

Section

1

FOOD & BEVERAGE SERVICE

For Hospitality Training Program- Dolphin Hotels
Limited

Study Guide and key
notes

FOOD & BEVERAGE SERVICE

Study Guide and Key notes

Developed by
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The Hotel Industry – Introduction

Definition and Origin of the Hotel Industry

Hotel is defined as “A place where a bonifide traveller can receive food and shelter, provided he is in a position to pay for it and is in a physically and mentally fit conditioned to be receive, “Hence, a Hotel must provide food and beverage, lodging to travellers on payment and has, in turn, the right to refuse if the traveller is drunk, disorderly, unkept, or not in a position to pay for the services offered.

Origin: The Hotel Industry is perhaps one of the oldest commercial enterprise in the world. The first inns go back to the sixth century B.C and were the outcome of the urge to travel, spurred by the invention of the “Wheel”. The earliest inns were ventures by husband and wife teams who provided large halls for travelers to make their own beds and sleep on the floor. They also provided modest wholesome food, thirst quenchers like wine, port, ale, etc. and stabling facilities. Entertainment and recreation were provided by the host’s wife or his wench. The entire cooking service was provided by the husband and wife team and his family.

These conditions prevailed for several hundred yuears. The advent of the industrial revolution in England brought ideas and progress in the business of inn keeping. The development of railways and steamships made travelling more prominent. The industrial Revolution also changed travel from social or government travel to business travel. There was a need for quick and clean service.

The lead in hotel keeping was taken by the then emerging nations of Europe. It was in Europe that the birth of an organized hotel industry took place in the shape of chalets and small hotels which provided a variety of services and were mainly patronized by the aristocracy of the day.

In early England, public houses were normally called “inns” or “tarverns”. Normaly, the name “inns” was reserved for the finer establishments catering to the nobility and clergy. The houses frequented by the comon man were known as “taverns”. In France, a similar distinction was made with the finer establishments known as “hotelleries” and the less pretentious houses called “cabarets”. The word “hostel” was used after the Norman invasion derived from “host”. The “hosteler” was the head of the hostel whereas the same position was called the “innkeeper” in England. The word “hotel” was used in England in about 1760 after a passage of over 80 years. In America lodging houses were called “inns” or “coffee house”.

The real growth of the modern hotel industry took place in the United States of America beginning with the opening of the City Hotel in New York in 1794. This was the first building specially constructed for hotel purposes. The eventually lead to fierce competition between different cities and resulted in a lot of hotel building activity. Some of the finest hotels of the USA were built in this era, but the real boom in hotel building came in the early 20th century. This period also saw the beginning of chain operations. It involved big investments, big profits and train professionals to manage the business. The depression in 1930 has a disastrous effect on the hotel industry. It was felt that the hotels would never recover; but the outbreak of World War II brought a great upsurge. This prosperity continued through the war years into the 50's, when two new concepts emerged:

- Motels
- International Chain Operations

While the growth of Motels was restricted to the North American Continent, International Chain Operators spread into all continents. Individual entrepreneurs found themselves crushed in this race for a multi – dimensional, multi – national industry. International chains could provide the expertise, technology and marketing thrust that individual owners could not provide. Individual owners thus merged themselves with large international chains such as Sheratons, Hiltons, Hyatt, Holiday Inn, Ramada Inn, etc. These International Chains provided individual owners the following services:

1. Partnership - Sharing equity and profits
2. Franchise fees - Providing “name” and “association” and marketing services in exchange franchise and marketing.
3. Management - Expertise in management, professional managers, technicians, manuals, systems, etc: on the basis of management fees and share of profits as “Incentive” payments.
4. Marketing etc. - Active selling, chain benefits, reservation tie – ups, on payment for marketing fees and incentives.

Today Hotels cater to all the needs of a guest and the future promises for a lot more of modern hotels coming up.

Various departments in Hotel

A hotel can provide good service, when its all department will work together in an efficient and effective way, by showing good team work, coordination and communication

The most important function of a hotel is to provide Food and shelter to prospective guest. To provide food & shelter, there are number of departments or Ares, who all functions together round-the-clock inside hotel premises.

All departments are broadly categorized in two parts:

1. OPERATIONAL DEPARTMENT (CORE DEPARTMENT):

- Front office (revenue center)
- Food & Beverage service (revenue center)
- House keeping (cost center)
- Food production (kitchen) (cost center)

2. ADMINISTRATIVE DEPARTMENT (NON-CORE DEPARTMENT)

- Maintenance department
- Account department
- Human resource department
- Electronic data processing department
- Communication department
- Security department
- Purchase department
- Stores
- Sales & marketing department

Each department is equally important for proper functioning of hotel. Each department are been explained as follow:

FRONT OFFICE:

The main function of the department is:

- To allot the room to the guest, called as check-in.
- To maintain the room records for reservation and allocation.
- To collect the room charges and other miscellaneous charges for various services used by guest during his/her stay at the hotel, at the time of departure of guest.
- To take advance booking for rooms.
- To handle the phone calls of hotel.

Different section of Front office:

Front Desk

- Reception: this section used for check-in process of the guest.
- Information: this section is used for providing various information to in-house guest.
- Cashier desk: this section is used for checkout process of the guest.
- Guest relation desk: this section is used for collecting guest feedback and maintenance of guest history.
- Bell desk: this section is used for assistance of guest during check-in and checkout process.
- Travel desk: this section is used for assistance of guest for arranging vehicles for guest movements and for making train/airplane reservation.

Back Office

- Reservation desk: this section is used for taking booking for rooms.
- Telephone operator: this section is used for attending all phone calls land up in the hotel or for providing trunk dial facility to guest.
- Business center: this section is used for secretarial job of guest.

Food & Beverage service department:

The main function of this department is:

- To provide food & beverage facilities to the guest.
- To provide food & beverage for groups, conferences, meetings, theme parties etc.

The different sections are:

- Restaurant
- Room Service department
- Banquet department
- Bar & lounge

HOUSEKEEPING DEPARTMENT

The main function of this department is:

- To take care of the cleanliness of rooms, and the hotel building and its furniture and furnishings.
- To maintain the linen room for maintenance of room linen, restaurant's linen etc.
- To maintain the gardening work of hotel.
- To maintain guest laundry facility for room guest.
- To maintain staff laundry facility for staff of hotel.

Different sections of department:

- Linen room
- Housekeeping desk
- House keeping store
- In-House laundry
- Gardening department

Food Production (Kitchen):

The main function of this department is:

- To provide various type of dishes to the guest as per the menu.
- To provide food for various buffet or banquet parties.
- To provide food to the staff of hotel.
- To prepare different type of dishes for special occasion.

Different sections of kitchen:

- Hot Kitchen: North Indian
- South Indian
- Tandoor section
- Chinese or oriental kitchen
- Halwai or Indian sweet section
- Pantry or salad section: tea/coffee, juices, salads, breakfast items etc.
- Butchery or cold kitchen: for making different types of chicken, mutton, beef cuts etc.
- Bakery and confectionary: for making cookies, cakes, pastries etc.

MAINTENANCE DEPARTMENT

The main functions of this department are:

- To maintain all the equipments placed inside or related with the hotel.
- To be responsible for smooth supply of electricity, water, and smooth function of air conditioning unit.
- To be responsible for AMC of important and expensive equipments.
- To maintain all the furniture and fixtures of rooms and other area of hotel.

ACCOUNT DEPARTMENT

The main function of this department is:

- Preparation of budget and allocation of revenue and expenditure for various department
- Maintain all account related books as accordance to the government rules and regulations.
- Preparation of balance sheet of the company.
- Liaising with Govt. offices for tax and revenue related matters.
- Collection of revenue from guests, companies etc.
- Giving salaries to employees.
- To keep check on the food & beverage cost.
- To keep check on the purchase and sale of alcoholic beverages for the property.
- To keep the account of revenue generated and expenditure under various heads for each department.

HUMAN RESOURCE DEPARTMENT

The main function of this department is:

- Recruitment and selection of employee for hotel as per requirement.
- Training and development of employee
- Maintenance of attendance records, leave records etc.
- Maintenance of personal file for each employee with all details, for the purpose of periodically appraisal.

ELECTRONIC DATA PROCESSING DEPARTMENT

The main function of this department is:

- Maintenance of the Property management system of the hotel
- Maintenance of various aspects of Internet and its related matters.
- Generation various relevant electronic data as per requirement of hotel.
- Maintenance of all computer units hired or purchased by hotel. And its relevant software.

COMMUNICATION DEPARTMENT

The main function of this department is:

- Maintenance of telephone connections for each room and other area of hotel.
- Maintenance of cable connections of televisions of rooms and other places of hotel.
- Maintenance of audio-visual equipments for conferences and parties.
- Maintenance of audio-visual equipments of the hotel.

SECURITY DEPARTMENT

The main function of this department is:

- To be responsible for safety and security of guests of hotel.
- To be responsible for safety of employee.
- To keep check on theft cases of hotel.
- To cooperate with staff for fire exit procedure.
- To keep record of received materials and dispatched materials of or for the property.
- To keep record of movement of fixed assets of property.
- To keep check on unauthorized entry of people.

PURCHASE DEPARTMENT & STORES

The main function of this department is:

- To purchase materials from the market as per requirement of various department of hotel.
- To purchase all types of equipments and materials for hotel.
- To liaison with different companies or vendor for supply of perishable or non-perishable goods.
- To liaison with different dealers for provision of non- vegetarian items (chicken, mutton, fish, beef, etc.)
- To store all the purchased items properly as per basic rule (F.I.F.O.).
- To issue the material to the user department of hotel after making proper record.
- To maintain the smooth flow of perishable and non-perishable goods for the department.

SALES & MARKETING DEPARTMENT

The main function of this department is:

- To sell the room nights and various conferences facilities to various clientele.
- To sell the room nights to individual guest for holiday purpose.
- To make the brand image of hotel in the market.
- To act as an agent for hotel and provide various information of changes and updating.

Food & Beverage service Industry- An Introduction

Brief description about food & beverage service industry, its various sections and types.

Food & beverage industry is usually defined by its output of products, to satisfy the various demands of food & drinks of people. But it doesn't include the manufacturing of food & drink and its retailing. In today's world, the food & beverage service industry has expanded a lot and nowadays, as per calculation it is serving more than 100 million meals per day. It has spread across all walks of life. Hotel, restaurants, industrial canteen, hospital canteen, railway, airways, all are now part of food & beverage service industry.

The basic function of this industry is to serve food & drink to people, to satisfy their various type of needs. The main aim is to achieve customer satisfaction. The needs that customer might be seeking to satisfy are:

- Physiological: the need of special food items
- Economic: the need for good value for the price paid
- Social: a friendly atmosphere, to express feelings frankly
- Psychological: the need for enhancement of self-esteem
- Convenience: the desire for someone else to do the work.

These various needs play a major role to decide the factors, responsible for defining different type of service method in Food & Beverage service industry.

The service of food and beverage may be carried out in many ways depending on a number of factors:

- The type of establishment
- The type of customer to be served
- The time available for the meal
- The turnover of customer expected
- The type of menu presented
- The cost of meal served
- The site of establishment

Food & beverage service can be looked at from the customer's point of view. Essentially, the customer enters a food service area, orders or selects his/ her choice and then is served (the customer may pay either at this point or later). Food and beverages are then consumed, following which the area is cleared.

Broadly we can categorize the service methods in five types:

- A.** Table Service
- B.** Assisted service
- C.** Self- service
- D.** Single point service specialized or *in situ* service

A. TABLE SERVICE

In this category, the guest enters in the area and is seated. Menu lists are given or displayed for orders. The orders are been taken by waiter/ess. Then the service is done a laid cover on the table. Following are the type of service come under this category:

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

French Services: It is a very personalized service. Food is brought from the kitchen in dishes and salvers, which are placed directly on the table. The plates are kept near the dish and the guests help themselves.

Silver Service: The table is set for hors d'oeuvres, soup, main courses and sweet dish in sterling silverware. The food is portioned into 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 guest. 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. All food is presented in silver dishes with elaborate dressing.

American/Plate Service: The American service is a pre-plated service, which means that the food is served into the guest's plate in the kitchen itself and brought to the guest. The kitchen predetermines the portion and the accompaniments served with the dish balance the entire presentation in terms of nutrition and color. This type of service is commonly used in a coffee shop where service is required to be fast.

Russian Service: An elaborate silver service much on the lines of French service except that the food is portioned and carved by the waiter at the gueridon trolley in the restaurant in full view of the guests. Display and presentation are a major part of this service. The principle involved is to have whole joints, poultry, game and fish elaborately dressed and garnished, presented to guests and carved and portioned by the waiter.

Gueridon Service: This is a service where a dish comes partially prepared from the kitchen to be completed in the restaurant by the waiter or, when a complete meal is cooked at the tableside in the restaurant. The cooking is done on a gueridon trolley, which is a mobile trolley with a gas cylinder and burners. The waiter plays a prominent part, as he is required to fillet, carve, flambé and prepare the food with showmanship. The waiter has to have considerable dexterity and skill.

Snack-bar Service: Tall stools are placed along a counter so that the guest may eat the food at the counter itself. In better establishments, the covers are laid out on the counter itself. Food is either displayed behind the counter for the guests to choose from, or is listed on a menu card or common black board.

B. ASSISTED SERVICE

In this type of category, the guest enters in the dining area and assisted himself for getting the food, either from buffet counter or he may get served partly at table by waiter/ess and the extra need to be collected from counter by himself. Consumption may be done on either at table, standing or in lounge area/ banquet hall.

Buffet Service: A self-service, where food is displayed on tables. The guest takes his plate from a stack at the end of each table or requests the waiter behind the buffet table to serve him. For sit-down buffet service, tables are laid with crockery and cutlery as in a restaurant. The guest may serve himself at the buffet table and return to eat at the guest table laid out. The waiter may serve a few courses like the appetizer and soup at the table.

C. SELF SERVICE

In this type of service, the guest enters in the dining area, selects his own tray or from the food counter and carries food by himself to his seating place.

Cafeteria Service: This service exists normally in industrial canteens, colleges, hospitals or hotel cafeterias. To facilitate quick service, the menu is fixed and is displayed on large boards. The guest may have to buy coupons in advance, present them to the counter waiter who then serves the desired item. Sometimes food is displayed behind the counter and the guests may indicate their choice to the counter attendant. The food is served pre-plated and the cutlery is handed directly to the guest. Guests may then sit at tables and chairs provided by the establishment. Sometimes high tables are provided where guests can stand and eat.

D. SINGLE POINT SERVICE

In this category, the guest orders, pay for his orders and get served at single point. There may be may not be any dining area or seat-outs. The different types are:

Take Away: Customer orders and is served from single point, at counter, hatch or snack stand; customer consumes off the premises.

Vending: Provision of food service and beverage service by means of automatic retailing.

Kiosks: Outstation to provide service for peak demand or in specific location (may be open for customers to order or used for dispensing only)

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.

