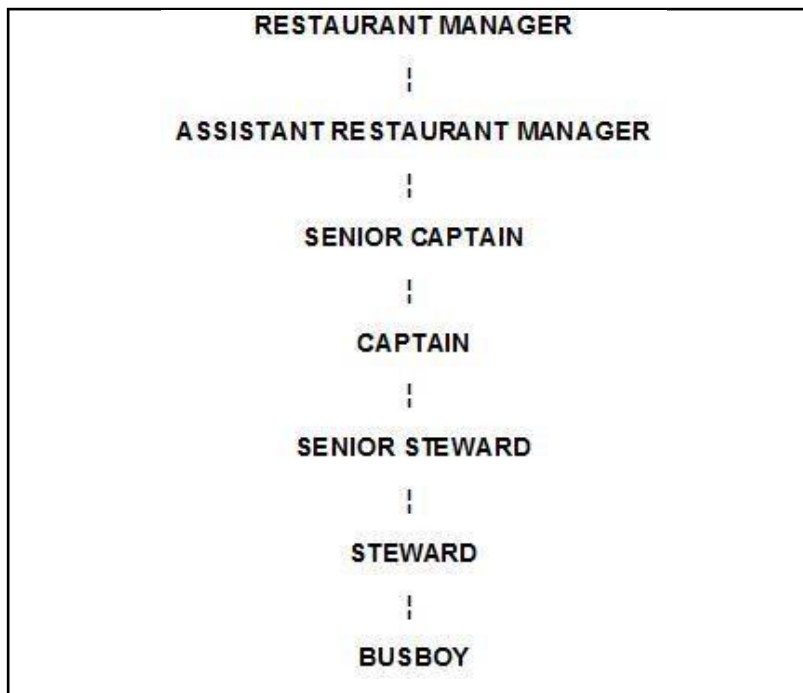
RESTAURANT HIERARCHY IN FRENCH



RESTAURANT HIERARCHY IN ENGLISH



RESTAURANT HIERARCHY IN AMERICAN



2.2 ETIQUETTE & ATTRIBUTES OF FOOD & BEVERAGE SERVICE PERSONNEL

1. **A professional and hygiene appearance:** - How you look and the first impressions you create are more often than not seen as a reflection of the hygiene standards of your establishment and the quality of service to come.

All staff should be aware of the factors listed below and it is their individual responsibility to ensure that they are put into practice.

- Staff should be clean and should use deodorants (but not strong smelling ones)
- Aftershave and perfumes should not be too strong (as this may have a detrimental effect on the customer's palate).
- Sufficient sleep, an adequate and healthy intake of food and regular exercise is essential for good health and the ability to cope with the pressures and stress of work.
- Particular attention should be paid to the hands. They must always be clean, free of nicotine stains and with clean, well trimmed nails.
- Men should normally be clean – shaven or with any moustache or beard neatly trimmed.
- Women should only wear light make-up. If nail varnish is worn then it should be clear.
- Earrings should not be worn with the possible exception of stud/sleepers.
- Uniform should be clean, starched as appropriate and neatly pressed. All buttons must be present.
- Hair must be clean and well groomed. Long hair must be tied up or back to avoid hairs falling into foods and drinks and to avoid repeated handling of the hair.
- Shoes must be comfortable and clean, and of a plain, neat design. Fashion is not as important here as safety and foot comfort.
- Teeth should be brushed immediately before coming on duty.
- Cuts and burns should be covered with waterproof dressings.
- Any colds or other possible infections should be reported immediately.

- Hands should be washed immediately after using the toilet, smoking or dealing with refuse, hot water and soap must be used.
 - Staff should try to avoid any mannerisms they may have, such as running their fingers through their hair. Chewing gum, or scratching their face.
 - Exercise jewellery should not be worn. The establishment policy should be followed.
2. **Knowledge of Food & Beverages and Technical ability:** - The staff must have sufficient knowledge of all the items on the menu and wine and drink lists in order to advise and offer suggestions to customers. In addition, they must know how to serve correctly each dish on the menu, what its accompaniments are, the correct cover, and the make – up of the dish and its garnish. For beverage service the staff should know how to serve various types of wine and drink, in the correct containers (e.g. glasses, cups) and at the right temperature.
 3. **Punctuality:** - Punctuality is all important. If staffs are continually late on duty it shows a lack of interest in their work and a lack of respect for management and customers.
 4. **Local Knowledge:** - In the interest of customers the staff should have certain knowledge of the area in which they work so they may be able to advise the guests on the various forms of entertainment offered, the best means of transport to places of interest and so on.
 5. **Personality:** - Staff must be tactful, courteous, good humoured and of an even temper. They must converse with the customer in a pleasing and well – spoken manner and the ability to smile at the right time pays dividends.
 6. **Attitude to customers:** - The correct approach to the customer is of the utmost importance. The staff must not be servile, but should anticipate the customer’s needs and wishes. A careful watch should be kept on customers at all times during the service without staring. Care should always be taken when dealing with difficult customers. (There is really no such thing as a ‘difficult’ customer – they are normally people whom one is uncertain how to deal with.) Staff should never argue with customers as this will only aggravate the situation – all complaints should be preferred to someone in authority in the food service area.
 7. **Memory:** - A good memory is an asset to food and beverage service staff. It may help them in various ways in their work if they know the likes and dislikes of customers, where they like to sit in the food service area, what are their favourite drinks, and so on.
 8. **Honesty:** - This is all important for the staff in dealings with both the customer and the management. If there is trust and respect in the triangle of staff, customer and management relationships, then there will be an atmosphere of work which encourages efficiency and a good team spirit among the food and beverage service operators.
 9. **Loyalty:** - The staff’s obligations and loyalty are firstly to the establishment in which they are employed and its management.
 10. **Conduct:** - Staff conduct should be impeccable at all times, especially in front of the customers. The rules and regulations of an establishment must be followed and respect shown to all senior members of staff.
 11. **Sales Ability:** - The staffs reflect the image of the establishment. They are sales people and must therefore have a complete knowledge of all forms of food and drink and their correct service, and so be able to contribute to personal selling and merchandising.

12. **Sense of Urgency:** - In order for the establishment to generate the maximum amount of business over the service period, with as high a net profit as possible, staff must develop a sense of urgency.
13. **Customer Satisfaction:** - The food & beverage service staff must see that the guests have all they require and are completely satisfied. The ability to anticipate a customer's needs is of great importance. If a customer is comfortable in their surroundings then this is because of the warm and friendly atmosphere in the food service area, and the team spirit among the waiting staff.
14. **Complaints:** - Staff should have a pleasant manner and show courtesy and tact, an even temper and good humour. They should never show their displeasure even during a difficult situation. Staff should never argue with a customer and if they are unable to resolve a situation, it should be referred immediately to a senior member of the team who will be able to calm the guest and put right any fault. Remember, loss of time in dealing with complaints only makes the situation worse.
15. **Contribution to the team:** - Above all the staff should be able to work as part of a team within and between departments.

2.3 Duties and Responsibilities of Various Food & Beverage Personnel

A) F & B Manager:

Depending on the size of the establishment the F&B manager is either responsible for implementation of agreed policies or for contributing to the setting of catering policies. The larger the organisation the less likely the manager is to be involved in policy settling. In general managers are responsible for:

- Ensuring that the required profit margins are achieved for each F&B area i.e. each financial period.
- Updating and compiling new wine lists according to the availability of stock, current trends and customer needs.
- Compiling in liaison with the kitchen menus for the various F&B service areas and for special occasions.
- The purchasing of all materials both food and drink.
- Ensuring that the quality in relation to the price paid is maintained.
- Determining portion size in relation to selling price
- Departmental training and promotions, plus the maintenance of the highest professional standards.
- Employing and dismissing staff
- Holding regular meetings with section heads to ensure all areas are working effectively, efficiently and well co-ordinated.

Managerial Skills & Responsibilities:

1. Leadership
2. Employee relationships
3. Employee motivation
4. Oral communication
5. Employee training
6. Human relations
7. Staff co-ordination
8. Guest relations

9. Short range planning
10. Delegation of responsibility
11. Goal orientation
12. Written communication
13. Team development
14. Problem solving
15. Staff time management

Operational Skills & Responsibilities

1. Cost control
2. Food merchandising
3. Employee scheduling
4. Marketing
5. Business forecasting
6. Menu pricing / planning
7. Financial planning
8. Menu design
9. Product specification
10. Accident prevention and safety
11. Discipline maintenance
12. Employees grievance resolution
13. Interviewing
14. Personnel evaluation and appraisal of executives
15. Cadres (Different levels of position)
16. In charge of facility design
17. Recruitment

B) Assistant Food & Beverage Manager:

This position exists in large organisation. The assistant F&B manager assists the F&B manager in running the department by being more involved in the actual day to day operations. He is responsible for:

- ❖ Assisting section heads during busy periods
- ❖ Taking charge of an outlet when an outlet manager is on leave
- ❖ Setting duty schedules for all the outlet managers and monitoring their performance.
- ❖ Running the department independently in the absence of F&B manager.

C) Banquet Manager:

The Banquet manager too is responsible for the functioning of his outlet, as the Banquet outlet is a major revenue earner in the F&B department, the work load is more intense and heavier. The Banquet manager is in charge of all areas of banquet and conference operations from the time bookings are done till the guest settles the bill.

The banquet manager projects the budget of the banquets and works in close co-ordination with the chef in setting the menus. He is responsible for making an inventory of all the Banquet equipment and maintaining a balance between revenue and expenditure.

In some major 5 star hotels the Asst. F&B manager acts as an in charge of banquets which includes Banquet Sales. Supervises Captains, waiters, busboys and wine waiters.

Reports to: – Asst. F&B Manager.

Skills: thorough knowledge of F&B, good memory, fluency in more than one language and great relations.

D) Outlet Manager (All Day Dining/ Bar/ In Room Dining/ Speciality Restaurant, etc):

The restaurant manager is either the coffee shop manager, bar manager, or the speciality restaurant manager. The restaurant manager reports directly to the F&B manager and has overall responsibility of the organisation and administration of a particular outlet or a section of the F&B service department. The restaurant manager's job includes:

- ❖ Setting and monitoring the standards of service in the outlets
- ❖ Administrative duties such as setting duty charts, granting leave, monitoring staff positions, recommending staff promotions and handling issues relating to discipline.
- ❖ Training the staff by conducting a daily briefing in the outlet
- ❖ Playing a vital role in public relations, meeting guests in the outlets and attending to guests complaints, if any.
- ❖ Formulating the sales and expenditure budget for the outlet
- ❖ Planning food festivals to increase the revenue of the outlet along with the chef and the F&B manager.

Basic responsibilities:

- Responsible for directing and supervising all activities pertaining to employee relation, food production, sanitation, guest service, and operating profits.
- Responsible for meeting all budgets goals for meeting with clients and booking special catered events, supervising, scheduling, delegating, general management tasks to the assistant Manager.

Specific duties:

1. Works out with department head assistance the operating budgets
2. Monitors budgets to control expense
3. Serves as the restaurant's representative for all the advertising, marketing activities, supervises the schedule of the restaurant personnel.
4. Responsible for promoting good employee and public relations
5. Co-ordinates production and service programs as directed by and in accordance with company's policies and procedures deed standards.
6. Meets with clients, plans and prices special catered events.
7. Conducts cost redirection and minimisation studies.
8. Delegates miscellaneous administrative tasks to the Assistant Manager.
9. Observes whether all service personnel are adhering to job descriptions, personal appearance, job efficiency, and training.
10. Ensures co-ordination with kitchen personnel
11. Responsible for ordering supplies, service ware, and equipments
12. Maintains various reports i.e. sales summary, cover count, guest check analysis.
13. Addresses employees grievances time and personal record
14. He is responsible for maintaining proper procedure in ordering, receiving and storage of food
15. Reports to F&B manager
16. Supervises the Asst. Restaurant Manager
17. Takes care of equipment that are in bad shape.
18. Checks the working conditions in all areas of the restaurant. Long hours standing and walking are routine complaints of the job.

E) ROOM SERVICE MANAGER:

The room service manager reports directly to the F&B Manager and is responsible for the room service outlet. The room service manager checks that the service standard to the guest conforms to the standards set by the hotel. He also monitors all operational assets of the outlet such as service, billing, duty charts, leave and absenteeism in addition to attending to guest complaints regarding food and service. The room service manager is also in charge of sales and expenditure budget.

