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# UNIT: 1

## FOOD AND BEVERAGE SERVICES

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## 1.1 Introduction

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The Provision of food & beverage away from home forms a substantial part of the activities of the hotel and catering industry. People need accommodation with food and beverages if they are away for more than a day and only food & beverage if they are away for a short duration.

Food & beverage service has developed into a huge industry. The number and type of eating out establishments has increased tremendously as suppliers constantly try to satisfy the changing demands and tastes of the market. In this first unit we are going to learn about the introduction of food and beverage industry.

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## 1.2 Objectives

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After studying this unit, the student must know.

- Origin and growth of F& B Service
- Classification of Catering Establishment
- F&B Service Outlets and their layout
- Hierarchy of F&B Service Department and Modern Staffing
- Duties and Responsibilities of various employees in F&B Service

- Attributes of F&B Personal
- Personal Hygiene
- Uniform and Grooming
- Coordination of F&B service with other department

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### 1.3 Origin and Growth of F & B Service

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The hotel industry originated in the 6<sup>th</sup> Century BC and is perhaps one of the oldest endeavours. The earliest inns were just large halls where travellers slept on the floor along with the animals on which they travelled. These conditions prevailed for hundreds of years until the mode of travel changed.

The invention of the wheel, one of the greatest events in the history of civilization resulted in the production of quicker modes of conveyance. The speed of travel increased with the development of vehicles. With the advent of the Industrial revolution in England, travel for business gradually started increasing. A growing economy also led to an increase in travel for recreation and meaningful utilization of leisure. This created a yearning among people to travel beyond the traditional boundaries. Travellers of earlier times belonged to different segments of society. They consisted of members of the nobility as well as religious messengers, missionaries, traders and soldiers. Travel for the common man came at a much later date. The aristocrats or nobility travelled on horseback or in carriages, and were usually entertained by people of their own class in castles and mansions of great estates. They were accommodated and fed, befitting their status, with sumptuous meals and gallons of wine. Monasteries provided shelter to the religious order, while the soldiers were lodged in forts or in tents. It was the traders who helped in promoting the establishment of inns. They had no other alternative but to stay in inns for a night or two while travelling.

The improvement of roads and the building of carriages also increased the number of people on the move. To provide accommodation and food for this increasing number of travellers, many types of inns were set up along the frequently travelled roads and pathways. Thus, inn-keeping began its steady growth and became more popular as time progresses. In earlier times, working in an inn was skill-oriented, and these inns were normally run by a husband and wife team. Inns provided shelter and stabling facilities. Some of them also provided wholesome food & wine.

“A hotel is defined as a place where a bonafide traveller can receive food and shelter, provided he is in a position to pay for it, and is in a fit condition to be received.”

The lead in a hoteliering was taken by several nations of Europe, especially France and Switzerland. **Chalets**-small cottages with an overhanging roof found in the Swiss Mountains and small hotels, which provided a variety of services, were mainly patronized by the aristocracy of the day. The food & beverage service industry has its roots in the inns and taverns of the colonial period. Inns in America were patterned after those in England. Samuel cole of Boston opened the first American tavern, the Coles ordinary, in Boston in 1634. Taverns and Inns became informal gathering places where patrons could

discuss politics and community gossip over ale and food. In 1740, the first stage coaches began travelling from Boston and made roadside inns even more accessible and popular. The American Revolution ended the reign of the roadside inns as they went out of fashion along with the British. French cuisine became popular in government and society circles, with even presidents Washington and Jefferson serving French dishes to their guests.

Around 1760, a type of establishment that became common in Paris, called Hotel Garni came into vogue. It was a large house with a number of rooms or apartments available for rent by the day, week or month. Its advent signified a more luxurious and organized way of providing lodging quite different from the basic requirements met by the inns of that period. In France the first restaurant where customer could choose from a selection of items presented on a menu was opened in 1765 by **A. Boulanges**. The City Hotel in New York was the first building meant solely for use as a hotel. It was built in the year 1794. In the 1820s the first American restaurant opened in New York with these establishment began the era of 'fashionable' restaurants where dining was a social event and an indulgence in fine food surrounded by lush decor, some featuring nightingales and elaborate fountains. In the year 1827, the Delmonico brothers, who were immigrants from Switzerland, opened a pastry shop and café in New York City. It proved to be a change for the better from the eateries of that era, and led to the opening of their first restaurant a few years later. Thus, the art of food service became recognized as an important part of the dining experience.

The big boom in the hotel industry came in the 1920s, when the concept of chain hotels was born, under the stewardship of Ellsworth Steadler. He was the **hotel man of the century**. He has given statements like "**Life is Service**". and "**Guest is always right**". However, during the Great Depression of the 1930s, there was a considerable decrease in business thereby affecting the growth of the hotel industry. Immediately after the second world war, the hotel industry regained its prominence and registered a steady growth. In 1950s, Motels and International hotel chains gave a big boost to the industry. These chains either bought up smaller individually owned properties, or built their own hotels. Many individual hotel operators merged with these international hotel chains, as it increased their ability to cope with the growing competition. As far as specialized dining was concerned, it was **Cesar Ritz** and **Auguste Escoffier**, who popularized public dining in Europe. Gradually dining out became fashionable. The pioneers in this field set very exacting standards, with superb cuisine and impeccable and stylish service of food and wine. By the turn of the century, they had taken London by storm and given Londoners a new fad a gracious dining experience with the increase of affluence among many segments of society, public dining gained greater acceptance and led to expansion and changes in the food and beverage services to suit varied tastes.

**The Indian Scenario:** The food and beverage service industry in India traces its roots to the traditional community feasts and the movement of people on Pilgrimage thousands of year ago. Most people were on the move primarily for preaching religion and hunting. People took shelter under trees when they were away from their homes and depended on natural sources for their food. Their lives were endangered by wild animals and wayside robbers, which forced them to look for a place that assured them safety, accommodation

and food. **Dharamshalas** and **Chatrams** came up to protect the lives of travellers from wild animals and robbers. These were buildings where travellers could stay free of cost. The travellers were also provided stables and sheds for horses and bullock carts, respectively, free of charge. They were given food and accommodation at no cost during the rule of kings. Kings entertained common people and merchants with feasts consisting of a variety of rich dishes, traditional dances, bravery arts, etc, during festivals.