E. SPECIALISED SERVICE

In this category the guest is served at he place, which is not meant or designated for food & beverage service (i.e. guest rooms or any special area).

Grill Room Service: In this form of service various meats are grilled in front of the guest. The meats may be displayed behind a glass partition or well decorated counter so that the guest can select his exact cut of meat. The food comes pre-plated.

Tray service: Method of service of whole or part of meal on tray to customer *in situ*, e.g. hospitals aircraft or railway catering.

Trolley service: Method of service of food and beverages form trolley, away from dining areas, e.g. for office workers, in aircraft or on trains.

Home- Delivery: Food delivered to customer's home or place of work, e.g. Pizza home delivery or Meal on wheels etc.

Lounge Service: Service of variety of foods and beverages in lounge area.

Room Service:

It implies serving of food and beverage in guest rooms of hotels. Small orders are served in trays. Major means are taken to the room on trolleys. The guest places his order with the room service order taker. The waiter receives the order and transmits the same to the kitchen. In the meanwhile he prepares his tray or trolley. He then goes to the cashier to have a cheque prepared to take along with the food order for the guests' signature or payment. Usually clearance of soiled dishes from the room is done after half an hour or an hour. However, the guest can telephone Room Service for the clearance as and when he has finished with the meal. There are two types of Room Service:

Centralized room service: Here al the food orders are processed from the main kitchen and sent to the rooms by a common team of waiters.

Decentralized room service: Each floor or a set of floor may have separate pantries to service them. Orders are taken at a central point by order-takers who in turn convey the order to the respective pantry.

QUALITY GUEST SERVICE

Delivering quality guest service means creating a memorable experience for every guest

Quality guest service is possible, only when we will consider following aspects:

- Understanding and anticipating each guest's wants and needs
- Meeting and exceeding each guest's wants and needs
- Helping co-workers meet and exceed each guest's wants and needs

Delivering quality service is not part of your job- it is your job. If it weren't for guests, you would not have a job in the hospitality industry.

Benefits of Quality Service

When you deliver service, everyone wins. Who benefits from quality service?

***THE GUEST**

Each guest arrives with certain concerns, emotions and expectations. By providing quality guest service, you have a chance to make the guest's day- and stay- more enjoyable.

***THE PROPERTY/ HOTEL**

If you exceed guest's needs, they'll be more likely to return to the property, you have a direct impact on the property's success.

***YOUR CO-WORKER**

When you do your job well, you make it easier for your co-workers to do their jobs well.

***YOU**

When you do your job well, you show co-workers and managers that you are a professional. Good work is often rewarded with compliments and good job reviews.

Skills for meeting and exceeding service expectations

Expectation: Personal Appearance

- Maintain neat, well groomed appearance.
- Wear a clean, proper uniform.
- Wear your nametag.

Expectation: Friendliness

- Smile
- Greet guests and co-workers promptly and happily
- Look guests and co-workers in the eye.
- Expectation: courtesy
- Give guests and co-workers your full attentions
- Treat guests and co-workers with respect.
- Call guests and co-workers by name.

Expectation: Concern

- Imagine how guests and co-workers see a situation.
- Listen with empathy
- Show sensitivity to guests' and co-workers' feelings.

Expectation: Flexibility

- Treat each guest and co-worker as an individual.
- Welcome each guest as a new opportunity to provide guest service.
- Offer creative solutions to meet guests' and co-workers' needs.

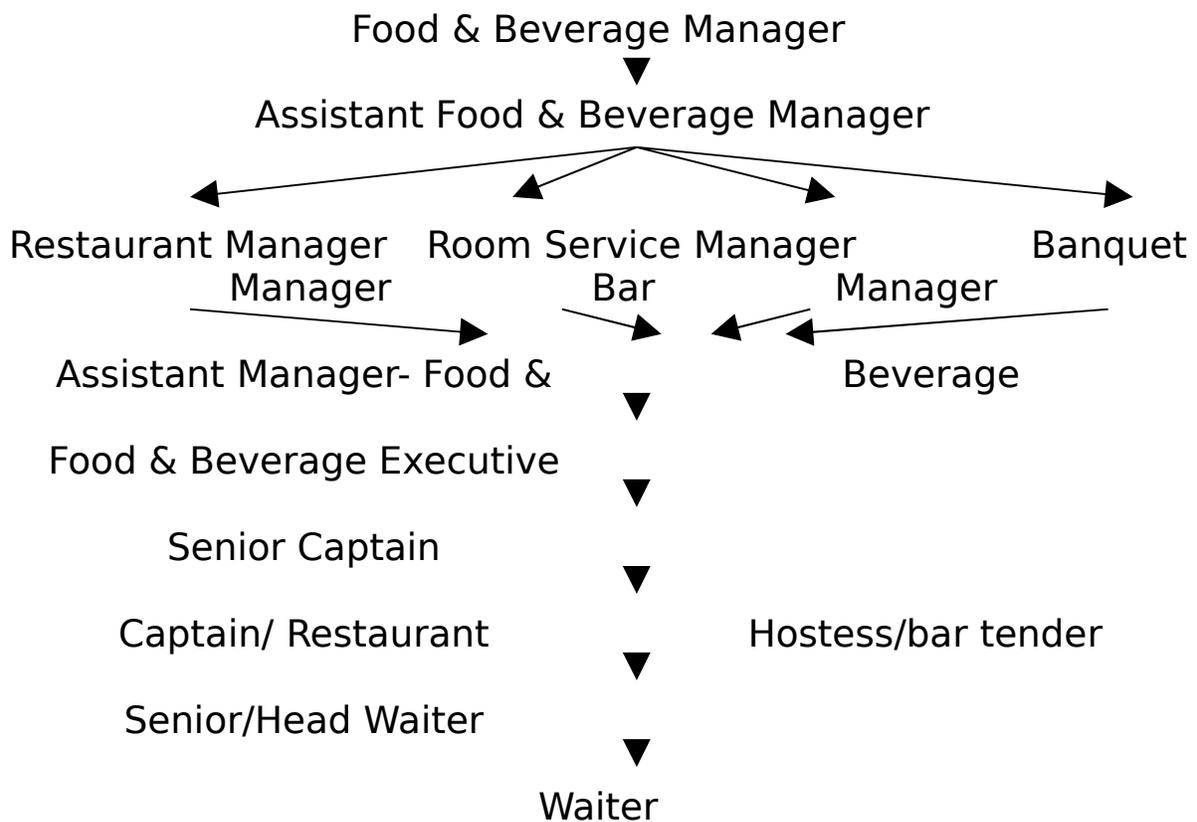
Food & Beverage service personnel

People responsible for service quality guest service

Organisation Structure:

In any typical food & beverage service operation, a number of people are working to serve, to delight the guest or customer. To carry-out all the functions, involved in service, people are placed with different duties and responsibilities. This bottom line is creating an organizational structure of the operation.

Here is an example of organizational structure of food & beverage service dept of a hotel:





Trainees

Importance of Food & Beverage Service Personnel:

A F&B personnel in a hotel/restaurant could be defined as someone who takes and serves guest's orders. While this definition is technically correct, it leaves out the heart of a f&b staff's job. A better definition might be: A food and beverage service employee who does everything possible, within reason, to make each guest's dining experience exactly what he or she wants it to be, and who exceeds guest expectations whenever possible.

As a Food & Beverage Service personnel of a restaurant, you are responsible for:

- Preparing for service.
- Greeting guests
- Taking the order
- Serving the order
- Creating a friendly atmosphere where guests can enjoy themselves.
- Completing service
- Helping co-workers as needed.

Attributes of Food & Beverage service personals

- A professional and hygienic appearance
- Knowledge of food and drink (your product)
- Punctuality
- Local knowledge
- Personality
- Attitude to customers
- Memory
- Honesty
- Loyalty
- Conduct

- Sales ability
- Sense of urgency
- Customer satisfaction
- Complaint handling

WORKING AS A TEAM WITH CO-WORKERS AND OTHER DEPARTMENTS

One secret of food & beverage service operation's success is that everyone works together-as a team-to give guest's great service. You are part of a service delivery system. You must give guests and co-workers great service for the system to work.

To be an excellent team player, you can:

- Help your co-workers and guests whenever possible
- Ask co-workers for help when you need it so guest service doesn't suffer and all employees can concentrate on guest's needs.
- Say "hello" to co-workers and guests when you see them, and use their names if you know them.
- Say "please" and "thank you" to guests and co-workers
- Share supplies
- Take pride in your work and respect others works too
- Always clean up after yourself

To be excellent team players, you and your department can help:

The host and hostess by:

- Greeting and seating guests
- Answering the phone
- Letting them know when you have who are ready to leave so that they can plan which guests to seta there next

The utility worker by:

- Immediately removing from tables the items guests do not need anymore
- Clearing and resetting tables
- Restocking side stations so that supplies are always available

The bartenders by:

- Writing drink orders clearly and completely
- Asking guests all necessary questions when they place beverage orders, such as, " Do you want that 'up' or ' on-the-rocks'?"
- Turning in drink orders promptly
- Picking up drinks promptly

The kitchen staff by:

- Writing orders neatly and completely
- Asking guests all the necessary questions when they place orders, such as, “ How would you like that prepared?”
- Properly sorting and stacking used glasses, china, silverware etc.

SUPERIOR PERFORMANCE STANDARDS

The quality of the food, drinks, and service at your restaurant should enhance each guest’s overall experience. Providing excellent service, beverage, and meals at a reasonable price is every restaurant’s ultimate goal.

You are hired for your ability to meet the ‘Superior performance standards.’ You must:

- Be familiar with all restaurants menus and food and drinks offerings
- Demonstrate professional behavior within the property
- Make sure the dining room is properly lit, has a comfortable temperature, and looks neat.
- Quickly approach guests and greet them warmly.
- Introduce yourself to guests, and use their names whenever possible.
- Be familiar with all menu items, including specials and desserts
- Be alert to safety procedure at all times.
- Make sure food is served at the correct temperature, attractively presented, and pleasing to the senses.
- Accommodates special guest request when appropriate
- Use suggestive selling throughout the guest’s visit to make his or her experience more enjoyable
- Frequently check back to the table to ensure guest satisfaction.

IMPORTANCE OF PERSONAL HYGIENE

Hygiene involves care for the health of others and oneself. Waiters are involved in physical work, moving about, lifting trays. So look after your health; guard against leg or feet weakness; maintain good sight; and clean teeth and mouth. A balanced diet, fresh air, and suitable recreation help all.

Service must be done in a clean way to protect guests against food poisoning or passages of disease. Dirt and dirty practices make dining unpleasant as well as unsafe.

Points to remember for maintaining of personal hygiene:

- A shower or bath should be taken daily.
- Always use either deodorant or talcum powder.
- Sufficient sleep (minimum 06 hours), and adequate healthy intake of food (more vegetable, less oil) and regular exercise will keep body healthy.
- Always trim nails and keep hands clean.
- Male should be clean-shaven with well-trimmed moustache.
- Wear clean uniforms.
- Daily wash your undergarments. Always wear clean undergarments.
- Hair must at all times be clean and well groomed.
- Always brush your teeth after eating breakfast, lunch, and dinner.

If you are directly handling food, then follow these rules.....

- Always wash your hands before touching food, and always after coming from toilet.
- If you are suffering from any skin, nose, throat or stomach problem or trouble at work, tell your senior and don't handle food.
- Use waterproof dressings on cuts and sores. And remember to keep those dressings clean.
- Be clean in yourself and in the clothes you wear.
- Don't smoke in a kitchen or dining room. And never cough or sneeze over food.
- Clean as you go in the kitchen, if anything get spilled, wipe it immediately. See that all utensils are kept clean.
- Cover food, keep it clean, and serve it either cold or piping hot.

- Use tongs, spoons etc. when handling food, rather than your fingers.
- Always keep the lid on a dustbin.
- In restaurants, remember that clean, fully equipped, well-lit, and airy conditions are required for maintenance of hygiene.

PERSONALIZED SERVICE

'Personalized Service' in Food & Beverage service focuses on the interactions between the customer and the food & beverage service staff. All other sort of interactions is secondary. The most interaction is between staff and customer (guest).

Why personalized service is required in hotels or restaurants?

- In Hotel or restaurants, Guest must be treated as KING/QUEEN.
- We are here to give comfort and happiness to the guest along with food.
- This help in getting repeated business and thus the revenue of restaurant increase.
- If guest will be satisfied by service, then he will advertise the same to his/her friends or relatives for the restaurant without any cost.

How we can give Personalized service to guest:

- Always wish the guest in proper way.
- Talk with the guest.
- Suggest the guest the correct combination of food & beverage.
- Maintain proper languages and body action.
- Always have smiling face.
- Solve any problem of the guest on the spot.

You should remember following points, while in conversation with guest:

- Don't Talk to other staffs without first excusing themselves from the customer.
- Don't interrupt interactions between customers and staff, but should wait until there is a suitable moment to catch the attention of the guest.
- Don't serve the customer whilst carrying on a conversation between themselves.
- Don't talk across rooms either to each other or to customers.

Always follow these simple rules, while doing personalized service:

- Showing customers to their table – Always walk with them at their pace.
- Seating customers- Ladies first descending in the age unless the host is a lady.
- Handling menus to customers- Offer the menu and wait for the customer to take it.
- Opening and placing napkins- Open carefully, do not shake it like duster, place it on the customer’s lap after saying excuse me to the guest.
- When offering water or any extra food items like roties or breads- always say ‘EXCUSE ME SIR/ MADAM, WOULD LIKE TO HAVE SOME MORE ROTIES’.
- Talking to customers- only when standing next to them..
- Serving and clearing- always say ‘ EXCUSE ME’ before serving or clearing and “THANK YOU’ after you have finished with each customer.
- Explaining food and beverage items- use terms the customer understands (i.e. no technical terms); use terms, which make the sound attractive; do not use abbreviation.

How to address customers or guest:

- Always use ‘SIR’ or ‘MADAM’ for addressing a guest.
- If you know the name of the guest, then address him with his first name (not surname) i.e. Mr.Subroto, Mr. Mohan etc.
- Always greet the guest with ‘GOOD MORNING’ or ‘GOOD EVENING’, while meeting with the guest at the first time.
- Always say ‘HAVE A NICE DAY’ or ‘GOOD DAY’ or ‘GOOD NIGHT’ or ‘THANK YOU’, while guest is leaving the restaurant.