F) STATION WAITER/SECTION SUPERVISOR/CHEF DE RANG/CAPTAIN

Reports to: Maitre d'hôtel decarre

Job Description:

- Overall responsibility of a section of 4-8 tables from one sideboard
- Takes orders and serves food and beverages
- Filling up of side board
- Supervises waiters and bus boys

Skills: Good knowledge of food and beverages, efficient and speedy service.

G) STEWARD/ASST. STATION WAITER/DEMI CHEF DE RANG:

The demi chef de Rang is the person next in seniority to the chef de rang and assists when necessary.

H) WAITER/SERVER/COMMIS DE RANG/ASST. STEWARD

The commis de rang acts by instructions from the chef de rang. He/she mainly fetches and carries, may do a little service of either vegetables or sauces and also offers rolls, places plates upon the table and so on and helps to clear table after each course. During the pre preparation period some of the cleaning and preparatory task will be carried out by the commis de rang.

I) BUS BOY/TRAINEE/COMMIS DE BAR/APPRENTICE

Reports to: Chef de rang

Job description:

- Responsibility of assisting the station waiter in his duties
- Bringing in dishes from the kitchen, bills, bar orders
- Refills sideboard as and when required
- Serves water, helps in service of silverware

Skills:

- ❖ Ability to understand and follow orders
- ❖ Good team player
- ❖ Ability to work efficiently.

J) SOMMELIER/WINE WAITER/WINE BUTLER/CHEF DE VIN:

He is responsible for service of all alcoholic drinks during the service of meals and also a sales person. He requires having a thorough knowledge of beverages and wines as food accompaniments speed in service period (other requirement as those of a waiter)

K) MAITRE D'HOTEL DE CARRE/HEAD WAITER/SUPERVISOR/SENIOR CAPTAIN:

Reports to the Restaurant Manager (F&B) Manager, owner of small restaurants

Job Description:

1. Supervises over all operations
2. Supervises pre-preparation for service
3. Reservations, handles details for private functions
4. Greeting and seating
5. Training and scheduling of staff
6. Maintains service standards
7. Holds briefings
8. Handles guest complaints and make suggestions to the guest for F&B
9. Schedules service personnel for duty, assigns service stations to service personnel
10. Ensures that food stock items are at proper levels
11. Requisitions or procures linen, condiments various supplies such as sugar, salt, pepper etc. And requisitions additional chine silver and glass ware if required.
12. Informs the management, maintenance or housekeeping personnel of required actions, like paint touch ups, carpet cleaning, faulty electrical systems broken furnishing etc.
13. Ensures that all duties are completed and all the tables are reset
14. Relieves the restaurant manager on his day off.

L) RECEPTION HEAD WAITER / HOST/HOSTESS/MAITRE D'HOTEL

RECEPTION: This staff member is responsible for accepting any booking and for keeping the booking diary up to date. He/she will serve tables and allocate these reservations to particular stations. The reception head waiter greets guests on arrival and takes them to the table and seats them.

Reports to: Outlet captain/Manager

Job description:

- ❖ Receives guests, seats them and offers them menu cards
- ❖ Assists the station waiter with personalised service
- ❖ Handles the written work in the department.

Skills:

1. Pleasing personality, extrovert, social skills.
2. Ability to work in stressful situation

In some of the family owned restaurants the owner receives the guests and acts as HOST.

M) CARVER/TRANCHEUR: He is the carving steward who carves out roasted items like poultry, meat, game (rabbit, hare, and birds) in front of the guests. As the carving is carried out in front of the guests the steward should be skilled enough in proportioning the item and should follow proper hygiene standards.

N) FLOOR SERVICE / CHEF D'STAGE/FLOOR WAIER/ROOM SERVICE

WAITER: He is responsible for service food and drinks in the hotel room. The food order is generally over the phone where by the room service order taker passes it on to the room service steward who in turn places it in the kitchen collects and then serves them in guest room. The order is generally set on big trays with complete eruct set, bud vase, sauces and accompaniments and the necessary table ware required for the particular dish. In many hotels special trolleys are used for room service. The room service should also ensure that minimum time list in transit so that food remains hot when served in the guest room.

O) ROOM SERVICE ORDER TAKER:

Reports to: Room Service Captain

Job Description:

- Takes order from guests in the room
- Processes orders and writes KOT
- In smaller establishments, she also makes bills
- Filing, organising and understanding the working of the department
- Handling guest complaints

Skills:

- Pleasant personality and voice
- Good handwriting
- Efficient with presence of mind
- Good communication skills

P) LOUNGE STAFF / CHEF DE SALLE

A lounge is the area near the entrance of the hotel or outside the restaurant where guest can wait and be comfortable. The lounge steward provides guest service with light snacks and refreshment, beverages both hot and cold, ice creams and pastries. A lounge steward may use the facilities of room service in carrying out food and beverage service.

Q) COCKTAIL BAR STAFF:

The person who works in the cocktail bar must be responsible, well versed in the skills of shaking and stirring cocktails and should have a thorough knowledge of all alcoholic and non alcoholic drinks, the ingredients necessary for the making of cocktails and of licensing laws.

R) CASHIER:

The cashier is responsible for billing and taking payments, or making ledge accounts entries for a food and beverage operation. This may include making up bills for food and drinks, checks and alternatively in a cafeteria for example charging customers for selection of items on a tray.

S) COUNTER ASSISTANT:

These would be found in cafeterias where they would stock the counter and sometimes serve or portion food for customers. Duties may also include some cooking of call order items.

T) HOSTESS:

Reports to: Outlet Captain / Manager

Job Description:

- Receives guests, seats them and offers them menu cards
- Assists the station waiter with personalised service
- Handles the written work in the department.

Skills:

- Pleasing personality
- Extrovert, social skills
- Ability to work in stressful situations

STAFF REQUIREMENT: The staff requirement in various establishments will differ for a number of reasons. The following is a guide to the food and beverage service staff whom you are likely to find in six main types of establishments.

MED CLASS HOTEL	CAFETERIA	DEPARTMENTAL STORE
Hotel Manager	Catering Manager	Catering Manager
Asst. Manager	Supervisors	Asst. Catering Manager

Head Waiter	Asst. Supervisor	Supervisor
Waiters	Courter Service Hands	Asst. Supervisor
Wine Waiters	Cleaner	Cashier
Cashier	Cashier	Dispense Staff
INDUSTRIAL FOOD SERVICE/ WELFARE CATERING		POPULAR PRICE RESTAURANT
Catering Manager		Restaurant Manager
Asst. Catering Manager		Supervisor
Supervisors		Restaurant Waiting Staff
Asst. Supervisors		Dispense Bar Assistant
Waiter		
Steward/ Butler		
Counter Service Staff		
Cleaners		
Cashiers		

2.4.1 DIFFERENT TYPES OF FOOD & BEVERAGE SERVICE OUTLETS

The food and beverage department is the most labour intensive department. It is split into several divisive sections working towards a similar goal of food and beverage service. Team work is the essence of well run F&B department. The head can be called as Director of F&B operations or F&B Manager. The departments consist of:

1. Banquets:

Here the service of special functions such as lunches, conferences, wedding receptions, meetings, dinners, fashion shows are held in special halls or rooms within the hotel.

2. Room Service (In Room Dining):

It forms an integral part of the department. However, it gives a small turnover in terms of cash for the amount of labour and efforts put in. It is more or less regarded as an important guest facility and it is operated round the clock.

3. 24 Hours Outlet:-

a) All Day Dining

b) Coffee Shop: A concept borrowed from United States distinguished by its quick service. Food is pre-plated from the kitchen. The portion size is fixed. In 5 star hotels open 24 hours, sometimes bar attached.

c) Restaurants / Speciality / Theme Restaurant:

This usually covers all restaurants including ethnic restaurant or continental restaurant which can offer a specially or mixed cuisine. Eg. Chinese, Italian, Polynesian, Japanese, French, Indian Restaurants, etc.

Another variant to speciality restaurants are those that concentrate on a particular food item like the Fish bazaar which specialises in seafood.

d) Grill Room or Rotisserie:

This is a restaurant that specialises itself in grills of different meats, fish and poultry. The distinguishing feature of this type of restaurant is a glass partition that separates kitchen from the seating area so that the guests can see the grill preparation of their choice.

e) **Bars:**

This outlet is meant for service of alcoholic and non alcoholic drinks. In Indian hotels the public are admitted to a bar as a rule. A second bar is used for dispensing drinks to the restaurant and for room service.

f) **Discotheque & Pubs, Night Clubs etc:**

It is a restaurant which is principally meant for dancing on recorded music. The music is driven by a qualified and experienced disc jockey (DJ) who creates or responds to the moods of the guests. Special lighting and a dance floor are essential to the discotheque. A feature of a discotheque is a bar which also offers light meals and finger licking snacks.

g) **Poolside/Barbeque:**

It functions during the day time and the service to the people. The same time area can be used as a barbeque in the evening so that the service is not underutilised.

h) **Pastry Shop:**

The pastry shop will sell baking items like, bread, cake, pastries. It may be headed by the pastry shop in charge.

i) **The Club or Chambers / Executive Clubs:**

In some 5 star hotels you have a club which is called as Executive club for business men who are the members. Here you have meeting facilities, food and drink service.

2.4.2 DEPARTMENTAL RELATIONSHIP OF F&B WITH OTHER DEPARTMENTS

The food and beverage service department is the selling point of the hotel. In order to enable maximum and efficient selling, other departments in a hotel also play import roles. It requires working knowledge of other departments and their functioning to achieve this. Primarily the departments that work in close contact are:

a) **Food Production OR Kitchen Department**

The kitchen shares the most important relation with all food and beverage outlets. The department will literally find it impossible to function. The main function of the kitchen is to prepare the food meant for service. The kitchen may be divided into various sections. (Still Room, Garde Manger, Bakery, Butchery, Carvery Etc.)

b) **Stewarding:**

These are included in washing up areas including the dish washing and cleanliness of the kitchen. They also take care of maintenance and up keep of all food and Beverage equipment.

c) **House Keeping:**

The house keeping department takes care of the general up keep of the hotel. Housekeeping department is responsible for supply of staff uniform, restaurant linen, flowers. It is also responsible for cleanliness and maintenance for the up keep of the aesthetic decor of the restaurants.

d) **Front Office:**

This is a front of the house position and deals with the guest directly. The check in, check out, billing information, reservation, bell desk, telephone etc all come under this department. This is the central point where all cheques and bills of the hotel are collected and then recorded in their overall bill. The front office keeps all the records of the guests, residing in the hotel. If a resident wishes to sign the bill the front office is contacted for confirmation of guests name and room number. The front office also takes care of the guests likes and dislikes during his stay with the hotel.

e) **Maintenance Or Engineering:**

This department is responsible for the supply of air conditioning, heaters, ventilating, mechanical and electrical functions of any service equipment i.e. the F&B outlets.

f) **Stores:**

This may be one or divided into separate areas such as food, liquor materials, perishables etc. It may get the supply through the purchase department by floating tenders. The service department gives the stores department its requirements of food items, sauces, seasonings and material like dollies, paper napkins candles office materials etc. Through the corresponding indent book.

g) **Security:**

The security helps to keep all unwanted elements out of the restaurant or hotel premises and also to maintain security of the place and guests. This discreet department handles safety aspect of the organisation. It is required to conduct safety and first aid drills and fire fighting exercises. Security personnel also look into vehicle parking and are in close contact with the local police to look out for criminals and anti social elements.

h) **Accounts:**

The cashier from the department receives all cash and credit payments made for the F&B sale in a restaurant or bar. It also takes care of F&B staff salary.

i) **Personnel Department:**

All areas of staff requirements and employment are dealt by personal department in collation with the concerned head of departments (HOD). Any action should be taken regarding discipline will also be dealt with the same way. Recruitment, induction, training, evaluation and personality development programmes are also conducted by this department in the absence of a separate training cell.