The outsiders who came to India during the course of its history include the Greeks under Alexander the great, the Kushanas from Central Asia, the Mongols under Genghis Khan, Muslim traders and invaders from the Middle East and Central Asia, and finally the British and other Europeans. It was during the Mughal rule that Sarais were developed to provide accommodation to travellers which were later converted to inns and western style hotels during the British rule. The invasion by other dynasties brought in their cultures and cuisines to the land.

Europeans visited the country to trade for the finest cotton textiles as well as spices. Eventually the British colonized the region. They introduced their cuisines, the skills of making wines and distilled drinks and eating habits. Table etiquettes and the art of eating with continue to eat with. However, even today, people continue to eat with their fingers. In Tamil Nadu, people eat their meals from banana leaves and in the north, from a thali. Economic activities Paved the way for development of western-style hotels and restaurants, mainly to cater to the requirements of the British & European traders. The development of catering in India is mainly attributed to the British, who introduced hotels and restaurants similar to the ones in Europe. The rapid development of transportation, especially the railways in the mid-nineteenth century, enabled people to move in large numbers. This led to the establishment of small lodges and restaurants in and around railway stations to cater to the needs of the travellers. Refreshment rooms at railway stations and Pantry cars in some of the trains were introduced. Reputed hotels such as Taj, the oberoi and the ambassador were well established when India became independent. After independence, the hospitality industry grew at a faster rate. Civil aviation developed rapidly soon after the Second World War. The introduction of international flight services in the year 1948 and additional services in the mid-1950s encouraged a lot of foreigners to visit India and also many international chains of hotel such as the Holiday Inn, the Sheraton, and the inter continental and so on, started their operations in India. The Oberoi group establishment the first franchised hotel with the Inter continental hotels in Delhi in the early 1960s. The people of India, in general did not Prefer dining out till the early 1960s. They always carried with them home made food to the workplace, school a while travelling. Even today, some people carry food whenever they go out. Perhaps this could be one of the reason for dabbawalas, who are food vendors engaged in distributing meals in dabbas (Boxes) to clients at their workplaces, doing so well in Mumbai. In South India, people used to packed food such as lime rice, tamrind rice and curd rice from vendors. In the north, bhojanalayas served local dishes, especially roti, sabji and salad. Indian Tourism development corporation (ITDC) was set up in 1966 with the developing & expanding tourism infrastructure in the country and thereby promoting India as a tourist destination. ITDC succeeded in achieving its objectives by promoting the largest hotel chain in India and providing all tourist services such as accommodation, catering,

## **Food and Beverage Service Foundation-I**

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transport, in house travel agency and so on. For development of manpower to meet the growing needs of hotels, restaurants and other hospitality based industries. For this purpose, Institute of Hotel Management (IHM) and Food craft Institute (FCI) were established. These programme imparts adequate knowledge and training in the core operational and managerial areas of the hospitality industry. This makes the students understand the environment and execute their job professionally. In 2002, Ministry of Tourism (MOT) launched a programme called **Capacity Building For service provider (CBSP)** to train persons engaged in small hotels, dhabas, eating joints & and restaurants. Projects Priyadarshini was launched in 2005 to impart training to women in taxi driving/operation, entrepreneurship such as setting up souvenir kiosks and so on, to adopt tourism as their profession. People of different region in India have different style of food like Hyderabadi Cuisine, Avadhi Cuisine, Goan Cuisine, South Indian cuisine etc. A lot of foreign food service organization such as McDonald's, Pizza king, Dominos, subway and soon, have set up their operation in India, which has made local restaurant fine-tune their operations in order to compete with these outlets. Nirula's and Haldiram in the north and Saravana Bhavan, Adyar Ananda Bhavan and Annapoorna in the South are doing well in the food service Industry.

Radhakrishna Hospitality Services offers Catering services to industries and schools in a big way. Wineries, especially the ones in Maharashtra, are coming out with wines to complement Indian dishes. The food service sectors continually change their style of operation to meet the changing needs of the customers. Today we have top quality restaurants in India that are comparable with international standards.

### **CHECK YOUR PROGRESS- I**

1. Define food & beverage service Industry.

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2. Give the History of food & beverage service Industry.

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### 1.4 Classification of Catering Establishments

Catering is the provision of food, supplies and services for specific functions on particular dates and at given locations. An organization that provides food and beverage is called a catering establishment. The catering industry encompasses those places, institutions and companies that provide meals eaten away from home. From a wayside tea stall to an exclusive fine dining restaurant of a deluxe hotel and from mid day meal service for a school children to meals for industrial workers, all come under the fold of Catering Industry.