How to deal with unforeseen situation, if occurred during service:

1. SPILLAGES:

It is possible that during the service of a course a few drops of sauce or roast gravy may have fallen on the tablecloth. The following steps should be followed:

- Check immediately that none has fallen on the guest being served. Apologize to the guest.
- If some has fallen on the guest's clothing, allow the guest to rub over the dirtied area with a clean damp cloth. This will remove the worst of the spillage.
- If it is necessary for the guest to retire to the cloakroom to remove the spillage then his/her meal should be placed on the hotplate until he/she returns.
- Depending on the nature of the spillage the establishment may offer to have the garment concerned cleaned.
- If the spillage has gone on the tablecloth, the waiter should first of all remove any items of equipments that may be dirtied or in his/her way.
- He/she should then mop or scrape up the spillage with either a clean damp cloth or a knife.
- An old menu card should then be placed on top of the table but under the tablecloth over the damaged area.
- A clean rolled serviette should then be brought to the table and rolled completely over the damaged area. The menu will prevent any damp from soaking into the clean serviette.
- Any items of equipment removed should be returned to their correct position on the tabletop.
- Any meals taken to the hotplate should be returned and fresh covers put down where necessary.
- Again apologies should be made to guests for any inconvenience caused.

2. If a guest is suspected of having too much to drink the following steps should be taken:

- If prospective client ask for a table and the staff believe the client is possibly under the influence of drink they may refuse a table, even though there may be one available.
- It is not always possible, however, to recognize a guest who may prove objectionable later on.
- If a guest is suspected of being drunk this must first of all be ascertained by the captain or restaurant manager.
- The guest should then be asked to leave rather than be allowed to become objectionable to other guests later on.
- If the guest has already consumed part of the meal but is not being objectionable then the reminder of the meal should be served in

the normal fashion, but the captain must ensure no more alcoholic beverages offer.

3. Blind and Partially Sighted Customers:

- Talk to and treat the customer with special needs as you would any other customer.
- Remember it is 'by touch' that blind people see and are made aware that they are involved in what is happening around them.
- Immediately prior to 'ordering', a gentle touch on the hand or arm attracts his/her attentions
- Offer to boneless meat or fish dishes always.
- Never overfill glasses, cups, or soup bowls.
- Use 'bowls' in place of 'plates' for specific food items, but always ask the guest first.

4. Guest with communication difficulties

Communication problem arise, when the guest is either deaf or have very little knowledge of English or Hindi. In these cases the following steps should be taken:

- Speak directly at the customer
- Stand in such a position that the customer is able to see your face clearly.
- Speak slowly and distinctly.
- Describe food/drink items in simple, precise, and plain languages.
- Seat customers away from possible excessive noise, as this is most uncountable for customers wearing hearing aids.
- In these instances always read back the food and beverage order received to confirm all requests.
- Listen attentively to what is being said to you to ensure you understand the customer's requirements.

5. Customer or Guest with limited mobility (leg fracture, no legs etc.)

Extra awareness is needed to meet the requirement of customers who may have special needs, such as mobility (movement) problems. The following considerations should be given on these occasions:

- Place wheelchair users at tables where there is adequate space for maneuverability.
- Position him/her out of the main thoroughfare of customer/staff movement.
- Position him/her with easy access to cloakrooms, exits and fire exits.
- Always ensure the wheelchair without the customer being asked first.
- Crutches/walking sticks should be placed in an accessible and readily available position.

6. Illness of Customers

- As soon as noticed that a guest is feeling unwell while in the restaurant, a person in authority (captain / restaurant manager) should be immediately informed.
- The person in authority must enquire if the guest needs assistance. At the same time he/she must try to judge whether the illness is of a serious nature or not.
- If the illness appears to be of a serious nature, immediately called hospital for ambulance with doctor for primary inspection before taking guest to the hospital.
- If after short period of time, the guest returns and continues with the meal, a fresh cover should be laid and the meal returned from the hotplate.

TELEPHONE COURTESY

We must try to make every caller feel important by being friendly, polite, and professional on the telephone.

Use the following phone techniques to leave a good impression with each caller:

- Smile when you talk. A smile helps you sound more relaxed and pleasant.
- Speak clearly to the receiver. Avoid slang (bad words), technical terms, or hospitality words that callers may not understand.
- Use proper grammar and diction. Avoid “yep,” “uh-huh,” and “ok.” Instead, use “yes,” “certainly,” or “absolutely.”
- Answer the phone within three rings. A phone that rings more than three times gives a caller the impression that you don’t want to take the call.
- Always tell the caller your name, the property’s name, the name of restaurants/department (only for outside call). For inside calls, tell your name, and the name of department or restaurant.
- Give the caller a friendly greeting, such as “Good Morning” or “good Evening”, and ask how you may help him or her.
- Give the caller your complete attention. Pretend he or she is standing right in front of you.
- Talk only to the person on the phone, not to any one else around you.
- If the call is for a manager, ask the caller if you may put him or her on hold. Then get the manager immediately, or take a message if necessary.
- If the caller is looking for a guest, ask a co-worker to help you locate the guest. If you can’t find the guest within one or two minutes, take a message.
- For a personal call for an employee, follow your property’s policy.
- To take a message, and your name as the message-taker in case there are any questions. Make sure the message is delivered.

Some sincere advice:

You will often be very busy when the phone rings. To make callers feel welcome, catch your breath before picking up the phone. If you sound stressed or hurried, the caller will also feel rushed.

Sometime, to take care of a request, you will need to put callers on hold. Providing, good guest service means always asking callers if it is all right to put them on hold. If a caller gives you permission, take care of the request quickly. Thank the caller for waiting when you return to the line.

Always end each phone call with a sincere “Thank You for calling” offer to be of assistance in the future, and let the caller hang up first. The end of

yours call is your last chance to leave a good impression with a potential guest.

Food and Beverage Service Department -in a Hotel

Its various sub-department and sections

Food & beverage service department plays a key role in providing food & drinks to in-house guests and as well as out-side guest.

In a hotel, Food & beverage service department has mainly four sub-department:

- **Restaurants:** this is also called as dining room. Guest come inside the room. Order dishes as per choices and food is served to them.
- **Room-Service:** the department provides food & beverage service in the guest rooms
- **Bar:** this sub-department is responsible for service of Alcoholic beverage. This place are having special license to serve alcoholic beverage.
- **Banquet:** this sub-department is responsible for serving food & drinks to special groups having specific needs and demands.

Besides that, Food & Beverage department in a hotel is having other supportive sections also:

- **Stillroom:** In a luxury hotel, a section is responsible for supplying of special food & beverage items, not supplied by kitchen.
- **Silver-room:** In a luxury hotels, a section is responsible for maintaining of silver items, required to serve food & drinks to the guest.
- **Wash-up:** this section is responsible for cleaning of all dirty silver, plates and glasses, used for service of food & drinks to guests.

- **Hotplate:** In a luxury hotel, this section is responsible for collecting and arranging required food dishes and drink items, which will be served to the guest.

Restaurant and its types

A restaurant is a commercial establishment committed to the sale of food and beverage. A restaurant may be a licensed part of a hotel operation, whereby the sales of the restaurant contribute to the sales performance of the hotel as a whole. Restaurants may also be independent business entities under individual ownership and management.

There are different types of restaurants:

Coffee Shop

A concept borrowed from the United States, distinguished by its quick service. Food is pre-plate and the atmosphere informal. Table cover layouts are less elaborate and have basic essentials only.

Continental Restaurant

The atmosphere is more sophisticated and caters for people who can eat at leisure. The accent is on good continental food and elaborate service.

Specialty Restaurant

The entire atmosphere and décor are geared to a particular type of food or theme. Thus restaurants, which offer Chinese, Japanese, Indian cuisine would be termed “specialty restaurants”. The service is based more or less on the style of the country from which the particular cuisine originates.

Fast food joints

The entire environment is characterized by high investment, high labor costs and vast customer throughput. The service is generally self-service

or assisted service. The menu commonly includes the snacks, which can be made at very less time.

Take away counter/ Drive-in

These are mainly developed from fish and chips concept. These are mainly food counters with out any seating arrangement. These are highly influenced by American concept and their food tastes

Restaurant- Furnitures, fixtures and their Dimensions

We must consider following points, whenever choosing furniture or fixtures for Restaurants:

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

Chairs:

The seating arrangements will depend on:

- The size and shape of the food service area
- The design of tables and chairs used
- The allowance made for clearing trolleys

- The type of establishment

The chairs used are usually of the stacking variety as this takes up less storage space when the area need to be cleared.

The standard height of chair from the ground is 18 inches. The standard height from the ground to top of the back is 39 inches. The depth from the front edge of the seat to the back of the chair is 18 inches.

Tables:

Tables comes in three accepted shapes: round, square and rectangular. An establishment or restaurant may have mixture of shapes to give variety, or tables of all one shape according to the shape of the room and the style of service being offered.

The standard height of tabletop from ground is 30 inches.

Besides that the tabletop area of various shape of table is mentioned below:

Square Table:

2 feet 6 inches X 2 feet 6 inches: for seating two people
3 feet X 3 feet: for seating four people

Round Table:

3 feet diameter: for seating four people
5 feet diameter: for seating eight people

Rectangular table:

4 feet 6 inches X 2 feet 6 Inches: for seating four people

Linens:

This is one of the more costly items with overheads and therefore its control is important. These are used to cover the table-top and to assist guest to maintain themselves neat and clean.

The type of linen used would depend on the class of establishment, type of guest/customer, cost involved, and the style of menu and service to be offered. The main items of linen normally found are:

Tablecloths:

54 inches X 54 inches to fit a table of 2 feet 6 inches square table or round table of 3 feet diameter.

72 inches X 72 inches to fit a table of 3 feet square

72 inches X 96 inches to fit rectangular shaped tables

72 inches X 54 inches to fit rectangular shaped tables

Slip cloths

3 feet X 3 feet, used to cover a grubby tablecloth.

Serviettes (Napkins)

18-20 inches square if linen

14-17 inches square if paper

buffet cloths
6 feet X 12 feet

Restaurant- Tablewares, flatwares, chinawares and glasswares

In a restaurant, we are using various types of plates, glasses, spoons, knives etc. for serving food to guest and for guest to have the food. The selection of these items depends on following factors:

- The type of menu and service offered
- The maximum and average seating capacity
- The rush-hour turn over
- The washing-up facilities and its turn-over

For laying a cover on the table, we need following items:

- Flatware: these refer or denotes all forms of Spoon and forks.
- Glasswares: these refer to all type of glasses being used in restaurant for various purposes.
- Cutlery: these refers to knives and other Cutting implements.
- Hollowwares: these refer to any items made from Silver, or glass apart from flatware and cutlery g. Teapots, milk jugs, sugar basins, oval flats etc.
- Chinawares: these refer to all items mad from China clay material.

Flatware and cutleries:

there is an almost unlimited range of flatware, cutlery and hollowware in use in the catering industry today. These items are necessary to give with knife, fork, spoon, flats, and vegetable dishes and lids, entrée dishes and lids, soup tureens, teapot etc.

Some of the important flatware and cutleries are as mentioned below:

- Soupspoon: used for serving soup.
- Fish knife: used for fish courses
- Fish fork: used for fish courses
- Joint knife: used for entrée (main course) dishes
- Joint fork: used for entrée (main course) dishes
- Sweet fork: used for dessert courses
- Sweet spoon: used for dessert courses
- Side plate: used for cover layout and normally use for keeping bread slices or any accompaniments.
- Side knife: kept over the side plate, generally used for applying butter or jam over bread slices.
- Asparagus holder: used to hold asparagus spears when eating.
- Pastry slice: used in sweet trolley for serving portions of gâteau.
- Oyster fork: used with dishes made of shellfish/oysters e.g. Shellfish cocktails
- Pastry fork: used for afternoon teatime for having snacks and pastries.
- Corn-on-the-cob holders: used for holding the cob, by piercing each end of the cob.
- Lobster pick: used to extract the flesh from the claw of lobster.
- Butter knife: used to spread butter on the bread.
- Caviar knife: knife with a short broad blade used for spreading the caviar.

- Fruit knife and fork: for having grapefruits.
- Ice-cream spoon: used for all ice creams served in coups
- Sundae spoon: used for ice cream sweet in a tall glass.
- Snail tongs: used to hold snail shell.
- Snail dish: the dish is round with two ears, having six indentations to hold a portion (6) of snails.
- Snail fork: used to extract the snail from its shell.
- Cheese knife: used for serving cheese from cheese board.
- Sugar tongs: required for cube sugar.

Glasswares:

Glasswares contribute to the appearance of the table and the overall attraction of the room. There are many standard patterns available to the caterer. Most manufacturers now supply hotel Glasswares in standard sizes for convenience of ordering, availability and quick delivery. Glasses are measured in terms of capacity by 'fluid ounces (oz)' 'centiliter (cl).'

The various types are:

<u>Name of glass</u>	<u>size</u>
• Wine goblets	14.20, 18.93, 22.72 cl (5,6,8 oz)
• German/Alsace:	18, 23 cl (6,8 fl oz)
• Flute:	18, 23 cl (6,8 fl oz)
• Saucer champagne:	18, 23 cl (6,8 fl oz)
• Cocktail glasses:	4,7 cl (2,3 fl oz)
• Sherry, port:	4.735 cl (3 out)
• Highball:	23, 28 cl (9, 10 fl oz)
• Worthington:	28, 34 cl (10, 12 fl oz)
• Lager Glass:	28, 34 cl (10, 12 fl oz)
• Brandy balloon:	23, 28 cl (8, 10 fl oz)
• Liqueur glass:	2.367 cl (6 out)
• Tumbler:	28.40 cl (1/2 pint)
• Beer mug/glass:	25, 50 cl (1/2, 1 pint)

CHINAWARES:

The china must blend with the rest of the items on the table and also with the general décor of the establishment.

While selecting or purchasing Chinawares, following points should be considered:

Every item of earthenware should have a complete cover of glaze to ensure a reasonable length of life.

China should have a rolled edge, which will give added reinforcement at the edge. Thus, if well done, means that chipping will only occur on the under edge, which is not visible to the customer. One word of caution here is that hygiene is most important- chipped china could harbor germs.

The pattern should be under rather than on top of the glaze. This will increase the life of the chinawares.

There is a wide range of items available and their exact sizes differ vary according to the manufacturer and the design produced or asked.

As a guide, the sizes are as below:

<u>Name of Dish</u>	<u>Size</u>
• Sideplate:	15 cm (6 in) in diameter.
• Sweet plate:	18 cm (7 in) in diameter.
• Fish plate:	20 cm (8 in) in diameter.
• Soup plate:	20 cm (8 in) in diameter.
• Joint plate:	25 cm (10 in) in diameter.
• Cereal/ sweet plate:	13 cm (5 in) in diameter.
• Breakfast cup & saucer:	23-28 cl (8-10 fl oz)
• Teacup and saucer:	18.93 cl (6 2/3 fl oz)
• Coffee cup and saucer (demitasse):	9.47 cl (3½ fl oz)
• Teapot:	28.4 cl (1/2 pint)
	56.8 cl (1 pint)
	85.2 cl (1½ pint)
	113.6 cl (2 pint)

Other items of china required include:

- Salad crescent
- Hot water jug
- Milk jugs
- Cream jugs
- Coffee pots
- Hot milk jugs
- Consommé cup and saucer
- Sugar basin
- Butter dishes
- Ashtrays
- Egg cups
- Soup bowl/cups

- Platter (oval plate)

The Side Board- Dummy waiter

Its requirement and its use

What is Side Board

The 'SIDE BOARD' is a sort of cupboard with a no. of different types of selves to stock the essential cutleries and crockery's and table linen required during service to the guest in the restaurant or dining room.