-----XXXX-----

UNIT NO II

CHAPTER 1: - OPERATIONAL & AUXILLARY AREAS OF FOOD & BEVERAGE DEPARTMENT: IMPORTANCE & LAYOUTS

- A) Coffee Shop
- B) Snack Bar / Service Counter
- C) Kiosks
- D) Speciality Restaurants / Theme Restaurants
- E) Banquet Operations / Outdoor Catering
- F) In - Room Dining
- G) Dispense Bar / Discotheque / Nioght club / Pub
- H) Pantry / Still Room
- I) Kitchen Stewarding
- J) Silver Romm
- K) Linen Room
- L) Vending Machine

A) COFFEE SHOPS/ ALL DAY DINING:

In five star hotels there are 24 hour coffee shops which serve 365 days. Some which have an attached bar which functions according to excise rules and regulations of the state. A concept borrowed from the United States distinguished by its quick service. A food is pre-plated from the kitchen. The chefs prepare complete and balanced meals and arrange them in a plate. Coffee shops menus are quite light and simple. The portions sizes are fixed but adequate for the average guest. E.g. A fried chicken would include half a grilled chicken accompanied with French fries and vegetables. A beef stroganoff has juliennes of beef in brown stroganoff sauce garnished with cream and served with rice and vegetables. The meals are complete and nutritionally balanced.

The atmosphere in a coffee shop is informal which means that guests can come in casual wear. The restaurant will have lively piped music. The tables will have table mats and paper napkins. The table lay outs may come provided with sugar cubes, proprietary sauces, mustard and creamer satches. Coffee shops have replaced erstwhile dining rooms of old hotels and serve many purposes.

Most coffee shops in hotels are run 24 hours and are the only restaurants that serve food at any time of the day or night when other restaurants in hotels are closed. Coffee shops act as multipurpose dining opportunities. The linen, food and music can change in lunch and dinner in keeping in the mood of the day.

The staff for example lay out paper mats and paper napkins for breakfast and snack services. They can change the mood at lunch and dinner by providing table linen and cloth napkins to make the restaurant formal. Similarly, piped music can vary from pop music during informal hours and sedate lounge music during formal hours. Coffee shops in hotels are usually off the lobby or overlooking the swimming pool.

Most of the coffee shops serves multi cuisine ala care menu. Some coffee shops have open window kitchen and the food is served to room guests too. Coffee shops serve breakfasts, lunch, snacks, and dinners. Sometimes even buffets also. The staff works in shifts, such as 7-5, 3-12, 11-8 and break shifts such as 12-3, and 7-11 during busy Saturday and Sundays

B) SNACK BAR / SERVICE COUNTERS

Usually at snack bar, snacks, sandwiches, parties, tea, coffee, milk shakes and other small items are served. In some of the five stars hotel snack bars function upto 12 midnight. Eg. Sea Lounge at Taj and Just round the corner.

C) KIOSKS:

These are small outdoor structure usually located alongside busy streets and market places where light food and drinks are served. They are moderately priced and generally run by a single person. Service is self service and license is required from the local municipal authority

D) SPECIALITY RESTAURANTS / THEME RESTAURANTS:

In such restaurants, the entire atmosphere and decor is geared to a particular theme normally related to a regional cuisine. Chinese, Indian, Polynesian, Japanese and French restaurants are all geared to the speciality food they offer. An Indian restaurant e.g. would therefore have Indian motifs on the walls, Indian artefacts, and costumes of the serving staff, piped Indian music, crockery, cutlery and glassware that give a total Indian experience.

While the above mentioned cuisines have been popular and common, the world today has new options of speciality restaurants including Russian, Vietnamese, Burmese, and Thai etc.

Speciality Restaurants have gone further in giving the public ethnic foods within a region. So we have Bavarian food from Germany, Chettinad food from India, Cantonese food from China, Mongolian food from Russia etc.

Other variant restaurants are those that concentrate on a particular food item like the fish bazaar which specialised in sea food and their preparation of all types or the Beef Bistro which may limit itself to different cuts and preparations of beef. Speciality restaurants can range from very up market and exclusive places to very casual ones like the neighbourhood Chinese or the Thai restaurant.

E.g. of theme restaurants / Bars:

- i. Sports bar
- ii. Rajasthani restaurant
- iii. Restaurant in the form of aeroplane, ship, garden, ocean
- iv. Rain Forest garden
- v. Pirates etc.

E) BANQUET OPERATIONS:

Function catering is the term used for the service of special events for specific group of people at pre set times, with the food and beverages provided being pre determined. It includes occasions such as lunch-on, parties, conferences, cocktail parties, wedding and dinner dances.

Social Occasions	Professional Events	State Affairs
Wedding receptions	Conferences	State Banquets
Birthday parties	Conventions	Diplomatic cocktails and dinners
Cocktail parties	Training programs	National days
Balls	Meeting of professional bodies	
Alumni get together	Board Meetings	
Theme nights	Dealer meetings	
Fund raisers	Exhibitions	
Kitty parties, musical concerts	Fashion Shows	
Dance recitals.	Product launches	
New Year parties	Education fairs	
Dinner Theatres	Staff award dinners	
Sonority & Fraternity Luncheons	Ceremonial events	
Graduation parties		
College Faculty & Staff dinner's		
High school proms		
Reunions		
Athletic dinners		
Anniversary events		
Religious national celebrations		

TYPES OF FUNCTIONS:

There are two main types of functions. Formal meals (sometimes called as Banquets)

Luncheons	Dances
Dinners	Cocktail parties
Wedding receptions	Anniversary parties
Buffet Receptions:	Buffet teas
Wedding receptions	Conferences

A further breakdown of the types of functions may be as follows:

Dinners (trade associations)	Training sessions
Political conference	Cocktail parties
Luncheon (Rotarians)	Sales conferences
Trade unions	Charity dinner
Receptions,	Academic conferences

Public Relations:

- Press party to launch a new product
- Fashion parade
- Exhibition
- Dealers meets
- Seminars etc

Function Organisation:

Function menus

Wines

Service methods is function catering

Formal seating arrangements

Table setting plans

Table layout (various function layouts – including conferences)

Various types of buffet set ups

Various ways to enhance buffets

Various methods of toasting etc.

OUTDOOR CATERING (OFF PREMISES)

The business of an outdoor catering firm should, as far as possible, continue throughout the year to ensure the plant (equipment provided for a particular function) and staff is used to the full. At each function carried out the organiser should aim to give a fully comprehensive sales service, covering not only meals and drinks but also such things as confectionery and snack kiosks. As in function catering the organisation must be planned to the last detail and an initial survey should be exact and thorough. The following points are usually included in the initial survey.

- Type of function
- Date of function
- Site and distance from depot / premises
- Local transport
- Local commodity purchase
- Staff requirement
- Layout of site
- Number of people expected to attend
- Provisions for people with special needs
- Availability of water, gas, electricity, drainage
- Spending power of people attending
- Kiosk and stand details
- Time allowed for setting up and dismantling units
- Type of license (if required) for catering
- Mobile units adaptable to hot and cold food
- Lines of communication to ensure control of staff and continuous supplies

- Photographers
- Press
- Changing room and toilets
- Insurance against weather / fire, first aid
- Cost of overheads on a particular site
- Type of service (the one most suited to each particular catering operation will need to be decided). E.g.
 - ❖ Buffet service may be preferred to restaurant service
 - ❖ Provision of the take away meal service in disposable containers
 - ❖ Supply of some simple hot dishes, soup, fish chips etc.
 - ❖ Flexibility of drink service hot and cold according to the weather.
 - ❖ Wash up facilities
- Containers supplied for litter and disposable items
- Each outdoor catering operation is different and so the main points to be noted during the initial survey will vary.

The majority of staff employed at outdoor catering functions are taken on as casual staff (thorough scrutiny is required).

The organisation of outdoor catering functions must be very thorough too, because once on site it is often virtually impossible to rectify errors. Any items forgotten or not packed on the transport will have to be gone without. This can affect the success of the function and can also damage the reputation of the service provider.

F) IN - ROOM DINING:

The room service is a facility offered by most hotels which provides food and beverage to guests in their rooms. A guest orders food and beverage over the telephone from a room service menu located in his room. This service is convenient to guests who prefer eating in the privacy of their rooms for several reasons.

1. Important people like celebrities, want their privacy away from public attention and the media. Eating in a restaurant will attract too much attention for them to enjoy a meal.
2. Some do not wish to dress to go to a restaurant. They can eat in their room in casual wear in their night clothes.
3. They may want to watch a T.V. program while eating. Since hotels provide several attractive global channels, guest keep in touch with the latest news, favourite sports match movie or TV serial while travelling. This practice has led to hotel to provide special T.V. meals.
4. Many cannot start their day unless they have their morning cup of tea as soon as they wake up. The morning time service is peak time service in many hotels.
5. Breakfast can be ordered the night before through a door knob facility. The breakfast door knob card is kept on the pillow during the function evening housekeeping service. Guest can fill their breakfast needs in the door knob card the previous night and hang it on their door knob. Room service personnel pick these door knob cards at night and prepare the breakfast orders well in advance. The key feature of this service is the choice of time. The room service will deliver the breakfast within a time range printed on the door knob card that is convenient to the guest.
6. Since guests have private meetings in their rooms and prefer to have their meals in the privacy of their rooms.
7. There has been a surge of women in aspects of working life. Women are travelling alone more now than any other era. They prefer to eat in their rooms for security reasons.

The disadvantages of room service are:

1. Room service F&B menu is more expensive than regular set menu.
2. Guests in a hurry are dependent on a quick room service. Unless the room service is professionally organised these can be delay in service and a lot of guest ill will.
3. The challenge for the hotel is to ensure that the food is hot at all time of service (it might get cold)
4. The hotel has additional cost of having the staff, space and equipment for the room service facility.

TYPES OF ROOM SERVICE:

There are three types of room service.

Centralised Room Service:

Here all the food orders are processed from the main kitchen and sent to the guest rooms by a common set of waiters. The benefit of a central kitchen is that the room service menu can offer a wide range of items since the main kitchen is equipped with all the equipments and skills to provide them. The disadvantage is the time taken to serve the food to the guest room. Tall hotel structures have service elevators that are used by all service staff. The time taken to get ones turn can result in an irate guest over a delay. The other disadvantage is to keep the food hot in transit. Unless the service is quick food can get cold. Resort properties that have chalets spread out over acres may have a series of problem with centralised room service.

Decentralised Room Service:

Each guest floor or set of floors may have a separate pantry located at the floor itself to serve them. Orders are taken at a central point by order takers who in turn convey the orders to the respective pantry. In such cases the pantries are fitted with water boilers for tea and coffee service. Food options will be limited to cold items like pre-prepared sandwiches, meat platters or blast frozen foods that are heated in microwave ovens. Some pantries may even have hot cases to keep hot pies and breads. The advantage of such system is the speed of service to the floor, especially at peak times. The disadvantage is that the pantries can offer limited range of foods as these pantries are dispensing facilities and not where actual cooking takes place.

Mobile Room Service:

This is the one where elevator is dedicated to the room service pantry. Orders are taken at a central point and conveyed to the mobile pantry. Alternatively the guest may call the mobile pantry directly for his orders. The greatest advantage is the speed of service especially for morning tea / coffee and breakfast. This is a special time when guest start their day and are dependent how soon they can finish their morning meal. The range of food offered is again limited as these elevators are limited in space and can only dispense easy to serve food like sandwiches, bread, pies, some hotels are able to adapt the elevator for evening cock tail service when they stock a bar for quick beverage service. With mini bars fitted in the guest rooms in most hotels, mobile bar service becomes irrelevant.

Room Service Equipment & Lay Out

- Trays

- Trolleys
- Hot cases to keep the food hot
- Racks (clearance)
- Dispense bar
- Cleaning trolleys

G) DISPENSE BAR:

The term 'dispense bar' refers to any bar situated within in the food and beverage service area that dispenses wine or other alcoholic drinks which are to be served to a customer consuming a meal or using a lounge area. However, in many establishments because of the planning and lay out wine and other alcoholic drinks for consumption with a meal are sometimes dispensed from bars situated outside food and beverage service area itself in other words, from one of the public bars. All drinks dispensed must be checked and controlled in some way.