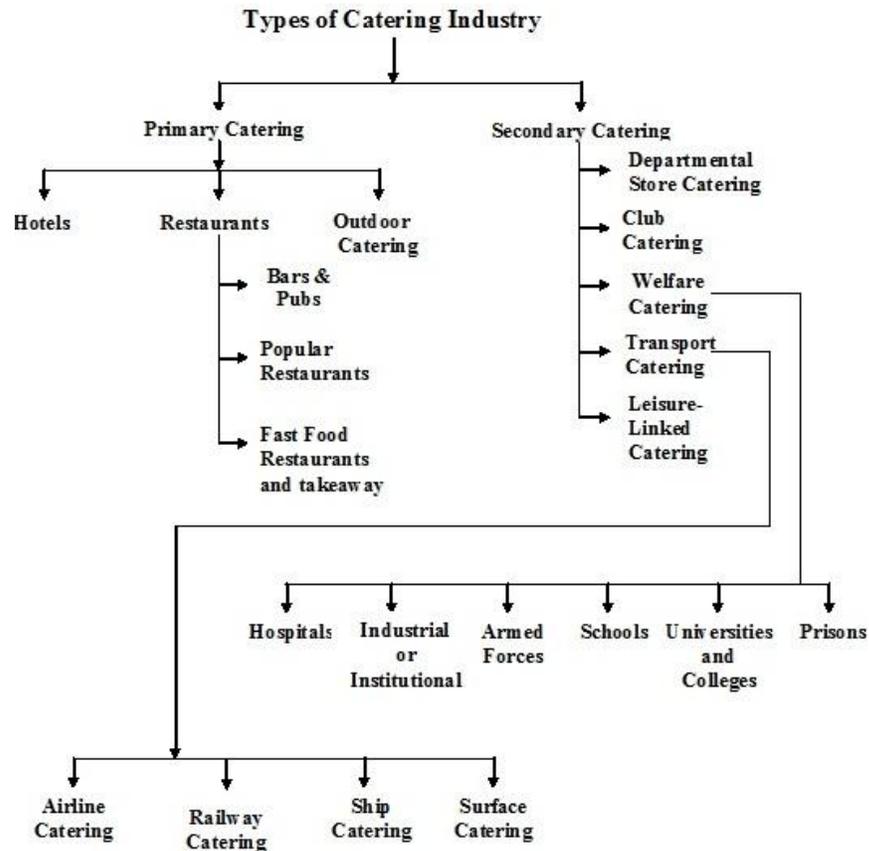


Figure 1.1 Types of Catering Industry

Catering management may be defined as the task of planning, organizing, controlling and executing. Each activity influences the preparation and delivery of food, beverage and related services at a competitive, yet profitable price. These activities work together to meet and exceed the customer's perception of value for his money. Catering in India has developed as a distinct segment of the food Service Sector spanning a broad spectrum of Commercial operations Providing a variety of Catering Services. These Service include three primary types:- banquet hall, off premises and mobile unit. Banquet hall catering, termed function catering, comprises independent units and those attached to hotels, convention or conference centers and restaurants. This type of catering can Provide Several million rupees in revenue for a medium -size or large hotel. Generally, every major hotel and convention Center has banquet hall space. Off-premise catering involves the taking of all food, supplies and services to a location designated by client. Off- premise events vary from the simple picnic in the park for fifty to the formal dinner for eight in the home, to the corporate entertainment for 10,000. Special event catering is a type of off-premise catering which requires a particularly high level of planning and co-ordination due to the high volume. Mobile unit catering utilizes specially designed trucks for provision of service to work sites. The units are equipped to serve fast food items & snacks. Catering

differs from other segments of the food services sector by virtue of the diverse roles often assumed by the caterer. Clients often expect the caterer to provide more than the food and service. Partial lists of additional supplies and services which may be requested include entertainment, equipment, transportation of guests and parking at site. The modern status of the catering industry is a direct reflection of man's development. Science and technology, exploration and travel, social and economical developments have all influenced this vibrant industry. There are many types of F&B operations. They may vary in size, style, location, and the market they are catering to. From a wayside tea stall to an exclusive fine dining restaurant of a deluxe hotel, and from mid-day meal services for school children to meals for industrial workers, all come under the fold of the F&B sector.

It is necessary to classify all the F&B sectors for a better understanding of their operations. The responsibilities of catering industry include an awareness of the customers, their requirement of food, and the methods employed to meet these requirements. There are a number of ways of classifying food and beverage operations in today's catering field. There are Primary catering establishments and secondary catering establishments.

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### **1.4.1 Primary Catering Establishments**

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Establishments such as hotels, restaurants and fast food outlets which are primarily concerned with the provision of food and beverage are called primary catering establishments.

- **Hotels:** The main purpose of hotels is to provide accommodation, which may or may not include the service of food & beverage. A hotel may be a small family-run unit providing a limited service in one restaurant, or a large luxury hotel providing service through a number of outlets such as the coffee shop, room service, banquets, specialty restaurant, grill room and cocktail bars. The service in these types of hotels is usually personalized and the tariff is very high, as they generally cater to persons of a high social standing. Medium class hotels are similar to luxury hotels, though their surroundings are less luxurious category. The prices in the various categories of hotels, often depend upon the service and choice of food and beverage that they offer to their clientele.
- **Restaurant:** The primary function of commercial restaurant is the provision of food & beverage. Restaurants are of different standards. The food service and prices are often comparable to those of similar restaurants in luxury hotels. They offer a wide choice for an elaborate menu and a very high quality of service.
  - **Bar and Pubs:** The bar serves different types of alcoholic beverages to residential and non-residential guest in the hotel. The idea of pubs is fairly new in India. It has been borrowed from the concept of public houses in English and adapted to Indian conditions. They are geared to provide service of all types of alcohol with an emphasis on draught beer and good music. Food may also be served from a limited menu.

- **Popular restaurants:** The objectives of popular catering restaurants are to provide quick and economical meal, in a clean and standardized dining room. These restaurants are commonly used by the vast urban population of India. They are of various styles and categories. Some restaurants serve only vegetarian food while some specialize in the food of a particular region such as the Punjab or Andhra. Some restaurants serve food from more than one region.
- **The entry of pizza parlors** and westernized popular food into India provides the urban Indian a wider choice, in the types of popular restaurants to choose from. The numerous outlets that have sprung up all over the country in the last decade show a new trend in the urban citizen's eating habits. This has resulted in an increased awareness among the public about the availability of various types of cuisine and catering service.
- **Fast food restaurants & take away:** There is a predominant American influence in fast food style of catering. The service of food and beverages in a fast food restaurant is at a faster pace, than at an a la carte restaurant as the menu is compiled with a special emphasis on the speed of preparation and service. To make this type of service financially viable, a large turnover of customers is necessary. The investment is rather large, due to the specialized and expensive equipment needed and high labour costs involved.

The take-away or take out service that exploits to the full the concept of "Fast Foods". The take away operation offers a limited basic menu to the customer, but within this menu there may be a number of variations on the basic items. The time between customer placing orders and receiving their meals, aims to be faster than any other method of food service. The customer may either take the food out of the take away to eat, or it may be consumed on the premises, a large number of "take-away" outlets now provide seating areas.

- **Outdoor / Off-Premise Catering:** This means catering to a large number of people at a venue of their choice. Hostels, restaurants and catering contractors meet this growing demand. The type of food and setup depends entirely on the price agreed upon. Outdoor catering includes catering for functions such as marriages, parties and conventions. Off-premise caterers meet the needs of all market segments, from the low budget customer who looks for the most quantity and quality for the least amount of money, to the upscale client with an unlimited budget who wants the highest level of service, the ultimate in food quality, and the finest in appointments such as crystal stem ware, silver plated flatware and luxurious linens. Off-premise catering is an art and a science. The art is creating foods and moods, as the caterer and client together turn a vision into reality. The science is the business of measuring money, manpower and material.