What are the advantages of sideboard

Waiters can lay the table set-up very fast, as all items are available in the Sideboard.

During service, waiters can get required cutleries, crockery's, service gears very easily.

It provide space for waiters to keep the tray, having dishes and the waiter then, can serve the guest one by one very easily.

it is use for stocking of accompaniments, napkins etc. required during service to the guest.

The style and design of sideboard depend upon:

- The style of service and the menu offered.
- The number of waiters or waitresses working from one sideboard.
- The number of table served from one sideboard (01 sideboard for 04 tables or 16-20 covers)
- The amount of equipments it is expected to hold.

The essential points for sideboard:

- The sideboard should be of minimum size and portable so that it may be moved easily if necessary.
- The top of sideboard should be of a heat resistant material so that hot dishes can be kept at it while servicing.
- The sideboard should be cleaned and restocked for every next session.

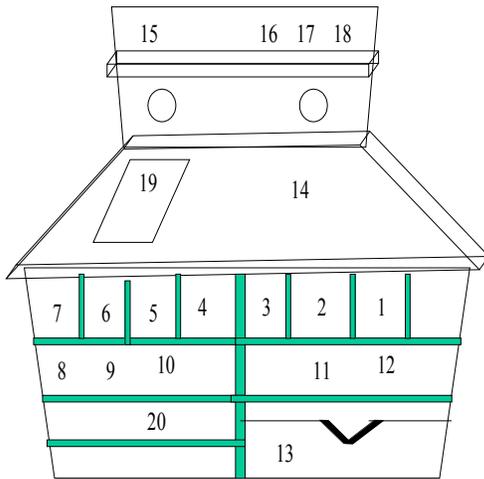
- The number of items and its quantities, kept inside, should be same always. The sideboard should not be overstocked.
- Always keep wiped and polished cutleries and crockery's inside.
- The table linen should be kept properly stacked and in order.
- The outer side should be facing to the guest, and the inner side, with having selves and drawers should face to wall, if possible.
- The other name of sideboard is: DUMMY WAITER.

Sideboard stock:

Items commonly required on the sideboard include:

- Ashtrays
- Bread baskets
- Bottle openers
- Butter dishes
- Corkscrews (for opening wine bottles)
- Condiments: Worcestershire sauce, Tabasco sauce, Tomato sauce, Pickle, chutneys, Chili sauce, etc.
- Cruet sets: salt, pepper, oil, vinegar, mustard etc.
- Cutleries: soup, dessert, sundae and tea spoons, fish knives and forks, A.P. knives and forks, side knives, coffee spoons, etc.
- Doyleys
- Fingerbowls
- Glassware, water jugs
- Linen: napkins (serviettes), napperons, tablecloth
- Match boxes
- K.O.T. book, bill folder, pencil
- Service cloths
- Under plates, teacups and saucers etc.

Layout of a typical Sideboard:



List of Legends

1. Service spoons
2. Sweet spoons and forks
3. Soup spoons
4. Fish knives and forks
5. Joint knives and forks
6. Side knives
7. Tea spoons, coffee spoons
8. Fish plates and sweet plates
9. Side plates
10. Coffee saucers
11. Under flats
12. Service salver
13. Dirty linen
14. Check pad on service plate
15. Assorted condiments

VARIOUS TYPE OF COVERS (TABLE SET-UPS)

One of the technical terms very often used in the restaurant is "cover". What does this mean?

There are 2 definitions according to the context:

1) When discussing how many guests a restaurant or dining room will seat or how many guests will be attending a certain cocktail party, we refer to the total number of guests concerned as so many "covers".

2) When laying a table in readiness for service there are a variety of place settings, which have to be laid according to the type of meal and service being offered. This place setting is a type of cover being laid.

DEFINITION: One cover denotes all the necessary cutlery, flatware, crockery, glassware and linen necessary to lay a certain type of place setting for a specific meal, for a single person.

A LA CARTE COVER

This cover follows the principle that the cutlery and flatware for each course/dish will be laid just before each course/dish is served. The traditional cover given below represents the cover for hors d' oeuvres (starters) which is the first course/dish in a French classic menu sequence.

- Fish plate
- Serviette
- Fish knife
- Fish fork
- Side plate
- Side knife
- Wine glass

When an a la carte cover is being laid, the cutlery and flatware required by the guest for the dishes ordered will be placed course by course. In other words there should not be at any time during the meal, more cutlery and flatware on the table than is required by the guest at that specific time.

TABLE D'HOTE COVER

This cover follows the principle that the cutlery and flatware for the entire meal will be laid before the first course/dish will served. The traditional cover is given below:

- Serviette
- Soup spoon
- Fish knife
- Fish fork
- Meat knife
- Meat fork
- Dessert spoon
- Dessert fork
- Side plate
- Side knife
- Wine glass

When a Table d'hote cover has been laid, the steward should remove, after the order has been taken, any unnecessary cutlery and flatware and really any extra items that may be required.

LAYING THE TABLE:

Once the table is clothed-up it should be laid in readiness for service.

- If an a la carte cover is being laid, then the first item set on the table should be the fishplate in the center of each cover.
- If a Table d'hote cover is being laid then the first item to be set on the table should be serviette or side plate in the center of each cover.

- If the side plate were laid in the center of each cover it would be moved to the left-hand side of the cover once all the cutlery and flatware had been laid. The purpose of initially placing something in the center of the cover is to ensure that the covers are exactly opposite one another and that the cutlery and flatware of each cover are the same distance apart.
- Cutlery and flatware of each should be laid from a service salver or service plate. An alternative to this is to use a service cloth and hold the items being laid in the service cloth, giving a final polish before setting the items on the table.
- When laying a Table d’hote cover, the cutlery and flatware should be laid from inside to outside of the cover. This ensure even spacing of the cover and normally lessens the chances of having to handle the items laid more than is necessary.
- The waiter must ensure that all cutlery and flatware is laid 1.25cm (1/2 in) from the edge of the table and that badged crockery has the badge or crest at the head or top of the cover.
- The glass after polishing should be placed upside down at the top right-hand corner of the cover.
- Once, the covers have been laid the table accompaniments should be placed on the table according to the custom of the house.
- Where an a la carte cover has been laid, the cutlery and flatware required by the guest for the dishes s/he has chosen will be laid course by course. In other words there should not, at any time during the meal, be more cutlery and the guest requires flatware on the table than at the specific time.
- If decorative cover plates are used for an a la carte cover it is common for the first course plates to be placed on this plate. The first course and the cover plate are then removed when the first course is cleared.
- Where a table d’hote cover has been laid the waiter should remove, after the order has been taken, any unnecessary cutlery and flatware and relay any extra items that may be required. This means that before the customer commences the meal he/she

should have all the cutlery and flatware required for the dishes chosen, set out as his/her place setting or cover.

- After the above covers have been laid, the table-layout should be completed by the addition of the following items:
 - Cruet set
 - Ashtray
 - Bud vase

All applicable cutlery and flatware should be laid 1.25 cm from the edge of the table. Water goblets after polishing should be placed at the top right-hand of the cover.

MENU KNOWLEDGE

Origin of menu:

Originally 'the bill of fare', as it is termed in English, or 'menu' in French, was not presented at the table. The banquet consisted of only two courses, each made up of a variety of dishes, anything from 10 to 40 numbers. The first 10-40 dishes were placed on the table before the dinners entered- hence the word entrée- and, when consumed, were removed or relieved by 10-40 other dishes- hence the words releve and removes.

It is said that in the year 1541, Duke Henry of Brunswick was seen to refer to a long slip of paper. On being asked what he was looking at he said it was a form of programme of dishes, and by reference to it he could see what was coming and reserve his appetite accordingly. Thus we may presume that the menu developed from some such an event.

The menu or bill of fare was very large and was placed at the end of the table for everyone to read. As time progressed the menu became smaller and increased in quantity allowing a number of copies per table. Depending on the establishment and the occasion, the menu may be plain or artistic in its presentation.

Why a restaurant requires menu:

- This act as bridge between the establishment and the customer.
- This provide all necessary in formations regarding dishes available, their price range and other rules and regulations.
- This authenticates and gives guarantees to the customer for billing purpose.
- Due to Accent problem, the server may not pronounce some dishes names correctly and may create confusion. But menu lessens this type of human error.

- The server cannot recite the dishes available at the restaurants for several times. But this problem is also getting solved because of menu. As guest can refer it for number of time.
- We can group different type of dishes in different category in a menu card and hence, making easier for guest to select his appetite by referring the section of his/her choice.

Three are a number of considerations to bear in mind when compiling a menu, namely:

Type:

- Assess the type of meal required (Indian, Chinese, continental etc)
- Assess the type of kitchen and staff available in relation to equipment and skills.
- Assess the type of food service area and its number capacity in relation to the china, silver and glassware available.
- Assess the skills of food service area staff and the number of course to be served.

Supplies:

- Seasonal supplies of vegetables and non-vegetarian items.
- Local availability of supplies.

Balance:

- Light to heavy, then heavy to light
- Vary the sequences of preparation of each course.
- Change the seasoning, flavoring and presentation
- Ensure that garnishes are in harmony with the main dishes.

Food Value: Use commodities and methods of cooking which will preserve the natural nutritive properties of the raw materials.

Colour: Avoid either clashes of colour or repetition of similar colour

Languages: The menu should be written either all in English or all in any regional language and be easily understood by the customer. Ensure proper spelling, correct terms, correct sequence with courses and, where appropriate, the correct accents.

THE FRENCH CLASSIC MENU SEQUENCE

The dishes with some sort of similarities are grouped in a group termed as a 'Course' of menu. E.g. All dishes made from fish are grouped and termed as 'Poisson' course.

The number of courses on a menu, and dishes within each courses, depends on the size and the class of establishment. In an establishment where full food preparation and service brigades are in full operation a full menu may be offered.

Following is the list of courses, a French classic menu usually have:

- | | |
|-------------------------------|-----------------------------|
| 1. Hors-d'oeuvre | 9. Roast (roti) |
| 2. Potage (soup) | 10. Legumes (vegetables) |
| 3. Oeufs (eggs) | 11. Salads |
| 4. Rice and Pasta (farineaux) | 12. Cold Buffet |
| 5. Poisson (fish) | 13. Sweet (entremets) |
| 6. Entrée | 14. Savoury |
| 7. Sorbet | 15. Cheese (fromage) |
| 8. Releve | 16. Fresh fruits (desserts) |

17. Beverages

HORS D'OEUVRE:

Hors-d'oeuvre is of a spicy nature in order to stimulate the appetite. The term is accepted as meaning a variety of pickled or well-seasoned foodstuffs. The main purpose of having this is to create the appetite for next courses. Even the dishes, served before soups are also termed as Hors-d'Oeuvres. Hors d'Oeuvres are either served from a rotating trolley or a tray, a small amount of each variety being placed on the tray to make-up a portion.

The examples are:

- Anchovies
- Beetroot
- Bismarck herring
- Potato salad
- Fish mayonnaise
- Egg mayonnaise
- Russian salad

Some other examples, known as hors-d'oeuvre substitute:

- Caviar- the roe of sturgeon fish
- Shellfish cocktail- prawns or shrimps on a bed of shredded lettuce and coated with tomato-flavored mayonnaise.
- Melon-frappe- chilled melon
- Saumon fume- smoked salmon
- Pate maison- and well seasoned goose or chicken liver, cooked, sieved
- Huitre- oysters
- Escargots- snails

POTAGE (SOUP)

Soup may also act as an appetizer for the courses to come. Generally, in a menu two soups are usually provided, one being clear soup (consommé) and the other a thick soup (crème, veloute, puree). Special forms of soup may also be served, bisque, bortsch, petite marmites etc. Although there is a choice of clear or thick, as only one will be served. The clear soup is always placed first on the menu.

The examples are:

- Consommé julienne- clear soup garnished with strips of root vegetables.
- Consommé celestine- clear soup garnished with strips of Savoury pancakes.
- Bisque d'homard-thick lobster-flavoured soup.
- Crème de tomato- Cream of tomato soup.

EGG DISHES (OEUFs):

EXAMPLES OF EGG DISHES ARE:

- Omelette espagnole- flat Omelette with onions, peppers and tomato
- Omelette fines herbes- Savoury Omelette
- Oeufs en cocotte a la crème- egg cooked in its own dish in a Bain Marie and garnished with cream.
- Oeuf poche Florentine- poached egg on a bed of spinach, coated with a cheese sauce and gratinated.
- Oeuf brouille au lard- scrambled egg with bacon.

- Oeuf sur le plat bercy- egg cooked in its own dish on the top of the stove then finished in the oven, garnished with a chipolata sausage and a thread of tomato sauce.

PASTA AND RICE DISHES (FARINACEOUS/ FARINEAUX)

Examples of farinaceous dishes are:

- Spaghetti napolitaine- spaghetti in a tomato and garlic flavoured sauce.
- Spaghetti bolognaise- spaghetti blended with minced lean beef in a rich brown sauce.
- Ravioli- noodle-type pasta filled with a variety of stuffings, such as chicken, beef and spinach.
- Gnocchi romaine- semolina base
- Cannelloni- rolls of ravioli paste filled with stuffings as for ravioli.

FISH (POISSON):

The method of cooking and type of fish used may vary. Few methods are as follow:

- Poached: salmon, turbot, trout etc.
- Cooked meuniere: sole, trout, salmon (with correct garnish)
- Fried: whitebait, sole

Fish is soft fibred and tendered meat, which is easily digested, and helps to prepare the appetite for the heavier course to come.

Some examples are:

- Sole meuniere- sole shallow fried in butter
- Sole Colbert- sole flour, egg and bread crumbed (pane) and deep-fried; the fillets are rolled back of the backbone in preparations.

- Sole cubat- fillet of sole poached, dressed on a mushroom puree and coated with a cheese sauce.
- Fillet de plie frite: fillet of plaice deep-fried and accompanied by a mayonnaise-based sauce flavoured with capers, gherkins and parsley.
- Troncon de turbot poche, sauce hollandaise- cutlet of turbot poached with an egg and butter based sauce.
- Blanchailles diables- whitebait well seasoned with cayenne pepper and deep-fried.

ENTRÉE:

ENTRÉE ARE GENERALLY small, well-garnished dishes, which comes from the kitchen ready for service. They are always accompanied by a very rich gravy or sauce. When a releve follows the entrée then potatoes and vegetables are not served with the latter; if, however, a releve does not follow the entrée then potatoes and vegetables would be served with the entrée.

An entrée is the first meat course on the French classic menu.