AUXILIARY AREAS / DEPARTMENT

- Pantry
- Still Room
- Silver Room
- Linen Room, Dispense Bar
- Kitchen
- Kitchen Stewarding

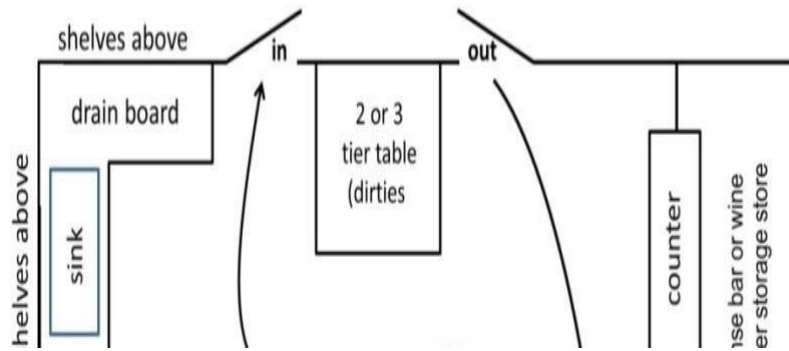
H.1) PANTRY:

The pantry or service room is located between the kitchen and the restaurant. It stores items such as hollowware, special service equipment, glassware, linen, condiments, disposables etc. that are not stored in sideboards or the hotplate. Servers can open a wines, prepare trays, wipe the edge of dishes and plates, prepare bread baskets, collect water (it is equipped with a filter cum cooler), dispose soiled linen into soiled linen hamper, collect warm plates from the plate lowerator, etc. In other words, this area is used for getting ready to serve or organizing for service which usually cannot be done in the small area of the sideboard. Other related uses included counting and bundling linen for exchange and for conducting pre-opening or pre-shift briefings (if large enough).

Two sets of two leaf swing back doors creating a vestibuled area connect the pantry to the restaurant dining area. This ensures that back of the house sights and sounds are not seen or heard by guests. On leaf in each set is earmarked for 'IN' and the other two for "OUT" and must necessarily be used accordingly to avoid accidents. A metal plate covers the bottom 24" of the door to withstand the kicking by waiters while they ingress or egress with loaded trays.

The equipment in a pantry depends on the presence or absence of other ancillary areas and its distance from the kitchen and ancillary areas such as dishwashing and dispense bar. The pantry area must be kept thoroughly clean including its floor and equipment therein.

R E S T A U R A N T



H.2) STILL ROOM:

The main function of the still room is to provide items of food and beverages required for service of a meal and not catered for by the other major departments in a food service operation, such as the kitchen, larder, and pastry. The duties performed in the service area will vary according to the type of meals offered and the size of establishment concerned.

STAFF: In a large first class establishment a still room supervisor is in charge of still room. Depending on its size and the duties to be performed, he/she may have a number of staff in his control. The person in charge is responsible for the compilation of work rotas for all stillroom staff so that all the duties are covered and the area is staffed throughout the whole of the service periods. The stillroom supervisor is also responsible for the ordering of supplies from the main dry fruit stores and the effective control of these items when issued to the various departments.

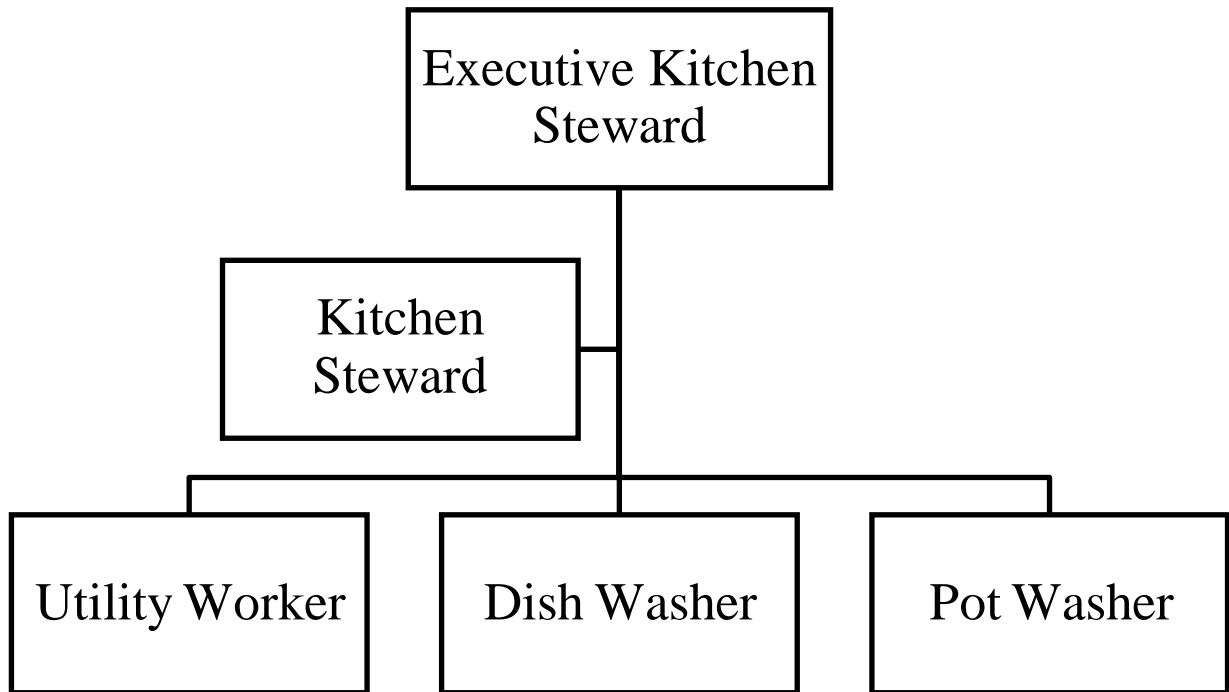
EQUIPMENTS: The equipment in all stillrooms is of similar nature. A wide range of food items is offered and so to ensure their proper storage, preparation and presentation, a considerable amount of equipment is used. The following are the example of items that might be needed.

- Refrigerator for storage of milk, cream, butter, fruit juice and so on
- Beverage making facilities
- Large double sink and draining board for washing up purposes
- Dishwasher of a size suitable for the still room but large enough to ensure efficient turnover of the equipment.
- Salamander or toasters
- Bread slicing machine
- Work top and cutting board
- Necessary storage space for all small equipments such as crockery, glassware, silverware
- Storage cupboard for all dry fruits held in stock and for such miscellaneous such as doilies, kitchen papers, paper napkins etc.
- Coffee grinding machine to ensure the correct grind of coffee for the brewing method to be used.
- Ice maker.

D) KITCHEN STEWARDING:

The department is primarily concerned with the storage, maintenance, cleanliness and issue of cutlery, crockery, chinaware, tableware, and glassware to the restaurants and kitchens. It is responsible for the cleanliness of kitchens and the washing of pot and pans. It procures, installs and services gas connection and coal supply for cooking. The department would ideally have a large store for kitchen and service equipment, dishwashers and pot washing

section. Many hotels may give the responsibility of the staff cafeteria to the kitchen stewarding. In such cases the stewarding would have their own brigade of cooks to prepare staff meals. Kitchen stewarding is also responsible for pest control activity of the kitchen. The kitchen stewarding will remain one integral part of food and beverage operations.



The objectives of kitchen stewarding can be summarised as follows.

1. To improve efficiency in the food and beverage production
2. To improve efficiency in F&B service department
3. To maintain high degree of (standard) sanitation in the kitchen and the back of the house
4. To reduce food cost
5. To keep the operational and equipments costs low
6. To maintain a smooth, efficient flow at the employee cafeteria.
7. To avoid accidents and fire hazards

They are responsible for:

- Inventory control procedures
- Garbage disposal procedures
- Coordination with other departments such as housekeeping, maintenance etc.

J) SILVER ROOM OR PLATE ROOM:

In larger, more luxurious establishments, the silver room, as it so sometimes known is a separate service area. In a smaller establishment it is often combined with the pantry was up area.

EQUIPMENT: The silver room should hold the complete stock of silver required for the service of all meals, together with slight surplus stock in case of emergency. Silver for banqueting service may be of a different design and kept specifically for that purpose.

STAFF: All the service silver should be cleaned on a rota basis. It is the duty of the head plate person to ensure that this is carried out and that all silver is cleaned regularly. The head

plate person may have number of staff under him / her depending on the size of the establishment. In the smaller medium class establishment, however where the plate room is possibly combined with the pantry wash up it would be the duty of either the wash up staff or the waiting staff to ensure that all the service silver is kept clean.

HOT PLATE:

The hot plate (or pass) may be regarded as the meeting point between the service staff and the food preparation staff. Active co-operation and a good relationship between the members of staff of these two areas help to ensure that the customer receives an efficient and quick service of the meal. This co-operation also ensures that all the food dishes are served well and attractively presented.

ABOYEUR:

The Aboyeur (or barker) is in charge and controls the hotplate during the service period. As an aid to the food service staff, the aboyeur would control the ‘off hand’ which tells the waiter immediately if any menu item is not available (off). It should be sited in a prominent position for all to see. The hotplate itself should be stocked with all the crockery necessary for the service of a meal. This may include some or all of the following items. Soup plates, fish plates, joint plates, sweet plates, consommé cups, platters, etc. The aboyeur who controls the hotplate over the service period will initially receive the food check from the waiter. Hot plate language and terminology (see Refer: Lillicrap)

K) SPARE LINEN ROOM:

Another back of house service area that is general found within establishments is the spare linen cupboard. This is normally a responsibility of a senior member of the service staff and is kept locked for control purposes. This spare linen stock is held near the food service area in case of emergency. The linen is changed when necessary and usually on the basis of one clean item in exchange for one dirty linen item.

STORES:

Materials, liquor, crockery, cutlery, glassware store.

L) VENDING MACHINE:

In the broadest sense, automatic vending may be defined as selling by automation. It is a form of automatic retailing using one of the following methods of payment:

- Coin
- Money card
- Bank Note
- Token

The types of service available may be broken into two areas, namely service and facility and consumables for example

Service	Facilities	Consumables
TV time	Car parking	Hot & Cold bar
Gas	Toilets	Meals
Water	Baggage Store	Confectionary
Electricity		Tobacco
Shoe cleaning		Alcoholic drinks

Within food and beverage operations automatic vending mainly is used for supply of wide variety of food and beverages both hot and cold, through coin/token operated machines.

Two sectors of food service industry benefit most at the present time from automatic vending, namely industrial and transport catering. Vending machines are found in canteens, offices, factories, industrial concerns, railway stations, garages (including motor way service stations), schools, hospitals, leisure centres and hotels.

Advantages:

This machine themselves may be used in conjunction with the conventional kitchen approach to catering. At the same time they relieve some of the pressure of work on the counter hands and cashier by taking some of the customers away from the counter and to the machines. Other advantages are:

- 24 hour service
- Low cost
- Increase in productivity
- Economy of labour
- Natural tea break
- Fresh beverages
- Variety
- Hot meals
- Reduced wastage
- Easy of maintenance

Disadvantages:

There are disadvantages to automatic vending and these have to be considered in relation to the total operation before making a final decision on usage. These may be summarised as follows:

- Speed of service
- Quality
- Human presence
- Electricity
- Maintenance
- Vandalism
- Breakdown

Types of Vending Machines:

These include:

- Merchandiser : customer can view the products on sale – e.g. confectionary machines
- Beverage Vendor: mixes the ingredients to produce the product.
- In cup system: the ingredients are already in individual cups to which water is added.
- Micro Vend System: provides a range of hot and cold foods from which the customer may make a selection and heat it in an accompanying microwave oven.

The catering services provided by vending machines come in the form of:

- Hot beverages by use of powdered ingredients
- Cold beverages by use of post mix syrup and water (carbonated or non carbonated)
- Hot meals by internal heating or with the use of microwaves and time cards or tokens.
- Meals and snacks by means of refrigerated

Chapter 2 : FOOD & BEVERAGE SERVICE EQUIPMENTS:

- 2.1 Classification of Equipment. (Familiarization of Equipment)
- 2.2 Criteria for Selection and requirements
- 2.3 Table d'hôte, A'la Carte
 - Tableware/Silverware (Cutlery, Hollowware/ Flatware)
 - Glassware
 - Crockery
 - Bar Equipment
(For all the above Brands, Measures & Quality Suppliers)
 - Special Equipment with their Uses
 - Furniture (Tables/ Chairs/ Trolleys/ Dumb Waiter)
 - Linen
 - Light and Decor
 - Care and maintenance of Equipment
 - Napkin folds
- 2.4 Mise-en-Place, Mise-en- Scene

2.1 Classification of Equipment – Familiarisation of Equipments:

Criteria for selection and requirements (Quality) types of crockery, hollow ware (Silver, stainless steel) glassware, linen (including furnishing and other equipments. Care and maintenance of equipment including silver cleaning.