Q-1 Define catering in brief.

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Q-2 What is primary catering establishment?

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Q-3 What is out door catering?

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### **1.4.2 Secondary Catering Establishments**

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In secondary catering industry, the provision of food and beverage is a part of another business such as **welfare catering** and transport catering. Catering establishments are usually classified on the basis of the demands being met by them. The main aim of any catering organization is to attract different sections of the public to use its facilities, keeping in view the price of food and service it offers in relation to the location of the property and the class of clientele it attracts.

- **Department store catering:-**Some departmental stores, apart from carrying on their primary activity of retailing their own wares, provide catering as an additional facility. This type of catering evolved when large departmental stores wished to provide food and beverages to their customers as a part of their retailing concept. It is inconvenient and time consuming for customers to take a break from

shopping, and have some refreshments at different location. Thus arose the need for some sort of a dining facility in the departmental store itself. This style of catering is becoming more popular and varied nowadays.

- **Club Catering:** This refers to the provision of food and beverages and accommodation to a restricted clientele. The origin of this service can be tracked back to England, where membership of a club was considered prestigious. Clubs for people with similar interest such as turf club, golf clubs and cricket clubs, to name a few, have sprung up. The service and food in these clubs tend to be of fairly good standards and are economically priced. Facilities provided by the club may include sports, both in-door and out door, libraries, swimming pools, social activities, social work, the pursuing a specific hobby etc.
- **Welfare catering:** The provision of food and beverages to people to fulfill a social need, determined by a recognized authority, is known as welfare catering. This grew out of the welfare state concept, prevalent in western countries. It include catering in institute or industries, hospitals, schools, colleges, prisons and armed forces.
  - **Hospital:-** Hospital catering facilities have improved considerably over the past years. Hospital catering is a specialized form of catering as the patient is normally unable to move elsewhere and choose alternative facilities and therefore special attention must be given to the food and beverage so that encouragement is given to eat the meal provided. The hospital meals may be considered for the patients, the staff and the general public & visitors. The type of diets required for hospital patients may be classified as full or normal diets, light diets, soft diets, therapeutic diets and special diets.
  - **Industrial or institutional:-** The provision of food and beverage to people at work, in industries and factories at highly subsidized rates is called industrial or institutional catering. It is based on the assumption that **better fed employees are happy and more productive**. Today, labour unions insist on provision of this facility to employees. Catering for a large workforce may be undertaken by the management itself, or may be contracted out to professional caterers. Depending on the choice of the menu suggested by the management, catering contractors undertake to feed the work force for a fixed period of time at a predetermined price.
  - **Armed forces:-** Armed forces, Navy, Army and Air force, the police and fire service and some government departments. The armed forces often have their own specialist catering branches. The levels of food and beverage facilities within the services vary from the large self-service cafeterias for the majority of personnel, to high class traditional restaurants for more senior members of staff. A considerable number of functions are also held by the armed forces leading to both small and large scale banqueting arrangements.

- **Schools:-** The school meals catering service was formerly structured on a dietary basis with a daily or weekly per capita allowance to ensure that the children obtained adequate nutritional levels from their meals. The school meals service caters for staff and children; in primary schools, children's ages vary from approximately 5 to 11 years and may include some nursery children, and in secondary schools from 12 to 16 or 18 years, Most of the schools used to operate their dining rooms on a family type service or a self-service basis. Nutritional value is important for catering in schools.
- **Universities and colleges:-** All institutions of further and higher education provide some form of catering facilities for the academic, administrative, technical and secretarial staff as well as for full and part time students and visitors. The catering service in this sector of the industry suffers from an under-utilization of its facilities during the vacation periods and in many instances at the weekends. Universities and colleges are autonomous bodies and are responsible for their own catering services. Residential students pay in advance for their board and lodgings. Non-residential students are provided with an on-site catering provision that has to compete against all other forms of locally provided catering.
- **Prisons-** Prisoners are to be catered in prisons. The catering within the prisons is the responsibility of the Jailer with delegated responsibility being given to a catering officer with much of the actual cooking and serving being done by the prisoners themselves. In Tihar Jail, Delhi more than 10,000 prisoners were catered daily three times a day in systematic manner.
- **Transport Catering:-** It includes that sector of food and beverage establishment which makes provision of food and beverage of people who are on the move. The provision of food and beverage to passengers, before, during and after a journey on trains, aircrafts, ships and in buses or private vehicles is termed as transport catering. It involves the feeding of a large at a catering facility and who need to be catered for in a specific time, for example, on board a plane.
  - **Airline Catering:** - Catering to airlines passengers on flights, as well as at restaurants situated at airport is termed as airline catering. Airline catering falls in two main areas:-

**Terminal Catering:** The catering services provided at airport terminals through lounges, cafeterias and takes aways comes under terminal catering.

**In-transit or In-flight catering:** The technological development in the field of aviation has totally revolutionized the catering facilities in air catering. Airlines have to provide food and accommodation to passenger in transit. Whereas passengers are stopped over at the best hotels in the city

when they are making a scheduled stop-over at the airlines expenses or when a flight is unduly delayed, thus automatically taking care of the guests comfort. The problems faced by the catering personnel are how to provide delicious and wholesome food to passengers in flight. This is done by pre-paring all food in flight kitchens on the ground, or getting the food cooked by hotels under contract, freezing it and reheating the food in flight. The reheating of food is now being done by most of the major airlines by the use of microwave ovens in which very high frequency waves heat the food in seconds by inducing very high frequency molecular motion within the food. The menu for the first class and economy class passengers are different and first class passengers are also served wines free of any additional charge.

The food and beverage portions are highly standardized with meal portioned into plastic tray which is presented to passengers and from which they eat their meals. Disposable cutlery, napkins etc are used which reduce the facilities for washing up and cut down on breakage and wastages. For first class passenger garnishing, slicing etc, added according to their request. The crockery used may be bone china with fine glasses and cutlery.