Examples of entrée are:

- Poulet sauté chasseur- sauté chicken in a rich brown sauce flavoured with tomato and mushroom.
- Supreme de volaille a la king- breast and wing of chicken cooked under a cover in oven.
- Emincee de volaille a la king- minced chicken with Savoury rice.
- Foie de veau au lard- claves' liver with bacon.
- Steak Diane- minute steak shallow fried and flavoured with onion and mushroom; sauce finished with red wine or cream.
- Rognons sauté turbigo- kidneys shallow fried and blended in a rich brown sauce garnished with chipolata sausages.
- Fillet/rump steak grille- fillet/rump steak grilled and garnished with tomato, mushroom, watercress and straw potato.
- Chateaubriand- double fillet steak grilled

- Chop de porc grille- pork chop grilled
- Porterhouse steak- part sirloin and part fillet steak grilled.
- Entrecote bordelaise- sirloin steak with a red wine sauce.

SORBETS:

Because of the length of the French classic menu, this course is considered to be the 'rest' between courses, where the diners may obtain second wind. The sorbet, therefore, must be able to counteract the richness of dishes already served and stimulate the appetite for those to come. The sorbet is a water ice plus Italian meringue, flavoured with champagne glass, which should then be served on an underplate with teaspoon.

Generally, in a gala dinner or state dinner, meal cigarettes or Russian cigars and sometimes the first speech are given.

RELEVE:

Relevés are normally larger than entrees and take the form of butchers' joints, which have to be carved. These joints are either poeled or roasted. A sauce or roast gravy and potatoes and green vegetables are always served with this course.

The main dish may consist of any of the following items: saddle of mutton, baron of beef, boned sirloin, braised ham.

Examples are:

- Contrefilet de boeuf roti a l'anglaise: boned and roasted sirloin of beef.
- Cuissot de porc roti, puree de pommes: roast leg of pork with applesauce.
- Carre d'agneau roti: roast best end of lamb

ROAST (ROTIS):

Roast always consists of roast game or poultry, chicken, turkey, duck, pheasant, quail. Each dish is accompanied by its own particular sauce and

gravy, with a green salad served separately on a crescent shaped dish. The latter is placed at the top left-hand corner of the cover.

VEGETABLES (LAGUMES):

At this stage of the meal the balance of the courses is gradually returning from heavy to light. We now have a vegetable dish served only with its accompanying sauce. Such vegetables are asparagus, artichokes and corn-on-the cob, with hollandaise sauce or beurre fondue offered separately.

In a classic function these legumes may be served on their own as a separate vegetable course.

Examples are:

- Puree de pommes- creamed potatoes
- Pommes persille- boiled potatoes, coated with melted butter and sprinkled with chopped parsley.
- Pommes au four- baked jacket potato
- Petits pois au beurre- peas tossed in butter.
- Epinards en branches- leaf spinach
- Champignons grille- grilled mushrooms
- Choufleur morney- cauliflower with cheese sauce
- Celeries braises- braised celery
- Asperges en branche, sauce hollandaise- asparagus accompanied by an egg- and butter based sauce.
- Haricots verts au beurre- French beans tossed in butter.

SALAD (SALADES):

Example of salads is:

- Salade francaise: lettuce, tomato, egg and vinaigrette dressing.

- Salade vert: lettuce, watercress, cucumber and green pepper.

COLD BUFFET (BUFFET FROID):

- Poulet roti: roast chicken
- Caneton roti: roast duck
- Cote de boeuf roti: roast side of beef (ribs)
- Jambon froid: cold ham
- Mayonnaise d'homard: lobster mayonnaise
- Galantine de volatile: cold chicken coated with a chicken flavoured sauce and decorated, then coated in aspic.

SWEET (ENTREMETS):

THE SWEET MAY BE HOT OR COLD.

THE EXAMPLES ARE:

- Crepe suzette: pancakes in a rich fresh orange juice and grand Marnier- flavoured sauce and flamed with brandy.
- Glaces: vanille, fraise, chocolate – vanilla, strawberry and chocolate ice creams.
- Ananas flambé au kirsch: pineapple flamed with a cherry-flavoured liqueur.
- Variety of cold sweets presented from the cold platter, trolley, such as gateaux, or ice-cream sweets.

SAVOURIES (SAVOUREUX):

Savouries may take the form of Savoury items served hot or toast or as a Savoury soufflé.

The examples are:

- Welsh rarebit: cheese sauce flavoured with ale on toast and gratinated.
- Canapé Diane: chicken livers rolled in bacon and grilled, placed on warm toast
- Canapé Ivanhoe: creamed haddock on toast garnished with pickle walnuts.
- Champignons sur croute: mushrooms on toast.

CHEESE (FORMAGE):

All types of cheese may be offered together with the appropriate accompaniments. The ideal cheese board should combine hard, semi-hard, soft or cream, blue and fresh cheese.

Examples:

<u>Name of cheese origin</u>	<u>type</u>	<u>place of</u>
• Cheddar	hard	England
• Red Cheshire	hard	Holland
• Brie	soft	France
• Caerphilly	semi-hard	Wales
• Gorgonzola	blue	Italy
• Demi-sel	soft	France
• Gruyere	hard	Switzerland
• Gouda	hard	Holland
• Ricotta	fresh	Italy

DESSERTS:

All forms of fruit and nuts may be served accompanied by castor sugar and salt.

BEVERAGES:

All type of coffees and teas are served in this course. And this is the end of the meal.

After this, men generally proceed to smoke room and ladies proceed to recreation room (in a classic dinner gathering).

DIFFERENT CLASSES OF MENU

There are only two basic classes of menu, namely:

- Table d'hote
- A la carte

TABLE D'HOTE:

The following points cover the definition of 'table d'hote' menu:

- The menu has a fixed number of courses.
- There is a limited choice within each course.
- The selling price of the menu is fixed.
- The dishes provided with all be ready at a set time.
- This type of menu may be offered by itself or in conjunction with an a la carte or Carte de jour menu.

The advantages of this menu:

- These are simple and very easy to choose, as choices are limited.
- The prices are set and hence, guest can choose accordingly.

- This is easier to control and operate.
- This is giving less wastage of food.

The disadvantages are:

- The choices are limited and hence, may not satisfy to all type of clientele.
- One has to pay set price for the menu, irrespective of their consumption of all dishes available.

These are useful for:

- The restaurant, serving business lunch for business people, who likes well designed and combination of various dishes, as it will save time.
- State banquets, and wedding ceremonies.

Example of a Table d'hote menu:

Luncheon menu

Monday, 21st august 2005

Lentil and ham soup
Chicken liver parfait with warm brioche
Quenelles of smoked salmon mousse with a spring onion dressing
Scottish smoked salmon carved at the table

Breast of chicken with forest mushrooms
Fillet of brill with a mustard and dill sauce
Mille-feuille of vegetables flavoured with basil
Complemented with fresh seasonal vegetables

Fresh figs served with vanilla ice cream and red fruit coulis
Iced coconut parfait with a light chocolate sauce
Chocolate bavarois with vanilla sauce

Filter or decaffeinated coffee served with Petites fours

2 courses inclusive of coffee: \$ 35.00
3 courses inclusive of coffee: \$ 45.00
Inclusive of VAT

A LA CARTE MENU

The term A LA Carte may be translated as 'from the card'.

The following points may define this type of menu:

- It gives a full list of all the dishes that may be prepared by the establishment.
- Each dish is a priced separately.
- A certain waiting time has to be allowed for many of the dishes.

The advantages of this menu:

- The guest will be satisfied as they can choose their own appetite without any limitation.
- As the portions are not predefined, the guest can choose his/her size.
- This type of menu is generally having varieties, dishes from two or more cuisine or region and hence guest can customize their combinations.
- The dishes can be changed according to the season or current trend.

The disadvantages are:

- As all guests are not expert in menu combination and selection and hence cannot choose appropriate combination of dishes.
- The wastage can be more, as the availability of items need to be maintained more.

This is useful for:

- The multicuisine restaurant, serving more than one cuisine or regional dishes.
- The coffee shop styled restaurant.

- Fast Food Joints or Take away counters.

Approximate waiting times for dishes on A LA CARTE menu:

- Special hors d'oeuvre: 10 minutes
- Soup: 05 minutes
- Egg: 10 minutes
- Fish (grilled or fried): 10 minutes
- Grilled salmon: 20 minutes
- Lobster morney/ thermidor: 10 minutes
- Liver: 15 minutes
- Rump/fillet steaks: according to order
- Chateaubriand: 15 minutes
- Roast chicken: 25 minutes
- Chicken en cocotte: 40 minutes
- Lamb cutlets: 10 minutes
- Omelette: 10 minutes
- Soufflés: 30 minutes

These can vary from establishment to establishment, as per available equipments, number of covers, cooking and preparation style etc. the best way is to discuss and collect the data from Your Food & Beverage manager and executive chef.

Menu Terminology

TERM	DEFINITION
Aiguillettes from other poultry	Long, thin, vertically cut strips of meat the breast of ducks and
A la broche	Cooked on a spit
A l'anglaise	English style
Aspic	Savoury jelly
Au four	Baked in the oven
Bain – marie	Hot water bath or well
Barquette	A boat – shaped tartlet case, filled in a variety of ways
Bechamel	Basic white sauce
Beurre manie and used	Butter and flour kneaded together to thicken soups and sauces
Bisque	A fish soup, made with shellfish
Bordelaise	Rich brown sauce flavoured with red wine
Bouchee hors	Small puff paste patty; tiny savoury or D'oeuvre tit – bit; Bouchees may be filled in a variety of ways. Bouchees a la reine

Bouillon, court

Liquor for cooking fish

Braiser thoroughly	To brown meat, game and poultry and then finish cooking in a covered vesel with a little liquid or sauce. Vegetables are usually braised without browning in broth containing very little fat.
Breadcrumb (paner) poultry, etc,	To cover a piece of meat, fish, with breadcrumbs after first dipping it in beaten egg or liquid butter. See breadcrumbs.
Brunoise ham, or	A name used to describe vegetables, Chicken cut in tiny dice. It is also a garnish for a clear soup.
Caviar	Role of female sturgeon
Celestine	Strips of savoury pancake
Champignons	Mushrooms
Chateaubriand	Double fillet steak
Concasse	Rough Chopped (tomato)
Confiture	Jam
Citron	Lemon
Canapés fried,	Small pieces of bread, plain, grilled, or Garnished and served mainly as hors'd'oevre
Caramel	Burnt sugar, commonly known as 'Black Jack'

Casserole	A fire – proof earthenware saucepan, Casserole
Cocotte cooking	Small round fire – proof dishes for an egg, a ragout, etc, also used to describe a larger oval casserole for cooking chicken, etc.
Court bouillon vinegar and	Fish stock with white wine or mirepoix.
Croutons they	Fried bread, used as garnish. For soups are cut in small cubes, for other dishes in a variety of fancy shapes.
Demi – glace consistency,	A basic sause of fairly thin frequently used to improve other sauces, soups and stews.
Escallops	Thin slices of flattened veal or beef
Entrée Formerly	A meat dish served with a sauce. regarded as an intermediate dish, it is nowadays frequently served as the main course.
Entremets	Sweet, dessert
Frappe	Chilled
Flambé	Flamed with spirit or liqueur
Foie gras Fromage	Liver of a fattened goose Cheese
Fricassee is	A white stew in which the poultry or meat is

	cooked in the sauce.
Fumet poultry	Essence of fish or herbs, game or
Gateau	Sponge cake
Glace	Ice – cream
Galantine boned,	A fine cold dish of poultry or meat, stuffed, braised in concentrated stock and coated and garnished with aspic.
Garnish accompanies	An ingredient which decorates, or completes a dish. Many dishes are identified by the name of their garnish.
Hors – d’oeuvre	Preliminary dishes intended to act as appetizers. Hors – d’oeuvre may be hot or cold and are served before the soup.
Embrocher	To place on a pot for spit roasting or on skewers for grilling or frying.
Jus lie	Thickened gravy
Julienne	Term used to describe vegetables cut in very fine strips. Used as a garnish in soups.
Macedoine	Mixture of diced vegetables
Mise – en – place	Preparation beforehand
Marinade while to	To soak meat, game, etc, for a short improve flavour and make more tender.
Marmite	An earthenware pot in which soups and

	stews are cooked and served at table. The name is also given to some dishes cooked in such a pot.
Mirepoix bacon	A garnish of diced, browned onions, and carrots with various herbs used to flavour soups, sauces, stews, etc.
Mousse	A light of fluffy mixture, which may be sweet or savoury, hot or cold.
Poulet	Chicken
Poach (pocher)	A simmer dishes in a mould in a Bain – Marie until done. To cook food in water that is kept just on boiling point without actually letting it boil.
Profit roles	Small balls of choux paste. Garnish for soup. Sweet of same name.
Quenelles	A kind of dumpling, made from various kinds of forcemeat and poached, made in different shapes, balls, ovals, etc.
Roux	Flour stirred into melted butter, used for thickening soups and sauces. It may be white, blonde or brown.
Shred (emincer) or	To cut meat or vegetables into thin slices strips.
Supremes	The best parts, e.g. supreme de volaille – chicken breasts and wings.
Tabasco used	A pungent Indian pepper sauce, also extensively in countries with a hot climate.
Tartare	Cold sauce, base of mayonnaise.

Troncon	Portion of flat fish cut across the body (turbot)
Veloute made	Velvety, smooth. A rich white sauce from chicken stock, cream, etc. Also a name given to certain cream soups.
Vol – au – vent pastry.	A round or oval case made of puff

Menu-Dishes and their accompaniments

DISH	COVER	ACCOMPANIMENTS	REMARKS
GRAPEFRUIT COCKTAIL (Cocktail de pamplemousse)	Coupe Doily on side plate Grape fruit spoon or teaspoon	Castor Sugar	Other fruit cocktails served as a grapefruit cocktail, e.g. Florida cocktail
TOMATO JUICE (Jus de tomato)	5 oz goblet / small tumbler or club	Worcester sauce	Worcester sauce: bottle shaken, lid removed. Place on doily on side plate at head of cover. Serve tomato juice chilled and decorate edge of glass with twist of lemon.
OYSTERS (Les huitres)	Soup plate or welled silver dish filled with crushed ice and placed on under plate Oyster fork Finger bowl filled with lukewarm water and slice of lemon, and placed on a doily on side plate half at the top left hand corner of the cover Spare serviette.	Oyster cruet: Cayenne pepper Peppermill Chili vinegar Tabasco sauce Half a lemon Brown bread and butter	Oysters are normally offered 6 per portion. If another 6 are required then a fresh service would be laid. Oysters served in the deep half of the shell set on the crushed ice surrounding the dish.