In any establishment the customer's first impression on entering the service area are of great importance, a customer may be gained or lost on these impressions alone. The creation of atmosphere, by the right choice of decor, furnishings and equipment is therefore a major factor that contributes to the success of the food service operation. A careful selection of items in terms of shape and design and colour enhances the overall decor or theme and contributes towards a feeling of total harmony. The choice of furniture and its layout and the linen, tableware, small equipment and glassware will be determined by considering –

- Type of clientele expected
- The site and location of the establishment
- The layout of food and beverage service area
- The type of service offered
- The funds available.

The general points to be considered when purchasing equipment for food and beverage service area are:

1. Standard of the restaurant
2. Types of service
3. Decor and theme of restaurant
4. Type of customers
5. Design colour durability
6. Ease of maintenance
7. Stack ability
8. Flexibility in use

9. Storage
10. Durability
11. Cost and funds available
12. Availability in future - replacements
13. Rate of breakage in crockery
14. Shape
15. Psychological effect on customers
16. Delivery item.

CROCKERY:

The crockery must blend in with general decor of the establishment and also with the rest of the items on menu. An establishment generally uses one design and pattern of crockery but where an establishment has a number of different service areas it is easier from the control point of view, to have different design in each service area. Nowadays manufacturers produce a range of patterns and styles and will guarantee a supply for a period of ten years in order to be able to replace breakages etc.

When purchasing crockery the general points previously identified should be borne in mind. Other factors are:

- Every item of earthenware should have a complete cover of glaze to ensure a reasonable length of life.
- Crockery should have a rolled edge to give reinforcement at the edge.
- The pattern should be under rather than on top of glaze
- Crockery must be dishwasher proof.

Some of the hotel ware is:

VITREOUS / VITRIFIED

FOOD SERVICE CROCKERY:

There is various classification of food service crockery:

Flatware, plates, saucers, serving plates, cups bowls (tea, coffee, soup, sweet bowls) hollow ware for example pots and vases.

CHINAWARE

China is a term used for crockery whether bone china (expensive and fine), earthenware (opaque and cheaper) or vitrified (metalized). Most catering crockery used nowadays tends to be vitrified earthenware, which is very durable and haven been strengthened. Crockery is also usually given rolled edges to make it more chip resistant. Chinaware is made of silica, soda ash, and china clay, glazed to give a fine finish. Chinaware can be found in different colors and designs which are always coated with glaze. Chinaware is more resistant to heat than glassware.

There are various classification of catering china are:

Porcelain

Porcelain is a ceramic material made by heating selected and refined materials, which often includes clay of kaolinite clay, to high temperatures. The toughness, strength, and translucence of porcelain arise mainly from the formation of glass at high temperatures and the mineral mullite within the fired body.

Bone China

Bone china is porcelain made of clay mixed with bone ash. This is very fine, hard china that is very expensive. The decorations are to be found under the glaze only. The range of design, pattern and color is very wide and there is something to suit all occasions and situations.

Earthenware

Earthenware may sometimes be as thin as bone china and other porcelains, though it is not translucent and is more easily chipped. Earthenware is also less strong, less tough, and more porous than stoneware, but its low cost and easier working compensate for these deficiencies.

Stoneware

Stoneware is a hard pottery made from siliceous paste, fired at high temperature to vitrify (make glassy) the body. Stoneware is heavier and more opaque than porcelain. The usual color of fired stoneware tends to be grayish, though there may be a wide range of colors, depending on the clay.

Melamine: A type of hard plastic that is used especially for covering other materials. A white crystalline organic base $C_3H_6N_6$ with a high melting point that is used especially in melamine resins. A melamine resin or a plastic made from such a resin.

Handling of Chinaware

Whatever quality of china or crockery is used, the most important thing to ensure is that it is washed, rinsed and dried correctly to ensure that no dirt, stains or streaks appear.

- 1) Chinaware has a high breakage rate and, therefore, needs careful handling.
- 2) They should be stored on shelves in piles or stacks of approximately two dozen each. Any higher may result in their toppling down.
- 3) They should be stored at a convenient height for placing on, and removing from the shelves to avoid accidents.
- 4) Chinaware should be kept covered to prevent dust and germs settling on it.
- 5) Chipped and cracked crockery's harbor germs and should, therefore, not be used and disposed off carefully.

Crockery Sizes:

Side Plate	15 cm (6 in) diameter
Sweet plate	18 cm (7 in) diameter
Fish plate	20 cm (8 in) diameter
Soup plate	20 cm (8 in) diameter
Joint plate	25 cm (10 in) diameter
B/fast cup & saucer	23-28 cl (8-10 fl oz)
Tea cup & saucer	18-93 cl (6 2/3 fl oz)
Coffee cup & causer (demi tasse)	9.47 cl (3 1/2 fl oz)
Tea pot	29.4 cl (1/2 pt)
	56.8 cl (1 pt)

85.2 cl (11/2 pt)

Other Operational Equipments:

Consommé cup saucer	Hot water Jug
Platter (Oval plate)	coffee pot
Salad crescent	milk jug
Egg cup	cream jug
Butter dish	hot milk jug
Ashtray	sugar basin
Pastry fork	afternoon tea

Special Equipments with Uses:

Com or cob holders	one to pierce each end of the cob
Lobsters pick	to extract the flesh from the claw
Butter knife	to serve butter porter
Sauce ladle	service from sauce boat
Fruit knife & Fork	dessert cover
Nut crackers	dessert fruit basket
Grape scissors	to cut and hold a portion of grapes
Grape fruit spoon	grapefruit halves
Ice cream spoon	for all ice cream dishes
Sundae spoon	ice cream sweet in a tall glass
Snail tongs	used to hold snail shell
Snail dish	Dish is round with two ears having six indentations to hold a Portion (6) of snails
Cheese knife	type of knife specially designed for cutting cheese
Stilton scoop	service of stilton cheese
Caviar knife	part of the cover for caviar
Gourmet spoon	sauce spoon for cover
Preserve spoon	used with preserve / jam dish

VARIOUS CHINAWARE (CROCKERY)

1. Meat plates
2. Soup plates, cups
3. Fish plates
4. Dessert plates
5. Breakfast cup and saucer
6. Tea cup saucer
7. Coffee cup saucer
8. Ashtrays
9. Bud vases
10. Cruet sets
11. Egg cups
12. Tea pots, coffee pots, milk jug, creamers etc.
13. Platters, curry bowls (cereal bowls)
14. Sugar pots

CUTLERY OR SILVERWARE:


Large knives and forks, soup spoons, fish knives and forks, fruit knives and forks, coffee spoons, tea spoons, service spoon and forks, grapefruit knife, cheese knife, steak knife and special equipment






HOLLOW WARE: Water jug, trays, strainer, straw holder, tooth pick holder, tea pot, coffee pot, milk pot etc. Burners, copper pans, punchbowl and ladle, bread baskets, ashtrays, cake stand, wooden salad bowls, melon bowls.






GLASSWARE: There are two types of glasses - 1. Stemmed glasses 2. Flat bottomed glasses





VARIOUS TYPES OF GLASSES:






1. Water goblets and glasses
2. Collins glasses, high ball glasses
3. Brandy balloon
4. Lager glasses
5. Champagne saucer
6. Champagne flute
7. Champagne tulip
8. White wine glasses
9. Red wine glasses
10. A P glasses
11. Martine glasses
12. Liqueur glasses
13. Sherry glasses
14. Old fashioned glasses
15. Zombie glasses
16. Slim Jim glasses
17. Bar mugs
18. Rolly Polly glass
19. Worthington glasses
20. Cocktail glasses
21. Margarita glasses
22. Ice cream cups
23. Copita glasses
24. Elgin glasses
25. Tequila shot glasses





Diagram	Description	Capacity	purpose
 <i>Collins</i>	A Collins glass is a glass tumbler, This glass is somewhat narrower.	11 oz, (300 ml)	Used to serve a mixed drink, named after Tom Collins.

 <p><i><u>Highball Glass</u></i></p>	<p>A highball glass is a glass tumbler.</p>	<p>9 oz (250 ml)</p>	<p>Holding between, used to serve a mixed drink.</p>
 <p><i><u>Shot Glass</u></i></p>	<p>It is a small glass or serving up to Modern shot glass holds a thicker base.</p>	<p>3 oz of alcohol (90 ml).</p>	<p>used for measuring</p>
 <p><i><u>Pint Glass</u></i></p>	<p>A pint glass holds of liquid</p>	<p>20 oz (568 ml)</p>	<p>Used for beer.</p>
 <p><i><u>Pilsner Glass</u></i></p>	<p>Pilsner glasses are generally smaller than a pint glass, usually in</p>	<p>9 or 12 oz (250 ml or 330 ml).</p>	<p>Used for beer.</p>
 <p><i>Beer Stein Seidel</i></p>	<p>A beer stein is a traditionally-German beer tankard or mug, made of pewter, silver, wood, porcelain, earthenware or glass; usually with a hinged lid and levered thumb lift.</p>	<p>17 oz or 34 oz (0.5 litre Or 1 litre)</p>	<p>Used for beer.</p>
	<p>A flute glass is narrow shape helps maintain carbonation, while providing a strong</p>	<p>7-11 oz</p>	<p>preferred for serving fruit beers</p>

 <p style="text-align: center;"><u>Flute Glass</u></p>	<p>aromatic front. Flute glasses display the lively carbonation, sparkling color, and soft lacing of this distinct style</p>	<p>(210 ml-330 ml)</p>	
 <p style="text-align: center;"><u>Goblet Or Chalice</u></p>	<p>Chalices and goblets are large, stemmed, bowl shaped glasses. Goblets tend to be more delicate and thin, while the chalice is heavy and thick walled.</p>	<p>10 oz (300 ml)</p>	<p>adequate for serving beers.</p>
 <p style="text-align: center;"><u>Snifters</u></p>	<p>The shape help trap the volatiles, while allowing swirling to agitate them and produce an intense aroma.</p>	<p>6-8 oz (180 ml-240 ml)</p>	<p>Typically used for serving brandy and cognac.</p>
 <p style="text-align: center;"><u>Wheat Beer Glass</u></p>	<p>A wheat beer glass is also known as Weizenbier or Weibier. It is much taller than a pint glass. In other countries such as Belgium.</p>	<p>9 or 12 oz (250 ml or 330 ml).</p>	<p>used to serve wheat beer</p>
 <p style="text-align: center;"><u>Tulip Glass</u></p>	<p>A tulip glass not only helps trap the aroma.</p>	<p>9 oz (270 ml)</p>	<p>recommended for serving Scottish ales, barley wines, Belgian ales and other aromatic beers.</p>
	<p>A cocktail glass is a drinking glass with a cone-shaped bowl on a stem above a flat base. As</p>	<p>4.5 oz (133 ml)</p>	<p>Used to serve a cocktail or champagne.</p>

 <p><u>Cocktail Glass</u></p>	<p>with other stemware, the stem allows the drinker to hold the glass without affecting the temperature of the drink.</p>		
 <p><u>Red Wine Glasses</u></p>	<p><u>Bordeaux glass:</u> Tall with a wide bowl, and is designed for full bodied red wines</p> <p><u>Burgundy glass:</u> Larger than the Bordeaux glass, it has a larger bowl to accumulate aromas of more delicate red wines</p>	<p>14 oz -17 oz (400 ml – 510 ml)</p>	<p>Used for service of red wine</p>
 <p><u>White Wine Glass</u></p>	<p>White wine glasses are generally narrower. The narrowness of the white wine glass allows the chilled wine to retain its temperature for two reasons; The reduced surface area of the glass means less air circulating around the glass and warming the wine. The smaller bowl of the glass means less contact between the hand and the glass, and so body heat does not transfer as easily or as fast to the wine.</p>	<p>8 oz (240 ml)</p>	<p>Used for service of white wine</p>
 <p><u>Sherry Glass</u></p>	<p>A sherry glass is a drink ware.</p>	<p>4 oz (120 ml).</p>	<p>used for serving aromatic alcoholic beverages</p>