- **Railway catering:-** Travelling by train for long distances can be very tiring, hence a constant supply of a variety of refreshment choices help to make the Journey less tedious. Catering to railway passengers both during the Journey as well as during halts at different railway station is called railway catering. Railway catering may be divided into two Major areas:-

**Terminal Catering:-** Catering at railway terminals usually comprises self-service and waiters service restaurants, fast food and take away units, supplemented by vending machines dispensing hot and cold foods and beverages.

**In-transit catering:-** In transit catering can feature three kinds of service:- The first is the traditional restaurant car service where breakfast, lunch and dinner are organized in sitting and passenger go to restaurant car for service where appropriate seating accommodation is provided, and then return to their seats on the train after their meal. The second type of service is the buffet car, which is a self-service operation in which passengers go to the car and buy light refreshments over the counter. The third is a trolley service where snacks and drinks are delivered to customer at their seats. Pantry car is attached with passenger trains for production of food.

- **Ship Catering:** voyages by sea were once a very popular mode of travelling, but with the onset of air travel, sea voyages have declined sharply. However, recently, it has again become popular with a large number of people opting for pleasure cruises. Both cargo and passenger



Q-2 Explain the Airline Catering.

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Q-3 Define club catering in short.

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### **1.5 F&B Service Outlets and their Layout**

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The Food & Beverage Service Industry provides millions of meals a day in a wide variety of types of food & beverage Industry. Food & beverage service industry includes various types of restaurants, Bar, Cafes, Cafeterias, take-aways, canteens, function halls, tray service operation, lounge service operations, home delivery operations and room service operations for hotel guests. Some examples of the types are as follows:

- Coffee Shop
- Restaurant
- Banquets
- Staff Cafeteria

**Coffee shop:** It is a restaurant that mainly serves snacks and beverages 24 hours a day, however it may serve all the three meals. Most star hotels have coffee shop to Cater to the needs of customers at any time of the day. This coffee shop concept has come from the USA. The service and ambience of the coffee shop are informal. The furniture and service equipment are not very expensive. Covers are laid on place mats. A “Cover” is a term, referring to a place setting with necessary, cutlery, crockery and glassware required at the beginning of the service for one person. This term also refer to the seating capacity of a good service area.

**Restaurant:** A restaurant is a place where food and beverage are sold and served to customers. There are different types of restaurants that have evolved to meet the dynamic demands of consumers. The lifestyle of people is continuously changing and so are their eating habits. The owner of restaurant must consider the menu, service hour, mode of

service, expenditure potential of the customer, the time the target customers are likely to spend on dining and so on, to satisfy the changing needs of customers and to sustain themselves in an ever changing market environment.

**Specialty restaurant:** It serves specialty dishes which are its strength and contribute to the brand image. It operates during luncheon and dinner hours, between noon and 3 P.M and between 7 P.M and 11 P.M. The ambience and decor of the restaurant reflect the theme of the specialty restaurant. It may specialize either in a particular type of food such as fish and chips, pastas or steaks, or in a particular type of cuisine, for example Indian, Chinese, Italian, Mediterranean and so on.

**Fine dining Restaurant:** This kind of restaurant primarily caters to the requirement of the affluent market segment which wants to experience fine dining. The restaurant may either offer dishes of one particular region or country or exotic dishes from various cuisines, wines, spirits and digestives. It is open mostly by during dinner time. The ambience and décor of the restaurant will be elegant are rich. The dining chair has arm rest. All the tables will be covered with good quality linen and napkin.

**Popular Restaurant:** This type of restaurant is informal, yet hygienically kept and it is located in a busy area such as bus stands, railway stations, shopping area and so on, catering to the requirements of the middle class and the customers who are in a hurry. The restaurant is generally quite large with more number of covers. It serves the dishes that are very popular and highly demanded in that area, quickly and at moderate prices. The menu may either be displayed on a board at a prominent place or printed and laminated.

**Banquets:** Banquets is the highest revenue generating section of food and beverage department. Various types of functions like conferences, board meetings, cocktails parties, weddings, state banquets, etc are organized in the banquet room or hall of a hotel.

**Cafeteria:** The traditional cafeteria system consists of a straight line of counters containing a variety of hot and cold dishes. The customers start at the end of a line, pick up a tray and move along the length of the counter as they select dishes they want to have. The cashier who is seated at the end of the counter makes bills for the items selected and collects payment. This form of service is widely followed in institutional and industrial establishment.

**CHECK YOUR PROGRESS- IV**

Q-1 Define the coffee shop.

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Q-2 Give the features of a popular restaurant.

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Q- 3 Give difference between Bar & Pub?

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## **1.6 Hierarchy of F&B Service Department**

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The department can achieve its predetermined objectives efficiently if every employee knows the part he is to play in the team operation and how his/her role relates to the others and contributes to attaining the overall objectives. Every employee is given his/her duties and responsibilities in the hierarchy of reporting. This is done in organizing, which is one of the managerial functions. Organizing is the process of:

1. Identifying and classifying the activities to be performed
2. Grouping of activities necessary to attain the objectives
3. Assigning of each grouping to a manager with authority necessary to supervise it (delegation)
4. Providing for coordination horizontally and vertically in the organization

It may be summarized as 'organization is the process of identifying and grouping the work to be performed, defining and delegating responsibility and authority, and establishing relationships for the purpose of enabling people to work most effectively together in accomplishing objectives'. An organization's structure must clearly state who is to do what and who is responsible for what results. Though an organization implies many meanings to many people, for most practicing managers, it means 'formalized intentional structure of roles or positions'. The food and beverage manager identifies the nature of work to be carried out in each area of the food and beverage department and identifies positions and draws job description for each, in liaison with the personnel manager to establish formal organization structure. The organization chart of Food & Beverage Service department is shown in **figure 1.02**.