SMOKED EEL (Anguille fume)	Fish knife and fork Cold fish plate	Horseradish sauce Cayenne pepper peppermill segment of lemon Brown bread and Butter.	This dish is very often presented whole and carved on the buffet.
SMOKED SALMON (Saumon fume)	Fish knife and fork Cold fish plate	Cayenne pepper Peppermill segment of lemon Brown bread and Butter.	If not pre – portioned in larder then the side of smoked Salmon would be Carved on the buffet.
CAVIARE	Caviar or fish knife on right – hand side of the cover Cold fish plate	Hot breakfast toast Butter Segments of lemon Finely chopped Shallots Sieved hard boiled Yolk and white of egg.	Size of portion here will be approximately 30 g (1 oz)
CHILLED MELON (Melon frappe)	Sweet spoon and fork Cold fish plate Tea spoon if Charentaise Melon is offered.	Ground ginger Castor sugar	Variety of melon normally offered would be Honeydew, Cantaloupe, Charities
GULLS' EGGS (Oeufs de mouette)	Small knife and fork Cold fish plate Finger bowl Containing Lukewarm water and a slice of lemon is placed on doily on side plate Spare side plate for the shell Spare serviette	Brown bread and butter Oriental salt	Oriental salt – a mixture of cayenne pepper and salt in ratio 1 : 4 Gulls' eggs are served cold and hard boiled. Approximately 3 per portion. Placed in serviette folded into rose on a doily on the cold fish plate.

GLOBE ARTICHOKE (Artichaut)	Joint fork on right of Cover Fingerbowl Doily on an Under plate Spare napkin Hot / cold fish plate as appropriate.	If served hot: hollandaise sause or beurre fondue If served cold: sauce vinaigrette	Globe artichoke may be served either hot or cold, as an hors – d’oeuvre substitute or as a separate vegetable course.
PATE DE FOIE GRAS	Sideknife Sweet fork Cold fish plate	Hot breakfast toast with crusts removed, cut into Triangles and served in a napkin on a side plate	True pate is made from goose liver. Often seen on the menu as Pate maison made according to the recipe of the house’
SOUPS PETIT MARMITE	Special earthenware dish called petit marmite Sweet spoon Doily on under plate	Grated Parmesan cheese Grilled flutes poached bone marrow	Beef and Chicken flavoured. Garnished with turned root vegetables and dice of beef and chicken. The soup is eaten by the guest from the petit marmite and not poured into a soup plate or consommé cup. The lid of the petit marmite is removed at the table by the waiter and returned to the sideboard.
MINES TRONI	Soup spoon Soup plate Under plate	Grated Parmesan cheese Grilled flutes	Clear soup heavily garnished with assorted vegetables and spaghetti.
ROAST BEEF (Boeuf roti)	Joint knife and fork hot joint plate	French and English mustard Horseradish sause Yorkshire pudding Roast gravy.	

ROAST LAMB (Agneau roti)	Joint knife and fork Hot joint plate	Mint sauce Roast gravy	It is traditional in certain areas of the country to offer either mint sauce or red currant jelly with roast lamb. On occasions both may be offered.
ROAST MUTTON (Mutton roti)	Joint knife and fork Hot joint plate	Red currant jelly (saddle or leg) Onion sauce (shoulder) Roast gravy	
ROAST PORK (Porc roti)	Joint knife and fork Hot joint plate	Sage and onion stuffing Apple sauce Roast gravy	
POULTRY CHICKEN (Poulet roti)	Joint knife and fork Hot joint plate	Bread sauce Roast gravy parsley and thyme stuffing Bacon rolls Game chips Watercress	

Food And Beverage Service Sequences

Thumb rules for service:

1. From whichever side of guest the waiter is working, he should put that leg forward and work with that arm. Usually the feet should be at right angles to each other.
2. The food should reach the guest when it is at its best, that is the even the plates are kept hot or glasses are chilled. The pre – preparation like bringing the condiments like jam – marmalade, sauces or the accompaniments like bread, butter to the table, or moving the bud vase or ashtray make place for some plates etc., should be done before the food is picked up from kitchen. The food should never be allowed to cool at the side board while the waiter is making all these arrangements.
3. As far as possible, all the food should be served from the left of the guest except the pre – plated one, and cleared from the right. All beverages should be served and cleared from the right. But the convenience of the guest is the most important and the waiter should be flexible.
4. While a course is being eaten, prepare for the next one.

Thumb rules for Table Setting:

1. Table should not shake.
2. Multon (thick silence cloth) should not be seen below the table cloth.
3. Table cloth should be clean, crisp and right side up. It should fall equally on opposite sides.
4. Flower arrangement, if any, should not be tall and highly scented.
5. Five items, quarter plate, glass, napkin, ashtray & cruet set are always there.
6. All cutlery required for the first course will be outside i.e., farthest from the center of the count.
7. All knives are on right hand side, except one on the quarter plate. Cutting edge will be on the left.
8. All forks are on left except one on top with the dessert spoon.
9. All spoons are on right except one on the top with dessert fork.

10. Water glass at the tip of the knife. Other glasses & coffee cup on the right side.
11. Napkin can be on quarter plate, or in the center of cover or in the water glass.
12. The cutlery should form a square, with the edge of table as one side and it must be opposite the chair.
13. Swift, silent, sleek, smooth, sincere, smiling service is to be given.
14. The plates are so placed on the table that the main dish is nearest the guest and accompaniments on the sides. It is sometime referred to as 10, 2 and 6 'o' clock arrangement.

Thumb rules for Mise – en – place: [getting the place ready]:

For smooth service keep these always ready:

1. Table cloths are laid.
2. Silver is laid on the table.
3. Glassware well polished and ready.
4. Plates kept hot.
5. Soft music is to be played.
6. Linen supply enough for emergency change.
7. Cold water jug with under liner & with napkins ready.
8. Necks of sauce bottles clean.
9. Salt without lumps.
10. All jams, marmalade, pickles freshly laid out.
11. Sugar bowls filled up and sweeteners also ready.
12. Drinking straw in straw holder.
13. Order taking K.O.T pad pencil and carbon ready.
14. Bread boat or bread basket stocked with oven fresh variety ready to be offered.
15. Ashtrays are to be changed.
16. Enough service forks & spoons available.
17. Extra table cutlery ready.
18. Tooth picks ready.
19. Spare trays, salvers ready for use.
20. Keep under liner or doilies ready.
21. Keep the finger bowls with lemon wedges.
22. Any special equipment like cruet sets, crokscrew, marrow spoons, cheese knife, lobster pick and nut crackers ready.
23. Wine bottle opening screws always ready.
24. Ice cube and Ice bucket with tongs, or spoon should be always ready.
25. Candles with candle stand and match box should be kept ready.
26. Table reservations are checked.

Thumb-rules for loading trays:

When trays are loaded, remember to place the heavy item in the center so as to balance it properly. While carrying trays, hold it on fingers above shoulder level or if holding with both hands, hold away from body at elbow level. They are balanced better what way. There is a tendency on the part of the waiter to pile up items of all size and shape on top of each other while clearing the table of soiled dishes. This practice leads to accidents, is noisy and cuts down the speed of movement. Instead, sort the silver ware items,

collect all food debries in one place and then pile each type of dish separately. There will be no breakage.

Thumb-rules for conversation with guest

While addressing the guest, remember the following points: -

1. Always smile. It relaxes you and your listener. You do it easily. The guest will like it.
2. Do not look with an expressionless face, at the guest.
3. Speak sufficiently loud for the other person to hear.
4. Speak at slow speed.
5. Speak clearly. The guest is not used to your language and your accent on your pronunciation, therefore slow speed will help him to understand.
6. Look at the person with whom you are talking or who is talking to you.
7. Listening with all attention is very important.
8. If you do not respond, that is, if you do not look at the person or you continue to do something else when he is speaking or you talk in between and interrupt him, it is very insulting to the guest, therefore never do that.
9. Speak in a complete sentence. Never throw just a word here or there.
10. For doing your work smoothly and efficiently, you should first understand properly and instructions given to you. Than only, you will be able to do the work correctly. Therefore listen with all attention.
11. Use guests names if know, otherwise say "Sir / Madam".
12. Always try to understand instructions clearly. If you do not follow, say, "I beg your pardon". There is no harm in asking again. It is always better to question rather than do any wrong thing, because you have not understood correctly.
13. Always be alert and attentive for even a single word coming from the guest or any of his gestures (signs).
14. Never use any short forms or unconnected pronouns (go there and bring that) because such meanings are not clear. There should not be different meanings. Avoid slangs.
15. Your speech should show you as a capable and confident person.
16. When you do a job, do it well at the first time. Same is applicable to speech also.
17. Practice loud reading daily.

Tact is common sense and courtesy applied to the pleasing or influencing others. It is the ability to let the person appear correct and important and which he already thinks of himself. Use tact in your conversation.

Thumb-rules for a food & beverage service personnel's do's and don'ts in restaurant:

1. Never run nor walk very slowly.
2. Never seat a guest at dirty or un cleared table.
3. Never gather together in a group in the restaurant, stand at your own station.
4. Never let the glasses be empty.
5. Never pick up a plate without first asking permission.
6. Never serve a very hot dish without first warning the guest at least say "Excuse me."
7. Never bend so much that you breath on the food.
8. Never delay any order for the children, serve them first at the table.
9. Never allow the hot food to cool down on the side board while you adjust the table. Steaming food must be served.
10. Never make noise of your shoes.
11. Never listen to guests talks, even when you cant help hearing it, pretend you have not heard.
12. Never laugh at guests jokes. Even if they are addressed to you. At the most smile. But your lips should not open apart.
13. Never vanish inside the kitchen for a long time.
14. Never go inside the bar and pour a drink.
15. Never keep a dish on table if after ordering, the guest has gone out for telephone or toilet or meet a visitor.
16. Never keep an half eaten plate open if the guest has gone out in the middle of meal. Cover it with another plate or a food cover.
17. Never talk loudly & across the room. Don't even greet from a distance.
18. Never accept an order if you are not sure whether the item is available or not. Also, never give a blunt "NO", instead say you will check with your supervisor. Never fail to ask guests preferences.
19. Never keep a signed check with you, send it immediately to cashier.
20. Never touch a guest or even his chair.
21. Never bring more bread rolls / butter than the portions ordered.
22. Never expect the guests to clear the place for you to keep the plates on the table.
23. Never expect the guest to ask for service, offer it by anticipating in advance. Don't be indifferent to them.
24. Never put unused food in the soiled dish while clearing.
25. Never stare at the walls, floor or ceiling. Look only to the tables and guests.
26. Never carry any cutlery in open hands, carry it in a napkin or on a plate or salver.
27. Never touch the rim of glasses.

28. Never touch the bowls of spoon or tins of forks.
29. Never argue with guests, not even with other service staff. Your job is to listen carefully and not to defend.
30. Never hurry a guest to get the table cleared early.
31. Never use the service cloth as a handkerchief. Don't put it in trouser pocket.
32. Never fail to inform your colleague, if you are required to leave your station while the guest is being served.
33. Never fail to ask the guest "How is the food."
34. Never fail to treat all the guests as equally and respectfully as VIPs.
35. Never let an unsatisfied guest to leave the Restaurant.
36. Never fail to apologise even if the guest shows slightest sign of dissatisfaction.
37. Never fail to take some immediate action upon the guests complaint.
38. Never fail to report every complaint serious or otherwise to your supervisor.
39. Never report to work in unkept, unprofessional appearance.
40. Never be unprepared for servicing the guest.
41. Never ask any favors from the guest.
42. Never pick up food without checking proper accompaniments & garnishes.
43. Never load trays carelessly or too heavily.
44. Never fail to light the guests cigarettes.
45. Never fail to thank a guest and say "Have a nice day".
46. Never report to duty without shaving & a bath.
47. Never handle a plate with your thumb in it.
48. Never hold try or plates near your body.
49. Never bring soiled plates in front of guests.
50. Never put a spoon or straw in the guests glass or cup. It is the guests privilege.
51. Never touch the bottle to the glass while pouring.
52. Never count the tips in front of guests.
53. Never move around for tips.
54. Never be confused or unhelpful.
55. Never crops in front of persons who are speaking, stop, say, "Excuse me" and cross and say "Thank You".
56. Never keep trays etc., on stair cases or at blind spots around the corners.
57. Never use the wrong tool for the job, like a bottle opener to open a bottle and not table edge or knives or teeth.
58. Never use a wet napkin to hold hot dishes.
59. Never go too close at the back of another person with a loaded plate or tray. He may suddenly move in the wrong direction.

Thumb-rule for lightening the cigarette of the guest

1. This can be done if you observe a guest taking out the cigarettes.
2. The steward should have a match box ready.
3. Approach the guest from his right hand side if possible.
4. Strike the match stick towards you, and not towards the guest. This is done to avoid the guest getting burns incase the match stick breaks.
5. Hold the match stick for a few seconds to let the smoke go away.
6. Stand erect and light the guest cigarette.
7. Do not blow the match stick off but withdraw your hand rapidly to your side. The stick will blow off by itself.
8. Never place the used match stick in the guest ashtray.
9. Always light the cigarettes of ladies first.
10. Do not try lighting cigars and pipes but offer the match box to guest.

Sequence of Service of Food and drinks on the table:

In a restaurant, an waiter or a service personnel can do following activities also, while doing service to the guest:

- Waiter can do the suggestive selling
- Waiter can meet the expectation of the guest.
- Waiter can improve the image of the property.
- Waiter can take proper feedback at the end.
- Waiter can make the guest, a repeat clientele for the property.
- Waiter can make himself more precious and important asset for the property.

Sequences:

1. Take restaurant reservations
2. Greet and seat guests and approach the guest
3. Take beverage orders
4. Process beverage orders
5. Prepare and serve beverages
6. Take food orders
7. Serve the meal
8. Check back to the table
9. Respond to the dissatisfied guest
10. Sell after-dinner items
11. Present the Guest bill
12. Settle guest bill and thank guests

Sequence 1: Take Restaurant Reservation

Equipments and stationary required: a telephone, a pen, a menu, and the reservation book or form.

Step 1: Take reservation by telephone or in person.

Answer the phone by the third ring. Smile and identify yourself and the restaurant.

Respond to the guest in the standard way as fixed for the restaurant by management.

If taking the reservation in person, welcome the guest to the restaurant.

Step 2: Get reservation information and enter it into the reservation book or form.

- Ask the person making the reservation for:
- Date and time of the reservation
- Name under which the reservation is being made.
- Number in the party or group, including number of children.
- Special requests, Such as booth, window seat, a high chair, etc.
- Smoking or non-smoking section
- Guest's telephone or room number
- Special occasion the guests might be celebrating.
- For difficult or unusual names, ask guests to spell the names. Repeat all information back to the guests and thank them for making the reservation.
- Under the correct spelling of the name, write it the way it sounded when it was pronounced.
- Write your initials next to the reservation.

Step 3: Make suggestions

- If a caller asks what's on the menu, describe several entrees.
- If guests are making a reservation in person, show them a menu. Offer to describe the preparation or presentation of any item.
- If a guest seems concerned about table selection, make suggestions based on the preferred tables if they are not already reserved.