 <p><u>Coupette Glass</u> <u>Margarita</u></p>	<p>A modified version of the cocktail glass. Used for serving drinks where the rim of the glass is required to be coated in either sugar or salt or another condiment used to make some of the more exotic drinks such as margaritas.</p>	<p>7-9 oz (200-266 ml)</p>	
 <p><u>Pitcher</u></p>	<p>This larger container usually has a handle and a lip or spout for pouring the contents into several glasses.</p>	<p>68 oz 2 litres</p>	<p>Generally used for serving beer for a beer keg for draft beer.</p>
 <p><u>Old Fashioned Glass</u></p>	<p>The Old-Fashioned glass, rocks glass, or "lowball", is a short tumbler. It is named after the old fashioned cocktail.</p>	<p>8 – 10 oz (240 ml – 300 ml)</p>	<p>Used for serving liquor "on the rocks", meaning over ice, or cocktails having few ingredients.</p>
 <p><u>Coffee-Mug</u></p>	<p>Almost a smaller version of the beer mug, made of thick heavy glass and used for coffee.</p>	<p>15 oz (150 ml)</p>	<p>Generally used to have coffee.</p>
	<p>A uniquely shaped glass with a handle that is used to serve any hot beverage such as Spanish coffee or cocoa.</p>	<p>7oz (200 ml)</p>	<p>Used for making Irish coffee.</p>

<u>Irish Coffee Cup</u>			
 <p><u>Champagne Saucer</u></p>	<p>A cocktail glass is a drinking glass with a bowl-shaped on a stem above a flat base. As with other stemware, the stem allows the drinker to hold the glass without affecting the temperature of the drink.</p>	<p>4 oz (120 ml)</p>	<p>Used for serving champagne.</p>
 <p><u>Singledouble</u> <u>Shooters</u></p>	<p>Shooters glass is used to consume the drink direct without adding any mixer in it.</p>	<p>3 oz (S) 6oz (D) 30 ml (S) 60 ml(D)</p>	<p>Used to drink tequila</p>
 <p><u>Water Glass</u><u>Water Goblet</u></p>	<p>Many uniquely shaped glass with a base or stem that is used to serve water.</p>	<p>10-12 oz (295-355 ml)</p>	<p>Used for service of water</p>
 <p><u>Poco Grand</u><u>Hurricane</u></p>	<p>This type of glass contains fruit juices.</p>	<p>10 to 15 oz (300ml – 450 ml)</p>	<p>used for cocktails</p>

BAR EQUIPMENTS:

In order to carry out efficiently the service of all forms of wine and drink requested, the bar should have available all necessary equipment for making cocktails, decanting wine. The equipment includes:

- Cocktail shaker
- Boston shaker
- Mixing glass

- Strainer
- Bar spoon
- Bar liquidiser or blender
- Drink mixer
- Muddler

Other items are:

- Assorted glasses, ice buckets and stands, wine baskets with jugs, assorted bitters, cutting board, knife, coasters, refrigerator, cork extractor, soda siphons, coloured sugars, sink unit glass washing machine, optics / spirit measures, cooling trays, bottle openers, ice crushing machine.
- Ice pick * muslin and funnel
- Ice making machine * lemon squeezing machine
- Drinking straws * swizzle sticks
- Cocktail sticks * strainer and funnel
- Carafes * service salvers
- Wine and cocktail lists * wine knife and cigar cutter
- Glass cloths, napkins and service cloths * bin
- Small ice buckets and tongs * hot beverage maker

BRANDS:

Crockery

Royal Doulton

Wedge wood

Noritake

Ocean Thai, Royal Thai, Hitkari

Silverware

Tiffany

Kishco

Robin Berlin

Duke India

Christofle

Glassware:

Ocean Thai

Crystal D'arc

Marine glasses

Scott Zwiesel

Maharashtra cut glasses

Handling of Glassware

1. Glassware is highly fragile and most delicate and expensive: hence utmost care has to be taken while handling glass equipment.
2. Glasses are normally stored in a glass pantry and should be placed upside down in single rows on paper-lined shelves, to prevent dust settling in them.
3. Tumblers should not be stacked inside one another as this may result in heavy breakages and accidents.

4. The appearance of the drink mainly depends on the glass and therefore, the glass should be sparkling clean and attractive in shape and style.
5. When glassware is machine or hand washed, each individual item must be polished and dried with a glass cloth made of linen, as water leaves stains on the glasses.
6. Glasses whether clean or dirty have to be handled by the base or stem, since the finger prints left on the glass necessitates polishing.

Silver Cleaning Methods: There are various methods of silver cleaning and the methods used generally depend on the size and class of establishments. The larger establishments use a burnishing machine which could be in constant use all through the day; where as a small establishment may use a manual method. The main methods used are as follows.

Burnishing Machine: This is a revolving drum with a safety shield. It may be plumbed into the mains or remain portable with the water being poured in by means of a hose from a tap. Depending on the size of the burnishing machine used, it may be divided into compartments to hold specific sizes of silver. It may be also possible to insert a rod through the centre of the drum from one end to the other. This rod is removable and is passed through the handles of teapots, coffee pots, milk jugs, sugar basins etc. to hold them in position while the drum is revolving. In order for the burnishing machine to run effectively and efficiently it is approximately half full of ball bearings. To these a certain amount of soap powder is added according to the maker's instructions. The silver is placed inside and the lid clamped down tightly. The main water supply is then turned on to insure a constant flow of water. If the machine is not plumbed in, then the water should be poured into the drum until the ball bearing is covered, before the lid is clamped down. The machine is then switched on. As the drum revolves the mixture of water and soap powder acts as a lubricant between the silver and the ball bearings. This way tarnish is removed but the silver is not scratched. On being removed from the burnishing machine the silver should be rinsed in hot water and dried with clean cloth. This method of silver cleaning keeps the silver in good condition with minimum effort and gives a lasting polish. The ball bearings must be always kept covered with water otherwise they rust very easily.

Polivit: Polivit is an aluminium metal sheet containing holes which is best used in a enamel or galvanised iron bowl. The polivit is placed in the bowl together with some soda. The silver to be cleansed is then put into the bowl, ensuring that at least one piece of silver has contact with the polivit. Sufficient boiling water is poured into the bowl to cover the silver being cleaned. A chemical reaction takes place between the polivit, soda, boiling water and silver, which causes the tarnish to be lifted. After three to four minutes the silver should be removed from the bowl and placed into a second bowl of boiling water and rinsed. On removal from the second bowl the silver is allowed to drain then polished with a clean dry tea cloth. A simpler version of this may be used for silver fork tips that have become tarnished. An aluminium sauce pan half filled with water and boiling on the stove can be used to put fork tips into it for a short time. The forks need to touch each other and the other side of the sauce pan at the same time, for the chemical reaction to take place. This easily removes the tarnish and is less harmful to the silver than using silver dip.

Plate Powder: This is a pink powder which needs mixing with a little methylated spirit to obtain a smooth paste. The reason for using methylated spirit rather than water to mix the powder is that when the paste is rubbed on the article the spirit evaporates much more

quickly then water, and the silver is therefore ready for polishing sooner. If however methylated spirit is not available, then water may be used, but the cleaning process will take a little longer. The smooth paste, once prepared, is rubbed to the article being cleaned with a clean piece of cloth. The paste must be rubbed well in to remove all tarnish. The article is then left until the paste has dried and the paste is then rubbed off with a clean cloth. It is advisable to rinse the article well in very hot water and to give a final polish with a dry tea cloth. When silver is cleaned that has a design or engraving on it, a small toothbrush may be used to brush the past into the design and clean one used to remove it. This method is both time consuming and messy, but produces very good results.

Silver Dip: This is a pink coloured liquid which must be used in a plastic howl. The silver to be cleaned is placed into a wire basket and dipped into the plastic bowl containing the silver dip. The liquid should cover all the silver articles being cleaned. The silver should be left in the bowl only for a very short while and then lifted out and drained. After draining it is placed in warm water, rinsed and then polished with a clean dry tea cloth. This method is very quick and produces good results, but it is harder on the silver than the other methods because of the chemical reaction between the liquid and the silver. However, it is a popular method in medium sized establishments because it is quicker than other methods.

FURNITURE: Furniture must be chosen according to the needs of the establishment. There is a definite association between colour and food that must be considered. The following colour schemes are generally regarded as most acceptable, pink, peach, yellow, clear green, beige, blue and turquoise. These colours reflect the natural colours found in good and well presented food stuffs. The colour scheme should help to reflect the character of the restaurant. Just as colour and light play an important role, so table accessories need careful choice. Slip cloths serviettes and place mates all help to make the environment more attractive. Often by using different materials, designs and finishes and by careful arrangement, one can change the atmosphere and appearance of the food area to suit different occasions. Wood is the most commonly used material in dining furniture. Although wood predominates it must be noted that metals mainly aluminium and aluminium plated steel or brass are gradually being introduced as dining room furniture. Formica or plastic coated table tops can be found in many cafeterias. Plastic and fibreglass are now being used intensively in dining chairs.

CHAIRS: They come in an enormous range of designs, materials and colours to suit all situations and occasions. Because of wide range of styles, chairs vary in height and width. A chair seat is 46 cms (18") from the ground.

The chair height from the ground to the top of the back is 1 meter (36")

The depth from the front edge of the seat to the back of the chair is 46 cm (18").

Chairs are classified as:

- 1. Restaurant Chairs:** In most high grade establishments these chairs are designed in keeping with the decor of the restaurant. They are usually provided with expensive upholstery and have arm rests. They may have intricate designs. They are generally note the kind to the stacked.
- 2. Coffee Shop Chairs:** Such chairs are designed for fast food service which encourages a quick seat turnover. In high grade coffee shops chairs may be upholstered but are usually with straight short backs and no arm rests. Less expensive coffee shops and fast food restaurants may use chairs made of fibre glass, cane and other plastic moulded bucket chairs which are durable, washable and can be stacked.

3. **Banquet Chairs:** Hotels and restaurants having extensive banquet or party room facilities use special banquet chairs. In luxury hotels banquets chairs are upholstered and have a gently reclining back. They may be provided with an armrest as the guest may have to sit for extended period of time, for a conference for instance. Most banquet chairs do not have an arm rest and are easy for stacking, storing and shifting them from one place to another.
4. **Garden Chairs or Pool Chairs:** Fibreglass and other plastic moulded chairs with legs are popular for garden or open air food and beverage service. These chairs have to be durable as they are exposed to all kinds of weather conditions, being left out in the open for extended periods of time. They may or may not have arm rests, they can be stacked and are usually light weight so that they can be lifted easily. When not required they are usually stacked and stored in a covered area near the garden or poolside.
5. **Lounge Chairs or Sofas:** The lounge is an area near the entrance of a hotel restaurant where a guest may have to wait until the service he requires is made available. Furniture here should be luxurious and comfortable. Heavily upholstered chairs and sofas enable the guest to wait in comfort for long periods. Stewards may be required to provide snacks and beverages to guests waiting in the lounges.

TABLES:

1. **Restaurant Tables:** Tables are covered with baize. It deadens the sound of service equipment being placed on the table. It also softens and smoothens the table edges, preventing one from hurting and cutting himself. It also prevents the table cloth from slipping and absorbs the heat from the dishes being served.

Square: 76 cms (2 ft 6 in) square to seat 2 people

1 m (3 ft) square to seat 4 people

Round: 1 m (3 ft) in diameter to seat 4 people

1.52 m (5 ft) in diameter to seat eight people

1 customer 28-30" diameter

2 customers 36-40" diameter

4 customers 44-48" diameter

6-8 customers 55-60" diameter

Rectangular: 137 cms x 76 cms (4 ft 6 in x 2 ft 6 in) to seat four people, extensions being added for larger parties.

Large round tables for 6 to 8 guests can be provided with a lazy sazan – a carousel or a rotating table at the centre of the round table. The guest can place a dish on one side of the carousel and gently turn it to bring the dish within reach of the guest opposite him on the big round table. Such a table is eminently suitable for Chinese and Indian food that is generally left on the table for guests to serve themselves as in the English type of service.

2. **Coffee Shop Tables:** These are usually square or rectangular and are not considered as intimate as round tables. In some coffee shops, a guest may be required to share one table which can accommodate four or more per table. For coffee shops which mostly have American style service, table sizes should make for at least one foot nine inches to two feet per cover. Tables in a coffee shop do not have a baize covering. They may have table tops of wood or covered with glass or plastic material. Most coffee shops provide mats for each individual guest instead of a table cloth. This makes it possible for more people to share the same table with each guest being assured of a clean plate mat.