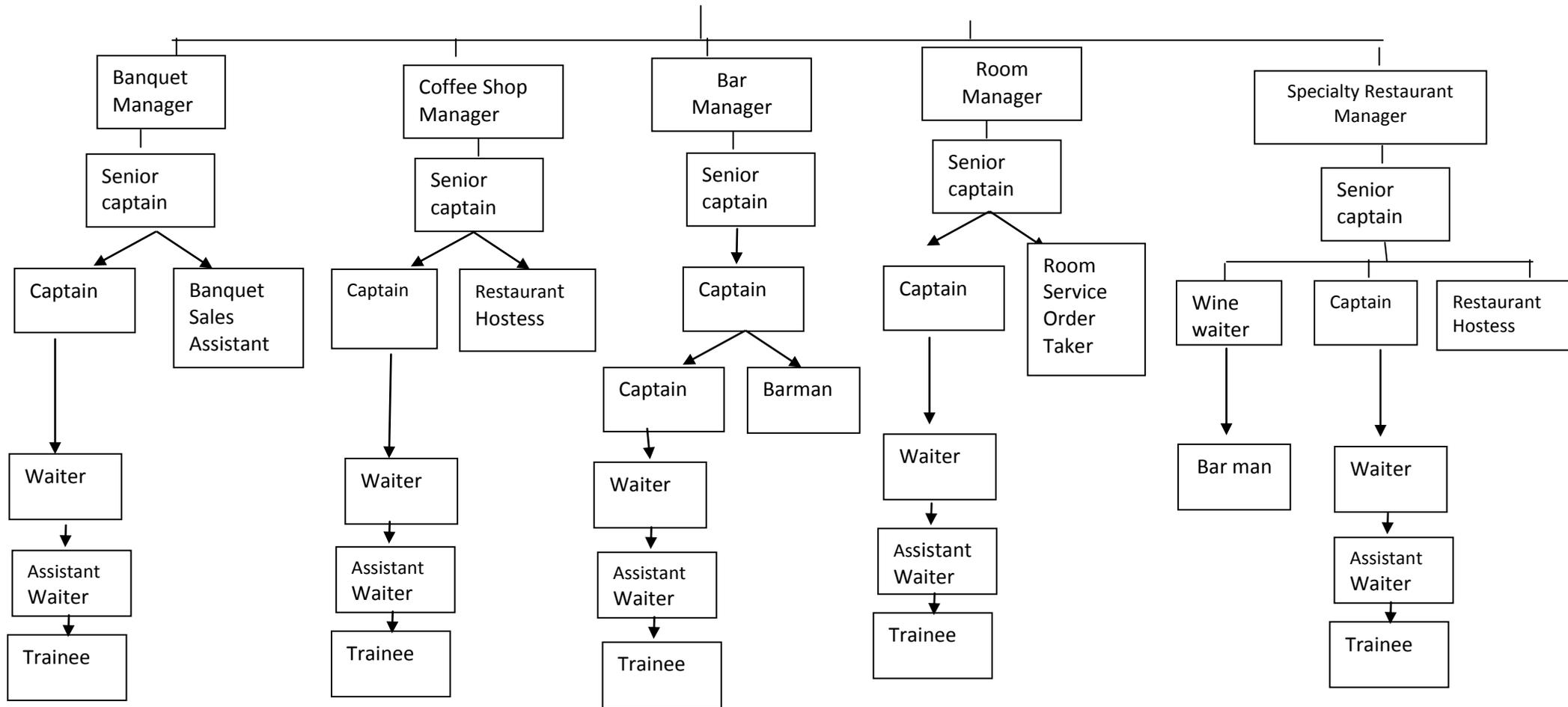


Fig. 1.02 Organization Chart of Food & Beverage Service Department

## 1.7 Duties and Responsibilities of Employees in F&B Service

The food & beverage service department usually has the largest staff. Able leadership and supervision is required to effectively direct the department and guide the staff. The personnel in the food & beverage service industry require practical knowledge of operations of all outlets is essential to provide the guest with quality service at all times.

**Job Specification** - Job specification is a document that contains information about the skills and qualities required for a position. It includes information such as personal qualities, skills, formal education, technical qualification, work experience, previous training, physical skill & Communication skill.

**Job description** - It is a document that contains duties, responsibilities and all the tasks that constitute a job position. It specifies the parameters within which a job is done. It not only includes duties and responsibilities but also contains report relationships, working conditions, authorities and control, coordination with other departments, status within departmental hierarchy, equipments and materials to be used and other information specific to the hotel.

Job Description	Job specification
Job Title :-	Job Title :-
Department :-	Sex :-
Scope :-	Age :-
Responsible to :-	Qualification :-
Main Duties & Responsibilities :-	Desirable Qualifications :-
	Technical :-
	Experience :-
	Qualities :-
	Conditions of Employment :-

### JOB DESCRIPTION OF FOOD & BEVERAGE MANAGER

#### Duties & Responsibilities:

1. To maintain efficient catering services within the hotel for the markets previously identified in the marketing and catering policies.
2. To maintain effective control of raw material, labour and equipment costs used in the Food and Beverage Departments.
3. Co-operate with heads of Departments in producing Departmental budgets for approval by the Chief Accountant.
4. To be responsible for achieving required revenue and profit targets for, all selling outlets, maintaining the agreed standards of Food and Beverage production and service as laid down in the catering policy.
5. Co-operate regularly at staff meetings with the heads of Departments, together comprising the Food and Beverage Department.
6. To be responsible for Hygiene and safety standard in the Food and Beverage Department and ensure all legal requirements are met.
7. To maintain efficient catering services within the hotel for the markets previously identified in the marketing and catering policies.

8. To maintain effective control of raw material, labour and equipment costs used in the Food and Beverage Departments.
9. Co-operate with heads of Departments in producing Departmental budgets for approval by the Chief Accountant.
10. To be responsible for achieving required revenue and profit targets for, all selling outlets, maintaining the agreed standards of Food and Beverage production and service as laid down in the catering policy.
11. Co-operate regularly at staff meetings with the heads of Departments, together comprising the Food and Beverage Department.
12. To be responsible for Hygiene and safety standard in the Food and Beverage Department and ensure all legal requirements are met.
13. To be prepared to attend any other staff meeting as arranged by the general manager.
14. Co-operate with the personnel Department in the recruiting and training of new personnel for the Food and Beverage Department.
15. In consultation with the chef and based on the availability of ingredients and prevailing trends, the Food and Beverage Manager should update and if necessary compiling new menus. New and updated wine lists should also be introduced regularly.
16. Ordering of stocks.

**JOB DESCRIPTION OF ASSISTANT FOOD AND BEVERAGE MANAGER****Duties & Responsibilities**

1. The assistant Food and Beverage Manager assists the Food and Beverage Manager in running the Department by being more involved in the actually day- to-day operations.
2. Assisting section heads during busy periods.
3. Taking charge of an outlet, when an outlet manager is on leave.
4. Setting Duty schedules for all the outlet Managers and monitoring their performance.
5. Running the Department independently in the absence of Food and Beverage Manager.