Step 4: process reservations received in writing:

Enter a reservation from a written request in the reservation book or form.

Never forget to note:

- Date and time of the reservation
- Name under which the reservation is being made.
- Number in the party or group, including number of children.
- Special requests, Such as booth, window seat, a high chair, etc.
- Smoking or non-smoking section
- Guest's telephone or room number
- Special occasion the guests might be celebrating.
- Note that the reservation was received in writing, so that the guest will be sure to get the best possible table and service.
- Write your initials next to the reservation.

Sequence 2: Greet and seats the guest and approach the guest

(For restaurant Hostess/host)

Step 1: Approach guests who are waiting to be seated or just arrived inside the restaurant.

- Smile and give a warm greeting, such as “Good Morning” or “Welcome to Galaxy” etc.
- Be positive when greeting guests. Your manner will affect guest satisfaction.

Step 2: Ask guest if you are holding a reservation for them.

- If guest is having reservation, then ask the name of the guest and check in the reservation book. Refer the details and make him seat at the reserved place.
- If guests do not have a reservation, ask them if anyone else will be joining them. Then check available seating to see if you can accommodate them.
- Also enquire about the preference of seating, if guest is no having reservation.

Step 3: Accommodate special guest needs

- Ask guests with visual impairments if they would like Braille menus, if available.
- Ask guests with disabilities if they have special seating needs.

- Ask guests with small children if they would like a high chair or a booster seat.
- Ask the responsible person to rearrange the table as per need of the guest and to set-up special equipments if required.
- If necessary, ask guest to wait while you meet their need.

Step 4: Direct Guests to their table.

- Pick up enough menus for each guest, plus one wine or alcoholic beverage list.
- Ask the party to follow you, and lead to the table at a reasonable pace.
- Hold the menus high on your arm, not down by your side.
- Stand up straight and give your full attention to the party you are seating. Do not stop along the way to talk to co-workers, unless it relates to seating the party you are leading.
- Move service equipment to one side to clear a path for the guests. Make sure the party is following.
- As you walk, describe restaurant highlights, such as Buffet, or house special etc.

Step 5: Help the guests with seating

- Help children get into booster seats. Pull high chairs away from tables so that guests can place small children into them.
- Help guests with disabilities as appropriate. If you're not sure how to help, ask guests what you can do for them.
- Pull out a chair for a guest and adjust the chair as the guest sits. Help others with seating as appropriate.

Step 6: Present the menus:

- Give closed menu, right side up, to each guest in the following order: children, women, and men.
- Present the menu from the guest's right side, using your right hand.
- Hand the wine menu or alcoholic menu to the host of the party if there is one. If not, place the wine list on the table.
- Introduce yourself and tell guests who their server will be.
- Serve water and items such as crackers, bread sticks or other snacks (as per house policy)

- Step 7: remove the extra settings i.e. extra chairs, glasses, side plates etc.

(For the server or the waiter of the said table)

Step 8: Greet Guests (by the waiter/server)

- Greet guests within 30 seconds after they are seated. Be relaxed, pleasant, and professional.
- Introduce yourself by name. For example, “ welcome, I’m Subroto, your server”
- If you are unable to greet your guests within 30 seconds, stop by the table and let them know you will be back soon. Apologize for the wait when you return.
- Encourage guests to tell you if they have any special needs or requests.
- Try to “read” guests right away. Be alert to guests who may have been drinking and may become intoxicated quickly.

Step 9: serve water to the guest

- Find out if the guest wants plain water or mineral water chilled or not chilled.
- If the water is chilled, care should be taken to wipe out the frost from outside the jug / bottle.
- If there is ice in the jug, be careful while pouring. See that the ice does not fall into the glass and splash the water.
- Water glass should not be removed from the table, if it is very difficult to reach the glass, then you may slide it to the side of the table but do not lift it in your hand like a beer glass.
- The water glass should be filled up to about 3/4th inch from the top. The jug should not be filled to the rim but 2 inch below.
- The waiter should be always attentive and see that the water glass is always filled up.
- The water glass is the last thing to be removed from the table. As long as the guest stays at the table, the glass should be there with water.
- All beverages should be poured with the sprout pointing away from the guest to prevent accidental splash on the guest.

Sequence 3: Take beverage orders

Step 1: offer beverages:

- Always know how much alcohol your guests are drinking.
- Don't suggest alcohol if your guests are intoxicated or close to becoming intoxicated.
- At lunch and dinner, suggest that guests start their meal with a cocktail and an appetizer.
- Take the wine order after the food order, unless guests choose otherwise.
- During the breakfast period, offer coffee and orange juice immediately after seating the guest.
- Know the drink available and the customary way of serving.

Step 2: Follow an order taking system:

- Take orders from women first and then from men.
- Write orders on the order pad or guest check (k.o.t.) according to how the guests are seated. Follow a clock-wise direction.
- Listen carefully to each guest's order. Repeat the order.
- Note special requests on the order pad or guest check
- Find out the guest's preference for service such as " on the rocks" or "straight up."
- Suggest the most popular call brands when a guest does not specify the brand.
- Suggest a specialty drink if a guest is not sure what to order.
- When offering cocktails, ask guests who don't want a cocktail if they would like a glass of wine or non-alcoholic drink.
- Always suggest specific alcoholic and non-alcoholic drinks, such as a Beefeater gin and tonic, Sparkling water etc.

Sequence 4: Process beverage orders

Step 1: Set-up glasses for drink orders

- Know which drinks go in which glasses.
- If you follow a calling sequence when ordering drinks, set up the glasses in the order you will call the drinks.
- You may need to fill glasses with ice for drinks that require it.
- Always use a scoop when putting ice in glasses.

Step 2: place drink orders

- If you need to call orders, say in a clear voice, “ordering” and then tell the bartender your drink orders, including any special instructions.
- Call drink orders for all tables at the same time.
- Make sure you’ve written each order clearly and correctly on a guest check or order pad.
- Place written orders in the proper location so the bartender can refer to them.

Step 3: Garnish drinks

- Select garnishes according to the drink recipe or the guest’s preference.
- Make sure each garnish is fresh and attractive.
- To prevent splatters, place garnishes after drinks have been poured.

Step 4: Set-up beverage napkins, stirrers, and straws

- Put one-beverage napkins on your tray for each drink.
- Make sure napkins are clean and free from tears, fold, and wrinkles.
- Put stirrers or straws in drinks if needed.

Step 5: Check your beverage order

Check each beverage:

- Is it the correct beverage?
- Is it in the correct glass?
- Is the garnish correct?

- Have special instructions been followed?
- Has anything spilled over the side?
- Should it have a chaser?

Sequence 5: Serve Beverage Order

Step 1: Place drink on the beverage tray

- Line the tray with linen napkin to improve the look of the tray and to absorb spills and moisture.
- Keep an extra pen and an extra napkin on the tray.
- Center glasses so the tray will be well balanced. If possible, put heavy or tall glasses in the center of the tray.
- Keeping mind the order in which you will serve drinks so your tray will be balanced until the last drink is removed.

Step 2: Serve beverages to guests

- Always serve women first, and the host of the group last.
- In no-host situation, simply serve women first and men last.
- Place the beverage napkin first, in the center of the base plate or in the center of the plate space, with the logo facing the guest.
- Avoid reaching across guests. Move around the table and serve each guest from his or her right side with your right hand.
- Handle glasses away from their rim or lip: handle stemmed glasses by the stem or base.
- Place the drink glass on the center of the beverage napkin.
- Follow your order pad or guest check to serve the correct drink to each guest.
- As you serve each drink, repeat the name of the drink and any special requests to be sure that it is correct. Do not ask who ordered the drink.

Step 3: Suggest another drink when the guest's glass is one-half or three-quarters empty.

- Pay attention to how much alcohol your guests are drinking. Count the drinks each guest has had.
- Only suggest another drink to guests who are not intoxicated or close to becoming intoxicated.
- Only serve drinks to guests who want them. Do not simply bring "another round" for everyone if some guests do not want another drink.

Step 4: Deny alcohol service to intoxicated guests

- Tactfully tell guests that you care about their safety and can't serve them alcohol.
- Do not make accusations, judge the guest, or argue.
- Suggest non-alcoholic drinks and food instead
- Tell your supervisor whenever you deny someone alcohol service.

Step 5: Pick up napkins and empty glasses and replace them when serving additional drinks

- If a guest has not finished the first drink, ask if he or she wishes to have the glass removed.
- Never put your fingers inside glasses when you are removing them from the table.
- Carry used glasses on a beverage tray to the dish room.

Sequence 6: Take Food Orders

Step 1: Tell Guests about specials

- Know the daily specials. If appropriate at your restaurant, try to taste each one.
- Always describe specials and chef's choice items, such as the soup of the day, before guests ask.
- Describe the ingredients and the preparation of specials in an appealing way. Always give the price specials.

Step 2: Ask for the food order

- Offer to help guests with menu selections. Answer any questions about the menu.
- Ask if they are ready to order.

Step 3: Follow an order-taking system

- Know the numbering system for the chairs at each table. Chair #1 at each table is typically the chair closest to the door or some other landmark in your restaurant.
- When writing orders on your order pad or guest check, write the order for the guest in chair #1 on the first line of the order form.
- Take the orders of children first, then women, and then men. Write their orders in the corresponding place on the order pad. For instance, if the guest in chair #2 is the only woman at the table, take her order first and write it on line #2 on the order pad
- Continue to take food orders in a clockwise pattern around the table.

Step 4: Stand in the correct position to take orders.

- Always stand up straight as you take orders. Do not rest the order pad on the table.
- Look at each guest when he or she is ordering. Watch for hesitation in making a decision. This provides you an opening to offer a suggestion.

Step 5: Ask the appropriate questions

- Pay attention to details and know your menu thoroughly.
- Know what questions to ask for each item to determine the guest's choices. For instance, know if a guest must choose a salad or soup.
- Know when you need to ask for more information, such as how the guest would like an item cooked. If you don't ask the right questions when taking the orders, you will have to interrupt your guests to find out necessary preparation and service information. This is embarrassing to you and annoying to your guests.
- Repeat each completed order to the guest, especially if there are special requests regarding preparation or service.
- Try not to sound mechanical when describing choices. Make every item sound good.

Step 6: Suggest additional courses:

- Suggest additional courses such as appetizers, soups, and salads when you take the food order.
- Think about what the guest has selected and suggest items that will go well with entrée (main dish).

Step 7: Suggest a bottle of wine.

- Try to sell a bottle of wine after taking the food order.
- Know which wines will go well with certain foods.
- Always know how much alcohol your guests are drinking. Don't suggest wine or other alcoholic beverages if your guests are intoxicated or are close to becoming intoxicated.

Step 8: Try to meet special requests:

- Some guests may request an item to be prepared in a way not listed on the menu.
- Write all special requests on your order pad and tell kitchen employees about the requests when you place the order.

- You may need to check with the chef or your supervisor before making a promise to a guest.

Step 9: Ask if guests would like another beverage

- Check on drink levels. Suggest another drink if a beverage is one half to three-fourths empty and guests are not nearing intoxication.
- If guests are drinking alcoholic beverages but do not want another, suggest a non-alcoholic beverage.
- Clear empty glasses before serving beverages.

Step 10: Collect the menus and wine list, if you haven't already done so.

Step 11: Change ashtrays as needed, and tidy the table to keep it as fresh as possible.

- Approach the table with a clean ashtray on a beverage round or tray.
- Invert the clean ashtray in your hand and place it on the dirty ashtray.
- Lift both the ashtrays gently to avoid ash falling on the table and place it on the tray.
- Place the clean ashtray on the table.
- Do not clean ashtrays with guest serviettes.

Step 12: Place food orders with Kitchen.

Sequence 7: Serve the meal

Step 1: Time the preparation of the food:

- Turn in the order for each course when guests are about three-fourths finished with the previous one. If the kitchen is busy, turn in the orders sooner.
- Serve courses in the following order, unless guests request a different order:
 1. Appetizers
 2. Soup
 3. Salads
 4. Entrees
 5. Desserts
 6. Cordials
 7. Coffee

- Check with the cook or your supervisor/captain if you are concerned that an order is not being prepared in a reasonable amount of time. Don't make guests wait without an explanation from you or your supervisor.
- If you are too busy to pick up an order as soon as it is ready, ask another restaurant server for help.

Step 2: Prepare the table for each course before serving it.

- Clear any empty plates or glasses from the guest's right with your right hand. Always ask guests if they are finished.
- Wait to clear glasses or plates until more than one guest at a table is finished, so guests who are still eating or drinking do not feel rushed.
- Never stack dirty plates in front of guests. Pick them up separately and stack them away from guests.
- Bring all condiments and accompaniments to the table before serving the order.
- Only bring full-not –partially full- condiment bottles to guests.
- If you will be serving an item that guests will share, bring a plate for each guest.

Step 3: Pick up the food order:

- Check the food before you take it out of the kitchen:
- Does the food look fresh and appealing
- Have all preparation instructions been followed?
- Is the presentation garnished?
- Have all special requests been met?
- Is the plate clean?
- Is hot food hot and cold food cold?
- Ask the cook to make any corrections necessary to meet the property's high standards.
- Notify your supervisor immediately of any problem in the food preparation so that he or she can speak to the guests and correct the situation.
- If you are having trouble meeting guest needs, ask your supervisor or another server for help until you can catch up.
- Don't let the guests suffer because you're busy.
- Thank the kitchen staff for their cooperation.

Step 4: Deliver food:

- Use your order pad or guest check to help remember who ordered what. You shouldn't have to ask the guests.
- Serve the children first, women next, then men, and the host last.
- Serve food from the guest's left side with your left hand whenever possible. Don't reach in front of guests.
- Place the plate with the first course on top of the base plate, if a base plate is included in your restaurant's table setting.
- Place the entrée plate so that the main item is closest to the guest.
- Place side dishes to the left of the entrée plate.
- If a guest asks for something extra, deliver it as quickly as possible so that the meal does not get cold.
- Ask if guests would like you to bring or do anything else for them at this time.
- Remove empty beverage glasses and exchange ashtrays as needed.

Sequence 8: Check back to the table

Step 1: Make sure the guests are satisfied with their meals.

- Approach the guests after they have taken a few bites.
- Ask a few specific questions about the food. Such as, "How is your sirloin?" or "Are you enjoying your salad?"
- Ask if there's anything else you can bring at that time. If so, deliver the item right away.

Step 2: Replace unsatisfactory food or beverages.

- Apologize to the guest. Don't make an excuse or blame others for the problem.
- Take care of the problem immediately.
- Tell your supervisor or captain about the problem as soon as possible.

Sequence 9: Respond to dissatisfied guests:

Step 1: Listen to the guest:

- Listen to the details of the complaint. Give the guest time to explain how he or she feels and what he or she wants.

- While listening, stay calm, and do not react angrily or argue with the guest.

Step 2: Apologize to the guest.