3. **Banquet Tables:** Hotels and restaurants providing buffet and banquet services use special banquet tables to display food, from where the guest can help them. These tables are collapsible and can be stacked, making it easy to shift them from one location to another. Round tables are also vogue for sit down buffets and as display tables for food and wines. High grade hotels and restaurants use baize covers for banquet tables. Such a table is then covered with a table cloth and the front is draped with a skirting or satin frill. There are crescent shaped, half moon shaped tables which are used for banquet set ups.
4. **Garden or Poolside Tables:** These are strong all weather tables as they are usually let out in the open during the day and exposed to the sun and sometimes rain. Garden table tops are provided with expensive material and usually have a hole in the centre to accommodate a garden umbrella.
5. **Lounge Table or Coffee Table:** These tables are low, usually one foot seven inches, which is also the height or level of lounge chairs or sofas. The tables may be round, rectangular or square in keeping with the design of the lounge chairs. They may have table tops of wood, glass or patent plastic with space below to store reading material, such as newspapers and magazines which guests can flip through while waiting for a table in the restaurant or for service from the hotel stewards. Stewards may be required to serve beverages to these waiting guests.
6. **Side Table:** Additional side tables are strategically placed in the restaurant to facilitate serve of food and drink. These tables may also be used to extend the length of the standard dining table to seat more guests and provide extra space to place dishes at the table.
7. **Side Board/ Dummy waiter/ Side Station:** These are specially designed tables with drawers and cupboards provided under the sideboard. Stewards use them during service to hold food trays prior to actual service and for storing catering equipments and supplies.



The drawers are partially open so that the steward has a clear view of the silver ware required for service without having to fully open the drawer. The drawers are lined with baize.

On one side below the drawer is a cupboard to store plates, cups and glasses. On the other side is space to store spare linen, tablecloth tray cloths etc. built into the back or side of the side board is a cupboard with a slot or flat for temporary storage of linen (used).

The side board usually has a shelf in front where the steward stores the required proprietary sauces and catering equipment and accessories required for service such as tooth pick holders, straw holders. The side boards can be moveable as well as immovable (Fixed).

8. **Table Counter:** Most fast food restaurant serve food across the table top, usually referred to as the counter top. Counter tops are 31/2 feet (105 cms) high and guest may be seated across on counter schools 21/2 feet (75 cms) high. The width of the counter is about 1 1/2 to 2 feet (45 to 60 cms). Popular cafes may provide standing counters at which guests can stand and eat. These counters are best located along the wall of the cafe.
9. **Hostess Desk:** It is a high table located at the entrance of the restaurant for the hostess to stand and receive guests. The restaurant reservation diary, telephone, keys of the restaurant, linen and condiments cupboard is stored here. Rose bud holders for lady guests and other giveaways (complimentary articles) may also be kept here and offered to the guests by the hostess when they are leaving the restaurant after dinner.

VARIOUS TROLLEYS USED IN THE RESTAURANTS:

1. Dessert Trolley
2. Hors d'oeuvres trolley
3. Carving trolley
4. Gueridon trolley
5. Flambé trolley
6. Salad trolley
7. Cheese trolley
8. Pastry trolley
9. Fruit trolley
10. Bussing trolley
11. Room service trolley etc.

LINEN: There are many qualities of linen in present day use, from the finest Irish linen and cotton to synthetic materials such as nylon and viscose. The type of linen used will depend on the class of establishment, type of clientele and cost involved and the style of menu and service to be offered. The main items of linen normally to be found are:

Table cloths:

137 cm x 137 cm (54in x 54 in) to fit a table of 76 cm (2 ft 6 in) square or a round table 1 m (3 ft) in diameter

183 cm x 183 cm (72 in x 72 in) to fit a table 1 m (3 ft) square

183 cm x 244 cm (72 in x 96 in) to fit rectangular shaped table

183 cm x 137 cm (72 in x 54 in) to fit rectangular shaped table

Slip Cloths:

1 mt x 1 m (3 ft x 3 ft) used to cover a slightly solid tablecloth

Napkins: (Serviettes)

46-50 cm (18"-20" in) square if Linen

36 – 42 cm (14" – 17" in) square if paper

Cocktail Napkin: 6 inches square

Buffet Cloths:

2 m x 4 m (6 ft x 12 ft) – this is the minimum size; longer cloths will be used for longer tables.

Waiter's cloth or Service Cloths

Servers use these as protection against heat and to help keep uniforms clean.

Tea and Coffee Cloths:

These are used for drying items after washing; tea cloths should be used for cookery.

FRILLS, SATIN, MUSLIN CLOTH, TRAY MAT, AND HOT POT COVER, POT HOLDER ETC.

TYPES OF MENU***A' La Carte Menu***

"A' La Carte Menu" means menu card. A' la carte is a multiple choice menu, with each dish priced separately. If a guest wishes to place an order, a' la carte menu is offered, from which one can choose the dish one wants to eat.

In A' la carte menu mise-en-place is done prior and kept separately. So when guest orders food, it is easy for kitchen staff to prepare the order. A' la carte at least takes minimum 20 minutes to prepare the dish for the main course.

Table D'hôte

"Table d'hôte" means table of the host. Table d'hôte menu is set by chef. Table d'hôte menu has no choice or with very limited choice and the price is fixed. It usually includes three or five courses meal. Cutlery will be placed on the table according to the course. Fixed menus or table d'hôte menus are still used in various forms such as buffet menus, conference packages and on special occasions. A table d'hôte menu comprises a complete meal at a predetermined price.

It is sometimes printed on a menu card or as in the case of banquets, it is agreed upon by the host of the party. A banquet style of fixed menu has more elaborate choices ranging from the soup to the dessert. For the banquets, the hosts invariably fix or select the menu in consultation with the hotel staff in advance.

1. MISE-EN-SCENE

Mise-en-scene, the French term means to prepare the environment of the outlet before service in order to make it pleasant, comfortable, safe and hygienic. Before each service session, the restaurant should be made presentable enough to receive the guests.

The supervisor or team of steward should ensure the following mise-en-scene:

1. Carpets are well brushed or hovered.
2. All tables and chairs are serviceable.
3. Table lights or wall lights have functioning bulbs.
4. Menu cards are presentable and attractive.
5. Tent carts or other sales material are presentable.
6. Doors and windows are thrown open for some time to air the restaurant. This should be followed by closing the windows and doors and setting the air-conditioning or heating to a comfortable temperature.
7. Exchange dirty linen for fresh linen.
8. Table cloths and mats are laid on the tables.
9. Replace wilted flowers with fresh flowers.

2. MISE-EN-PLACE

Mise-en-place, the French term means to “putting in place” is attributed to the preparation of a work place for ultimate smooth service. It is widely used in the food and beverage service department in everyday hotel operations. Before service commences, the staff should ensure that the station is in total readiness to receive guests.

A station comprises of a given number of tables which are attended by a given team of stewards. Thus a restaurant may have several stations, each with a team of waiters. In a large restaurant, each station may be headed by a Chef-de-rang.

Mise en place is a French culinary phrase that means “setting in place.” It refers to the set-up of precisely measured ingredients and necessary utensils at a cooking station in advance of food preparation. Mise en place may also include condiments, garnishes and serving dishes.

Pronounced “meezahnplahs,” and sometimes spelled “mis en place,” this technique facilitates the smooth, successful preparation of foods. It is especially helpful for preparing dishes made from complex recipes. Mise en place is most commonly used in professional kitchens where many dishes are prepared throughout the course of a work shift. Most restaurants spend the first few hours of each shift completing mise en place before the dining room opens.

A commercial cooking station in a restaurant or catering company may include both hot and cold food storage compartments for mise en place. Stainless steel trays for food storage fit into countertop compartments for easy access. The trays may be filled with ice for keeping certain foods cold, or they may be filled with a hot water ban marie to keep foods warm. Other mise en place containers may be stored in refrigerated compartments beneath the countertop or in walk-in refrigerators.

Common ingredients for a mise en place cooking station are large quantities of pre-cut meats and fish, chopped vegetables and par-cooked foods. They may also include pats of butter, bottles of cooking wine and cubes of congealed bouillon for making sauces to order. Pre-made sauces may also be set up for speed and convenience. Prepared garnishes, as well as salad and dessert ingredients, are also common components of mise en place.

Widely used in demonstration cooking, mise en place is featured in cooking shows, infomercials and trade shows. For these purposes, however, ingredients are typically set up in individual portions for the preparation of a single demonstration dish. Ingredients are usually placed in small bowls or ramekins on the countertop next to the cooking station.

Mise en place may also be used in home kitchens. It is especially useful for novice cooks or for those preparing multiple dishes in large quantities for entertaining guests. For at-home mise en place, the first step is to review the recipes and shop for all the necessary ingredients. Shortly

before cooking time, exact quantities of the ingredients needed should be prepared, measured and set up near the stove or barbeque grill.

Mise-en-place involves:

1. Side stations should be stacked with sufficient covers for resetting the restaurant after the first sitting is over. Extra linen, crockery, cutlery, glassware and ashtrays should be kept handy so that they are readily available for use.
2. Cruet sets should be cleaned and filled on a daily basis.
3. Sauce bottles should be filled and the necks and tops of the bottles wiped clean.
4. Butter, condiments and accompaniments for service should be kept ready for use when needed.

.....XXXX.....

UNIT NO: III

CHAPTER 1: DINING SERVICE METHODS AND PROCEDURES

Food and Beverage Service Methods:

The service of food and beverage may be carried out in many ways depending on the following factors. Type of establishment, time available for meal, type of menu, site of establishment, type of customer, turnover of customer expected, cost of meal.

Group A: Table Service:

Service to Customers at a laid cover: -

1. Waiter	a) Silver/ English	Presentation and service of food by waiting staff, using a spoon and fork, onto a customer's plate from food flats or dishes.
	b) Family	Main courses plated (but may be silver served) with vegetables placed in multi portion dishes on table for customers to help themselves, sauces offered separately.
	c) Plate / American	Service of pre-plated foods to customers. Now also widely used for banqueting.
	d) Butler/ French	Presentation of food individually to customers by food service staff for customers to serve themselves
	e) Russian	Table laid with food for customers to help themselves (this is a modern interpretation and may also sometimes be used to indicate Gueridon or Butler Service)
	f) Gueridon	Food served onto customers plate at a side table or trolley, may also include carving, jointing and fish filleting, the preparation of foods such as salads and dressings and flambage
2.Bar Counter		Service to customers seated at bar counter (Often U shaped) on stools

Group B: Assisted Service:

Combination of Table Service and Self Service: -

3. Assisted	a) Carvery	Some parts of the meal are served to seated customers; other parts are collected by the customers. 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.

Group C: Self Service: -

Self- Service of customers:

4. Cafeteria	a) Counter	Customers queue in line formation past a service counter and choose their menu requirements in stages before loading them on to a tray (may include a 'Carousel' – a revolving stacked counter, saving space)
	b) Free – Flow	Selection as in counter (above) but 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

Group D: Single Point Service: -**Service of customers at single point – consumed on premises or take away:**

5. Take Away	a) Take away	Customer orders and is served from single point, at a counter, hatch or snack stand, customer consumes off the premises; some take away establishments provide dining areas.
	b) Drive – thru	Form of take away where customer drives vehicle past order, payment and collection points
	c) Fast Food	Term originally used to describe service at a counter or hatch where customers receive a complete meal or dish in exchange for cash or ticket, commonly used nowadays to describe type of establishment offering limited range menu, fast service with dining area, and take away facility
6. Vending		Provision of food service and beverage service by means of automatic retailing
7. Kiosks		Outstation used to provide service for peak demand or in specific location, may be open for customers to order and be served, or used for dispensing to staff only
8. Food Court		Series of autonomous counters where customers may either order and eat or buy from a number of counters and eat in separate eating area, or take away.
9. Bar		Term used to describe order, service and payment point and consumption area in licensed premises

Group E: Specialised (or In situ)**Service to customers in areas not primarily designed for service:**

10. Tray		Method of service of whole or part of meal on tray to customer in situ, e.g. at hospital beds, at aircraft seats, at train seats, also used in ODC.
11. Trolley		Service of food and beverages from a trolley, away from dining areas, e.g. for office workers at their desks, for customers at aircraft seats, or at the train seats.
12. Home delivery		Food delivered to customer's home or place of work, e.g. 'meals on wheels', pizza home delivery or sandwiches to offices

13. Lounge		Service of variety of foods and beverages in lounge area. E.g. hotel lounge
14. Room		Service of variety of foods and beverages in guest bedrooms. Or in meeting rooms
15. Drive - in		Customers park motor vehicle and are served at their vehicles.