**JOB DESCRIPTION OF RESTAURANT MANAGER****Duties & Responsibilities**

The restaurant Manager is either the coffee shop Manager, Bar Manager or specialty Restaurant Manager.

1. The Restaurant Manager reports directly to the Food and Beverage Manager and has overall responsibility for the organization and administration of a particular outlet or a section of the Food and Beverage service Department.
2. Setting and Monitoring the standards of service in the outlets.
3. Administrative Duties such as setting Duty charts, granting leaves, monitoring staff position, recommending staff promotions and handling issues relating to discipline.
4. Training the staff by conducting a daily briefing in the outlet.
5. Playing a vital role in Public relations, meeting guest in the outlets and attending to guest complaints, if any.
6. Formulating the sales and Expenditure budget for the outlet.
7. Planning Food festivals to increases the revenue of the outlet along with the chef and the Food and Beverage Manager.

**JOB DESCRIPTION OF ROOM SERVICE MANAGER****Duties & Responsibilities**

1. The Room Service Manager reports directly to the Food and Beverage Manager and is responsible for the Room Service outlet.
2. The Room Service Manager checks that the service rendered to the guests conforms to the standards set by the hotel.
3. He also monitors all operational aspects of the outlet such as service, billing, Duty charts, Leave and absenteeism, in addition to attending to guest complaints regarding Food and Service.
4. The Room Service Manager is also in charge of the sales and Expenditure budget. Since Room service is the outlet which is most liable to have problems, the Room service Manager should ensure co-ordination among the Room service order taker, the captain and the waiter.
5. It is necessary for the Room service Manager to be present in the outlet during Peak hours to interact with other departments of the hotel and to take regular inventories of all the equipment used.
6. In the Event of the hotel offering valet service, the room service managers takes charge of that service as well.

**JOB DESCRIPTION OF BAR MANAGER****Duties & Responsibilities**

The Bar Manager is responsible for all functions of the bar and the dispense bar. The responsibilities of a Bar Manager include the following:-

1. Recruiting staff and training them for a bar operations.
2. Monitoring performance and activities of bar ad dispense bar.
3. Supervising alcohol service and forecasting volume of sales.
4. Maintaining a close watch on movement of bottles and formulating beverage control system.
5. Preparing budget for bar and dispense bar.
6. Purchasing bar equipment & identifying alcoholic beverage suppliers.
7. Handling records of stock & sales report.
8. Handling guest's complaints

**JOB DESCRIPTION OF BANQUET MANAGER****Duties & Responsibilities:-**

1. The Banquet Manager too is responsible for the functioning of his outlet, but as the Banquet outlet is a major revenue earner in the food & Beverage Department, the work load is more intense and heavier.
2. From the time the Bookings are done till the guest settles the bill, the Banquet Manager is in charge of all areas of Banquet and conference operations.
3. Banquet Manager supervises the work of the Banquet sales assistances who do the Banquet Bookings and the captains and waiters who perform the service activities under his guidance.
4. He is responsible for organizing everything right down to the finest detail.
5. The Banquet Managers projects the Budget of the Banquets, and works in close co-ordination with the chef in setting menus.
6. He is responsible for making an inventory of all the Banquet Equipment and maintaining a balance between Revenue and Expenditure.

**JOB DESCRIPTION OF ASSISTANT BANQUET MANAGER**

Depending upon the size of the Establishment and the number of Banquet Halls, there may also be an Assistant Banquet Manager, who maintains Banquet records, takes bookings and monitors correspondence.

**Duties & Responsibilities**

1. He ensures the smooth operations of all functions, by giving clear and precise instructions to the concerned staff,
2. This job can also be done by a Banquet Sales Executive or Banquet sales assistant.
3. The Assistant Banquet Manager is in charge of the actual performance of the function held in the Banquet Department.
4. He Co-ordinates with the senior captain and is in charge of inventories, Billing and briefing.
5. He also deals with complaints from the guests and co-ordinate with various agencies for Banquet Requirements.
6. The Assistant Banquet Manager, should be aware of all that is happening in the Banquet outlet, as he is responsible for the success of each Banquet from the beginning to the end.
7. An Assistant Banquet Manager performs both the functions of Managing the office and Monitoring Banquet operations.

**JOB DESCRIPTION OF BANQUET SALES ASSISTANT****Duties & Responsibilities**

1. They are responsible for Managing the Banquet Reservation system in the Banquet office.
2. They normally work in shifts and take bookings for all functions to be held in the Hotel.
3. They prepare the function prospectus (FP) or Banquet Function Contract (BFC) that contains all the details of the proposed function, according to the guest's needs.
4. They co-ordinate closely with the Banquet operational staff to ensure that the function is planned as specified in the Booking form.
5. They interact closely with the other Departments of the Hotel, on behalf of the operational team in the Banquets.
6. They report to the Banquet Manager.
7. Team work is the watchword in any food and Beverage. service Department. A dedicated and committed team, with able leadership, under ideal working conditions, help in fulfilling the establishment's ultimate goal of guest satisfaction.

**JOB DESCRIPTION OF SENIOR CAPTAIN (MAITRE D' HOTEL)****Duties and Responsibilities:-**

1. This senior captain has overall responsibilities for operations.
2. He prepares the Duty charts in consultation with the outlet manager.
3. He oversees the mise –en- place, cleaning, setting of the outlet and staffing to ensure that the outlet is always ready for service.
4. The senior captain receives the guests and hands them over to the captain or station holder.

5. He takes orders from guests if the captain is unable to do so.
6. The senior captain should be an able organizer and also be prepared to take over the duties of any member of the staff as and when required.

**JOB DESCRIPTION OF CAPTAIN (CHEF DE RANG)**

This position exists in Large Restaurants, as well as in the Food & Beverage service Department of all major Hotels.