- Acknowledge the guest's feelings and apologize for the problems, no matter whose fault it is.
- Repeat the complaint to make sure you understood everything and so the guest knows you listened.

Step 3: Take appropriate action.

- Explain to the guest how you ARE GOING TO RESOLVE THE SITUATION.
- Excuse yourself and tell the guest when you will return.
- Call a manager immediately to talk to the guest. Let the manager know what you have done to solve the problem.

Step 4: Thank the guest:

- While you are waiting for a manager to come over, thank the guest for bringing the problem to your attention.
- Never argue, criticize, ignore, or challenge a guest's complaint.

Sequence 10: Sell After-Dinner items

Step 1: Clear the entire table.

- After guests are finished, remove all unneeded glasses, silverware, plates, and other items.
- Be as neat and quiet as possible when clearing the table.
- Remember not to stack dirty plates at the table.

Step 2: Suggest specific dessert items:

- Without asking, bring the dessert cart or display tray to the table and describe each dessert using mouth-watering terms.
- Describe in details one or two of the restaurant's more popular desserts. Suggest your favorites.
- If guests say they are "too full" to have dessert, suggest a light items, such as ice cream, or suggest that guests share a dessert.

Step 3: Suggest coffee or hot tea:

- Offer coffee or tea as soon as you take dessert orders.
- Ask guests if they would like cream, sugar, or lemon with their coffee or tea.

Sequence 11: Present the guest bills:

Step 1: Prepare guest check:

- Review the check (bill) carefully to be sure it is complete and accurate.
- Make sure all drinks and desserts are included on the check.

Step 2: Decide when to present guest checks as per house policy.

Step 3: Present guest checks in a check folder with a pen.

Step 4: Serve after-dinner mints with the check, if appropriate.

Step 5: Sincerely thank guests and invite them to return. Use the guests' last names if you know them.

Step 6: Settle guest checks paid by cash.

- Present change in the guest check folder. Do not claim a tip until guest leave.
- Always provide a receipt with the change.

Step 7: Settle the guest checks, if the payment done by credit/debit card, traveler's cheque/ voucher/ gift certificates etc.: perform as per house policy.

Step 8: Thank the guest when you return the change and receipt, and invite the guest to return.

Step 9: Inform security and your manager immediately if a guest leaves without settling the bill.

Thumb rules for clearance of table:

When tables are cleared, do not dump everything on a single tray, but remove the different articles in this order.

1. Remove all unused food first. For **e.g.**: Butter, Bread rolls, any platters of unused food etc.
2. Remove the soiled glasses and napkins.
3. Never allow linen to be soaked in oil or gravy.
4. Remove all the condiments, sause, salt, pepper etc.
5. In a separate tray or plate remove all unused silver items.
6. Never mix unused silver items with soiled one.

You may have to make more than one trip for this. This side station may be used for clearance. However, it should also always look next and should not be cluttered up.

Thumb rule of Crumbing

When the main course is finished, a finger bowl on a quarter plate with warm water & lemon slice should be served. Then all the cutlery and salt and pepper sauce bottles etc., should be removed, except that cutlery which may be required for the next dessert course. While removing the unused cutlery, it should not be mixed up with the dirty plates and soiled (used) cutlery. It should be removed separately, otherwise it may be un-necessarily required to be washed.

After the removal of everything except water glass, ashtray, bud vase and any silver (cutlery) that is required for the next course, the table should be crumbed. The waiter's napkin should be folded and used to gather all the food particles on the table at one side. Then, quarter plate should be swiftly moved under the table and the crumbs gathered at one place should be carefully pushed on to the plate. This crumbing can be done from any side of the guest. Care should be taken not to put the dirty plate in front of the guest for long time or more than is necessary. After the crumbing, the dessert spoon and fork should be brought on the side from the top position, and then the dessert should be served.

Thumb-rules for serving alcoholic beverages

1. All glasses should be sparkling.
2. Stem glasses are handled by stem only.
3. All pegs are carried in the shot glass or in the glass in which it is to be served. Do the measuring in view of the guest over the counter.
4. Ice must be carried in separate ice bucket with tong or spoon.
5. Bottle of soda to be opened in front of the guest or use a decanter.
6. Put in the ice first and then pour soda cautiously.
7. Every new drink is served in a fresh glass.
8. Offer the complimentary snacks if any, at the same time, ask for order of snacks.
9. All spirits are served in large 60 ml, or regular 30 ml s. It is not be referred to a small or half.

10. Use the proper glasses for each drinks. Sipping a drink from the correct glass increases its enjoyment by the guest.
11. Drinks served in chilled glasses keep fresh longer, so ice or frost the glasses.
12. Try to remember the favorite brand of regular guest. It is greatly appreciated by them. Specially if they are in a group. Show-man-ship is very important in bar service. Every action must be done in a flourish. Your style is being watched and enjoyed by the guest.

Room Service- the luxury of a hotel

Any hotel can be said best, if it can take care of its guest professionally by providing personalized service.

Room Service is very important because the actual service is done without any supervision and if there is anything done wrongly or not brought at the first time, then there are no chances of any correction of the mistake. Therefore everything should be checked in the beginning itself.

In room service department, the task of order taking is most important as:

- The guest is talking to the order taker through phone, not in person.
- This task reflects/improve the image of the hotel.
- This task can increase the revenue sale of food & beverage service dept. by a great margin.
- This task can make the guest a satisfied and delighted guest and thus can convert him in a repeat clientele.

Guidelines for a professional and effective room-service:

Many times guests look forward to room service as one of the pleasures and privileges of their stay in the hotel. Hence you must:

1. Know your menu very thoroughly.
2. Try to create a mental picture with the help of your recommendations.
3. Use power of suggestion like, "would you like to try our Biryani".
4. Put enthusiasm in your voice.
5. While taking the order or suggesting, consider time, number, type of the facilities available for service in the room etc.
6. Room service is the right food at the right time in the right room.
7. There are no chances of any correction later, therefore be particular and check every detail in advance.
8. While in the room, be alert and sensitive to the mood of the guest.
9. Knock with your hand and say "Room Service". Enter only after permitted, greet guest, serve or leave the food as per guests wish. After service do not linger, but present the check, take signature, ask

when you can come for clearance, say “enjoy your food”. “Thank you” and depart.

10. Come out and close the door silently.
11. Do the clearance on time.
12. Show team spirit and clear any tray lying in the rooms or corridor, but inform the R.S.O.T. otherwise guest will be disturbed again.

Sequence of order-taking in room Service:

Step 1: receive telephone for room service:

- Smile when you talk. A smile helps you sound more relaxed and pleasant.
- Speak clearly to the receiver. Avoid slang (bad words), technical terms, or hospitality words that callers may not understand.
- Use proper grammar and diction. Avoid “yep,” “uh-huh,” and “ok.” Instead, use “yes,” “certainly,” or “absolutely.”
- Answer the phone within three rings. A phone that rings more than three times gives a caller the impression that you don’t want to take the call.
- Always tell your name, and the name of department.
- Give the caller a friendly greeting, such as “Good Morning” or “ good Evening,” and ask how you may help him or her.
- Give the caller your complete attention. Pretend he or she is standing right in front of you.
- Talk only to the person on the phone, not to any one else around you.

Step 2: Get order and enter it into the order taker book or form.

- Ask the person giving the order for:
 - Name of the dishes
 - Quantity/ portion of the said dish.
 - If possible, give details about the dish, i.e. this is made of beef or chicken etc.
 - Ask any special request for different preparation or accompaniments etc.
- For difficult or unusual names, refer the room service menu. Repeat all information back to the guests and thank them for giving the order.
- Under the correct spelling of the name of dish, write it the way it sounded when it was pronounced.
- Write your initials next to the order.

Step 3: Make suggestions

- If a caller asks what’s on the menu, describe several entrees.

- Tell them the specialty of the house.
- Describe them the important ingredients of any dish, which may be special for him/her.
- Try to sell more than he orders, inform of best accompaniments with his said order.
- Describe him the alcoholic or non-alcoholic drinks, which can go along with his/her order.

Step 4: thanks guest for giving the order. Tell him the approx. preparation time required.

Step 5: Give the order slip to the room service boy allotted for the floor.

Step 6: make the guest bills as per house rule and handover it to the concerned room service waiter/waitress.

Breakfast and its various types

Breakfast is traditionally a British rather than continental meal, originating from the days of the private house and family service. At his time it was a very substantial meal, consisting of some six or seven courses, including such items as chops, liver, game and even steak (or kippers and porridge in Scotland) as the main part of the meal. For the European, a continental breakfast is of much lighter nature and takes the form of light snacks, as their midday meal is generally taken earlier and is much more substantial than in Britain.

There are basically two types of breakfast offered in hotels and restaurants.

- Continental Breakfast
- English breakfast.

The Continental Breakfast originated in Europe. It is a light meal as the Europeans normally have a heavy mid-day meal.

The English breakfast is heavy and is a major meal of the day. A traditional English breakfast runs into six or seven courses.

Continental Breakfast: Consists of bread rolls or toast with jam, honey, or marmalade and rounded off with tea or coffee. Better hotels may serve brioches and croissants. The cover layout consists of

- (a) A side plate and a side knife
- (b) A butter dish and a butter knife on a quarter plate
- (c) A tea cup and saucer with a teaspoon
- (d) A sugar pot with tongs
- (e) A bread boat or toast rack
- (f) Serviette
- (g) Jam, marmalade and honey pots

Note: There are variations to the Continental Breakfast. Cafe complete refers to Continental Breakfast with coffee (or tea) while cafe simple refers to just coffee or tea with nothing to eat.

English Breakfast: Is more elaborate and offers a choice of juices (or fresh or stewed fruits), cereals, fish course, choice of eggs, meat course, toast with jam, marmalade or honey, and finally, tea or coffee. The cover consists of:

- (a) A side plate and a side knife
- (b) A butter dish and a butter knife on a quarter plate
- (c) A tea cup and saucer with a teaspoon
- (d) A sugar pot (a tongs, if there are sugar cubes)
- (e) A cruet set
- (f) A fish knife and fish fork
- (g) Dinner knife and fork
- (h) Jam, marmalade and honey
- (i) Dessert spoon and fork
- (j) Serviette

Typical English breakfast Menu:

- Chilled fruit juices: Orange, pineapple, tomato, grapefruit.
- Stewed fruit: Prunes, pears, apples, figs.
- Cereals: Porridge, cornflakes.
- Fish: Grilled herring, fried sole.
- Eggs: Poached, boiled, scrambled, fried, omelets
- Meat: Sausages, bacon, salami, kidney, breakfast steak.
- Breads: Toast, rolls, brioche, and croissant, bread sucks.
- Preserves: Jam, marmalade, and honey.
- Beverage: Tea, coffee, hot chocolate.
- Eggs can be served with: grilled tomatoes, sautéed mushrooms, baked beans, fried potatoes.

Room and food plan available in a Hotel

The system under which rooms are let out in a hotel are called plans. There are 4 plans.

- 1. European Plan (EP) = Charges for room only
- 2. Continental Plan (CP) = Charges for Room + breakfast
- 3. American plan (AP) = Charges for Room + BF + Lunch + Dinner
- 4. Modified American Plan(MAP) = Charges for Room + BF + Lunch or Dinner

Some time early morning tea or afternoon tea is also included in AP or MAP.

SUGGESTIVE SELLING AND UPSELLING

“Suggestive Selling” mean encouraging guests to buy additional food & beverage. An example of suggestive selling is suggesting an appetizer (snacks items) to go with beverage (wine, whiskey etc) orders. “Up selling” means suggesting more expensive and possibly better quality items. Instead of simply bringing a guest your house brand of scotch, you can up sell by asking, “Would you prefer Dewars or White Label?” when a guest orders the drink.

Suggestive selling and Up selling requires tact and good judgment. If guests know exactly what they want, don’t try to change their minds. However, you shouldn’t hesitate to suggest additional items that will improve guests’ meals. And learn to pick up on when guests want suggestions.

Suggestive selling might make you nervous. If so, it’s probably because selling reminds you of a pushy salesperson you’ve known. Using suggestive selling and up selling techniques, however, is not being pushy. These techniques are part of providing good service.

The key to effective selling is a good knowledge of the menu. You should know all of the products your restaurants sells. When you are completely familiar with the menu and how each items is prepared, you can suggest dishes confidently and professionally.

Tips for more effective suggestive selling and up selling:

- Develop a “selling attitude”
- Be enthusiastic. It’s easier to sell something you’re excited about.
- Make food sound appetizing. Use word like “ fresh,” “popular,” and “generous” when describing menu items.
- Ask questions. Find out if guests are really hungry or just want something light; whether they like chicken or beef; or if they feel like having something hot or cold.
- Suggest specific menu items. Don’t simply ask: “ Would you like soup with your meal?” instead point out: “ A cold bowl of borscht would go nicely with your salad on a hot day like this.”

- Suggest your favorites. Try as many menu items as you can, and tell guests you've tried them: "you'll like the chicken Kiev. It's one of my favorites here." But be honest- don't say that something your favorite when it is not.
- Offer choice: " Would you like a slice of our famous cheesecake or our homemade pecan pie for dessert?"
- Suggest the unusual. People dine out to get away from the routine fare they have at home. And most people don't know what they want to order when they arrive.
- Suggest foods and beverages that naturally go together- soups and sandwiches, bacon and eggs, steak and baked potatoes, coffee and dessert.
- Compliment guest's choice. Make guests feel good their choice even if they don't order what you suggest.

- And remember to always ask for the sale. After you suggest and describe an item, ask if the guest would like it. A good way to do this is to describe several items and ask which the guest would prefer: "A glass of cabernet sauvignon (white wine) or light merlot (red wine) would go very well with your six-cheese lasagna. Which would you prefer?"

ANTICIPATING GUESTS' NEEDS

Has a server at a restaurant ever offered you something you wanted or needed before you asked for it? If so, how did feel about that dining experience? Probably pretty good.

That's the type of service every restaurant server should provide guests. Whenever appropriate, take whatever steps are necessary to make sure each guests has a positive experience. As you greet guests, determine their needs. For instance:

- Guests with young children often do not have time for long, leisurely dinners. They may appreciate friendly service that is quick and efficient.
- Senior citizen and guests dining alone may appreciate some extra attention.

- Guests having a business meeting probably do not want to be disturbed. They may appreciate it if you try to accomplish as much as possible each time you're at the table.

You may also ask questions to determine what guests expect from the dining experience. For example:

- If guests arrive with a child, ask if they would like you to serve the child's food as soon as it's ready- even if the other entrees are not ready.
- If guests seem to be celebrating, ask what the occasion is and offer to bring an appropriate beverage, dessert, or other items to make their meal more enjoyable.
- If guests are having trouble deciding between two appetizers (starters) or other items, ask if you can answer any questions about the menu for them.

By anticipating guests' needs, you will exceed guests' expectations and help make each guests' dining experience an enjoyable one.