Explain the Methods in Detail

English Service: Often referred as the host service because the host plays an active role in this service. Food is brought in platters by the waiters and is shown to the host for approval. The waiter then places the platter on the table. The host either portions the food into the guest's plates directly or portions the food and allows the waiter to serve. For replenishment of guest's food the waiter may then take the dishes around for guests to help themselves or be served by the waiter.

French Service: It is much personalised service. Food is brought from the kitchen in dishes and salvers, which are placed directly on the table. The plates are kept near the table and the guest help themselves.

Silver Service: The table is set for hors d'oeuvres, soup and main course and sweet dish in sterling silver ware. The food is portioned with silver platters at the kitchen itself, which are placed at the sideboard with burners or hot plates to keep the food warm in the restaurant. Plates are placed before the guests. The waiter then picks the platter from the hot plate and presents the dish to the host for approval. He serves each guest using a service spoon and fork.

American Service or Plated Service (Pre): This is a service imported from the US. It is also known as plated service. The Americans believe in least amount of fuss. The food is served into the guest's plate in kitchen itself and brought to the guest. The portion is pre-determined by the kitchen and accompaniments served with the dish balance the entire presentation in terms of nutrition and colour. This type of service is commonly used in a coffee shop where the service is required to be fast. There are a number of advantages as well as disadvantages of pre-plated service.

Different Types of American Service:

Wave Service: Wave service can be used mainly when meals are plated, although some establishments also use this method, style of serve for silver service and other forms of service. It is a way of saving on staffing for conventional service and or speeding up service for plated systems. The term wave comes from the approach where tables are not served or cleared altogether, but are served over a period of time, with guests on some tables being served quickly at one time before the service on other table is started. There are two basic approaches to this.

For both plated service and traditional silver service the staff from two tables next to each other will work together as a team. This happens throughout the room. The pair work together to serve one of the tables completely and then will assist each other to completely serve the other table.

The alternative is for a larger group of staff to work as a team, serving one table completely at a time before going on to the next. This is especially useful when plated service is being used for the food.

Carlton Club Service: Carlton club service (named after the members club in St. James, London where it was first used) is an enhancement of plated service. This is used for both restaurant table service and for functions. Members of the service staff carry two plates from the kitchen, one in each hand, with the hands crossed (which makes for steady carrying). On reaching the table one member of the staff stands between each two guests. When a signal is given all members of the staff bend forward, uncross their arms and place the two plates simultaneously in front of two guests, one plate to the left and one to the right. Care is also taken to ensure that the plated foods are placed so that the food items are consistently in the same position for all guests.

Russian Service: This type of service comes from the era of Tsars of Russia who believed in pomp and ceremony. It is also known as platter service as food comes in well decorated silver platters. The server presents the food to the guests, takes it to a sideboard, portions the food in full view of the guests and then proceeds to serve them. The soup is brought in a large tureen. Empty soup bowls are put in front of the guests in a show plate also called as base plate and the service proceeds to portion soup with a ladle into the soup bowls. This service is not much in use nowadays but ideal grand functions and state banquets.

Cafeteria Service: This service exists normally in Industrial canteens, colleges, hospitals or hotel staff cafeteria to facilitate quick service, the menu is fixed and displayed on large menu boards with each item priced separately. Pay by coupon, take the food and dine at table.

Gueridon Service: This is a service where food comes partially prepared from the kitchen to be completed at the guest's table side on a gueridon trolley fitted with gas burners. It is also known as the cart service. The showmanship of the waiter plays an important role in the preparation of the dish by filleting, carving, and flambéing the food with wine. Gueridon service is for the leisurely diner who has time to enjoy the art of cooking.

Buffet Service: It is a self service where food is displayed on tables. The guests take plates at the beginning of the table and proceed along the table requesting the buffet attendant to serve them or he serves himself. For sit down buffets tables are laid with cutlery and glassware. The guest either deposits the plate in a designated table or leaves it to the bus boy to remove the soiled dish. The guest then moves to the next course of the meal. There are no limits to the number of helpings a guest can take.

PRINCIPLE RULES TO BE OBSERVED WHILE LAYING THE TABLE:

Every person whoever enters into the catering line for training in the restaurant other food service areas should learn the first and foremost points of laying the table according to the menu.

These points are given below:

1. Get the table in position and see that it does not wobble. Nothing is worst than trying to eat on a wobbling table.
2. See that the tables and chairs are well cleaned
3. The table on which the table cloths are to be used must be covered with baize or a thick soft material. The uses of baize are:
 - a. Deadens the noise of the plates and glasses when placing them on the table
 - b. It protects the wrist from the edge of the table
 - c. Helps the table cloth to stay firmly and freely. The dining table should be 50 inches in height.

4. The table cloths should be placed squarely. It should have its centre fold forming a line down in the middle of the table and it should have a fall 9 inches below edge of the table from all sides.
5. Crumbled, soiled, spoiled and stained table cloths should never be used. See that the right side is always on top. Types of table cloth:
 - a. Cotton
 - b. Linen made from flax plant and damask
 - c. Union – mixture of linen and cotton.
6. Some kind of decorative centre piece is essential for every table. A few attractively arranged flowers in a low container are much better than a large bouquet. Strong smelling flowers should never be used.
7. Crockery used must be spotlessly cleaned and silver must be well polished.
8. Each cover should form well balanced finale unit and should never be over crowded with glasses, silver and china. The space required for placing all silver, glasses, china, and linen for one person at the beginning of the meal is called a cover. Each cover requires to be 24 inches in length and 18 inches in breadth (24'x 18')
9. Place only the required silver needed for the meal. The sequence for all the forks, spoons, and knives are from the outside to inside or towards the plate in order which they are to be used.
10. Knives and spoons towards the right of the plate while the forks are placed towards the left. There are some exceptions to this rule. If no knives are used the forks can be left on the right side in place of knife. E.g. Oysters or only salads.
11. The silver for appetizer or hors d'oeuvre may be in the usual case on the table along with rest of the silver or it may be placed on plate itself.
12. The silver should be brought from side table on a small plate or on a tray but never in bare hands. It should always be handled with a napkin. Use a tray with a cloth or napkins on a plate to prevent any rattling noise while placing the silver on a table or on a plate. While picking silver handles are to be used. Never touch the blade of the knife.
13. The glass tumble should be preferably placed at the tip of the 1st knife. Goblets maybe used for lunch and dinner.
14. The butter dish has to be placed at the tip of the 1st fork with a butter knife.
15. The table napkins or serviettes are placed at the centre of the cover or on the side plate.
16. All the silver or the plates must be placed half an inch away from the edge of the table.
17. The covers should be directly opposite each other
18. The correct set should be placed on the table consisting of salt, pepper, mustard and vinegar
19. The menu card should be placed on the table
20. While placing the plates which have monograms, the monograms must face the customer.
21. See that the cutting edge of all knives are towards the plate. The cutting edge of a side knife must always be away from the plate.
22. When the menu is too long the cover should be placed upto the 5th course. The remaining silver may be left on the side board
23. Not more than 3 knives and forks should be laid on the table at a time.

POINTS TO BE OBSERVED WHILE WAITING AT THE TABLE:

1. See that all tables are set properly and ready in order for the commencement of service.
 - a. The items placed on the table are cleaned and correctly arranged.
 - b. Cruet sets are cleaned and there is salt and pepper in their respective shakers
 - c. Serviette folds are properly made and laid
 - d. Menu cards are fresh, clean and correctly written out

2. Keep water jugs, K.O T books and salvers trays ready for service
 - a. A clean waiter cloth should always be present with waiter. When not in use it should be kept on his left wrist.
 - b. Check side boards to see that there is ample equipment available for continued smooth service.
 - c. Check the reservation diary.
3. Make sure that all dishes / preparations are available or not, and keep record of not available preparations.
4. Welcome the guest in a pleasing manner because first impression can gain and loose the sale.
 - a) Greet the guest as per the time of the day, inquire about the reservation and accordingly take them to their table by helping them to sit down
 - b) If a couple arrives, then courtesy demands that the lady is offered the seat looking into the room and the gentleman facing the wall.
5. See that each guest is served with water as soon as seated while pouring water.
 - a) Wipe jug before taking it to the table
 - b) Ensure that there is a under plate
 - c) Pour water from the right
 - d) Allow the last few drops to drain into the glass before lifting of the jug
 - e) Do not fill water right up to the rim of the glass
 - f) Wipe the tip of the jug with waiters cloth
 - g) Move on to the next guest in a forward (clockwise) direction
6. While taking orders do not rest your hand on the corner of the table or on the back of the chair. Avoid having your face in close contact with your guest. This is considered as bad manners.
7. Never make misleading statements about the quality of any food preparations or time necessary to prepare any dish.
8. Offer bread rolls and butter on the table at the beginning of the meal.
9. Always use waiter's cloth, salvers on the trays to transport any item or equipment around the service area at the time of table service. The trays and salvers should be carried in the left hand in order to leave the right hand free for the opening doors, lifting and removing items etc. While carrying fresh crockery, cutlery, service dishes etc. the waiters cloth should be neatly folded and held under should always be in good form.
10. When about to serve an order if the guest is ready never abruptly put paper aside but in a polite way say 'excuse me sir' or beg your pardon sir. This will inform the guest that you are ready to serve his order and will have the desired effect.
11. After you have served stand at reasonable distance from the table. See that the guest is served with bread, butter and beverages with plenty of ice in hot weather.
12. Let hot plates be hot and cold plates to be quite cold.
13. Clean the rims of all plates and bottoms of all dishes before carrying them to the table. Handle a manageable number of plates at a time with your waiter's cloth neatly folded underneath. Do not place your thumb or fingers on the plate. Place the plate gently in front of the guest from the right side of the guest, hold rest of the plates away from his face and view. Move in a forward direction around the table (clockwise)
14. The hot dishes should be served piping hot and cold dishes should be chilled. The plate should correspond with the anticipated temperature of the dishes.
15. Announce the dish while presenting it to the guest.
16. A waiter should never put the spoon in the soup, coffee or any other dish because the guest should be allowed the privilege of handling the spoon himself.

17. In handling anything keeps away from each person, possible contact must always be avoided.
18. If customer is alone and the table is laid for more immediately remove the spare covers.
19. Never use soiled serviettes to wipe dishes, plates or glasses.
20. If the table cloth becomes crumbly all the little crumbs of the bread should be removed at suitable time between the courses and always before sweet or coffee.
21. Never use chipped glasses or plates. Any articles like serviettes or knife should fall on the ground remove it on the side board for replacement.
22. Finger bowls are passed with all dishes the guests eats with his fingers
23. All tips should be acknowledged with a polite thanks. If the guests do not give any tips a word of thanks with a smile is a must.

DOs and DON'Ts IN RESTAURANT:

All F&B service personnel are required to have ability to communicate effectively, coupled with manners and etiquettes associated with gentleness. The etiquette that F&B Service personnel exhibit in a restaurant should comprise in the following:

1. Attend to the guests as soon as they enter the restaurant
2. Assist guest to remove coats and help them put them on when they leave
3. Wish guest, the time of the day and welcome him
4. Be polite to the guest
5. Help to seat ladies
6. Provide extra cushion or provide special chairs for children
7. Do not interrupt the guest if he is speaking to another guest
8. Do not over hear conversations
9. Avoid mannerisms such as touching hair, scratching etc.
10. Stand erect all the time, a gentle bow at service
11. Be attentive to guest calls
12. Talk softly and clearly
13. Light a cigarette if required
14. Avoid arguing with service staff and guests.
15. Carrying pencils and pens in pockets
16. Do not chew gum or betel nut
17. Avoid soliciting for tips
18. Remove tips only after the guests have left
19. Enter and leave the restaurant only through the service door
20. Forgetting to assist guest when leaving
21. Seating guest on a dirty table
22. Dirty silver ware chipped glasses or chinaware
23. Empty cruet set, unset table etc.
24. Cleaning the bill folder before the guest is not paid the bill
25. Serving from wrong side
26. Do not back answer the guest.

-----XXXX-----