**Duties & Responsibilities**

1. The captain is basically a supervisor and is in charge of a particular section.
2. A Restaurant may be divided into sections called stations, each consisting of 4 to 5 tables or 20 to 24 covers.
3. A Captain is responsible for the efficient performance of the staff in his station.
4. A captain should possess a sound knowledge of food and Beverage, and be able to discuss the menu with the guests.
5. He should be able to take a guest's order and be an efficient salesperson.
6. Specialized service such as Gueridon work involves a certain degree of skill, and it is the captain who usually takes the responsibility to do this work.

**JOB DESCRIPTION OF WAITER (COMMIS DE RANG)****Duties & Responsibilities**

1. The waiters serve the food & Beverage ordered by a guest and are part of a team under a station captain.
2. They should be able to perform the duties of a captain to a certain extent and replace the captain if he is busy or not on duty.
3. They should also be knowledgeable about all types of Food and Beverages, so that they can effectively take an order from a guest, execute the order and serve the correct dish with its appropriate garnish and accompaniment.
4. He should be able to efficiently co-ordinate with the other staff in the outlet.

**JOB DESCRIPTION OF TRAINEE****Duties & Responsibilities**

1. The Trainee works closely with the waiter's fetching orders from the kitchen and the Bar, and cleaning the side station in a restaurant.
2. He serves water and assists the waiter.
3. He is mainly responsible for the mise-en-place, and stacking the side board with the necessary equipment for service.

**JOB DESCRIPTION OF WINE WAITER (SOMMELIER)****Duties and Responsibilities**

1. His job is to take orders for the service of wine and alcoholic beverages and serve them during the meal.
2. They should have a good knowledge about wines that accompany a particular dish and the manner in which they should be served.
3. They should also be aware of Licensing Laws.
4. He should be an efficient salesperson.

**JOB DESCRIPTION OF ROOM SERVICE WAITER (CHEF D' ETAGE)****Duties and Responsibilities**

1. Room service waiters work in the Room service outlet, serving both Food & Beverage to guests in their rooms.
2. The orders is placed by the guest on telephone, and is recorded on a kitchen order Ticket (K.O.T)
3. The Room Service waiter, who has been assigned that order, sets the tray according to the Food or Beverage ordered, picks up the orders when it is ready and serve it to the Guest along with the check, either for payment or signature.
4. The service should be prompt and efficient as one lapse means a complaint about service and a dis-satisfied Guest.

**JOB DESCRIPTION OF ROOM SERVICE ORDER TAKER****Duties and Responsibilities:**

1. Room service order taker records all orders of food & beverage from a resident guest over the telephone.
2. He records the order on a kitchen order ticket (K.O.T.) and passes it to the captain.
3. The room service order taker is responsible for all communication between the guest and the staff of the room service outlet and hence should have good communication skills.

**JOB DESCRIPTION OF HOSTESS****Duties and Responsibilities**

1. The job of a hostess to greet and seat guests.
2. The Hostess presents to the guests the menu card and hands them over the station holder to continue service.
3. She should be pleasant and well organized be able to work under stress and interact smoothly with her colleagues.

**JOB DESCRIPTION OF BARMAN OR BARTENDER****Duties and Responsibilities**

1. A Barman works behind the bar counter dispensing beverage and making cocktails.
2. He should have pleasant manners, good communication skills and a sound knowledge of all beverages and mixes.
3. He should be fast and efficient.

**JOB DESCRIPTION OF CASHIER****Duties and Responsibilities**

1. The main duty of a cashier is to make checks on the basis of kitchen order Ticket (K.O.T)
2. Most cash counters are computerized.
3. Though cashiers are not a part of the food and Beverage team, they work closely in association with the staff of the department.
4. They Report directly to the accountant.

**CHECK YOUR PROGRESS -V**

Q.1 Give the difference between mise-en-place and mise-en- scene.

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Q.2 Give the difference between Job description and Job specification.

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Q.3 Explain the duties and responsibilities of Assistant F & B Manager.

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**1.8 Attributes, Attitude and Etiquettes of F&B Personal**

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Every Industry has its own set of requirement from professionals working with it. Service Industry, especially hotel requires their staff to possess certain attributes that are prerequisite to perform well. Food & beverage professionals are expected to build upon the following attributes.

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**1.8.1 Physical Attributes**

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The physical attributes contains the proper personal hygiene and appearance. Since waiting staff deals with food, utmost cleanliness and good grooming is necessary at all times. This applies not only in high class hotels, but in every branch of catering however humble it may be. Guest are not likely to return to an establishment where staff does not maintain proper hygiene and grooming. There are times when food & beverage professionals are required to work overtime. Lifting and carrying service equipment also requires staff to be physically fit.

- **Hair:** - Hair should be kept healthy, trimmed and avoid dandruff. Hair should never fall over the eyes. Waitresses may adopt neat hair styles and particularly ensure a hair length which does not fall on to or below the collar or lengthy hair should be combed and tied neatly and properly.
- **Bath:** - Bath everyday, without fail, before coming to shift.
- **Face:** - Males should shave everyday, before coming to shift. Moustache, if kept must be neatly trimmed. Do not use strong aftershave. Ladies should wear only light make-up. Do not use heavy perfumes.
- **Teeth:-** Teeth and a clean mouth are vital, both for appearance and a wholesome breath. Brush your teeth immediately before coming to duty. Do not eat onion, garlic or smoke before your shift. If you smoke, use mouthwash.
- **Hands:-** Always wash hands with soap before coming on shift keep your nails short and clean. Hands must always be clean, free of any stains and skin breaks. Always wash hands with soap, immediately after using toilets, eating, smoking or handling refuse.
- **Uniform:-** Uniform should always be clean, laundered and ironed. Change uniform whenever it is visibly soiled. Change socks and undergarments everyday. Always carry a handkerchief and change it daily. Uniform must be worn only on duty and not for personal use.
- **Feet:-** Feet need care, both for comfort and cleanliness. Keep toe nails trim and feet well washed. Corns and other painful blemishes may require treatment by a chiropodist disease. For more severe foot weakness medical advice should be sought. Socks or stockings should be changed and washed daily.
- **Shoes:-** Wear comfortable closed toed shoes. Air your shoes. Waitresses should avoid excessively high and pointed heels and shoes should be daily polished.
- **Cuts and burns:-** cuts and burns must be covered with correct dressing.
- **Illness:-** Inform your supervisor, if you suffer from:-
  - Fever
  - Diarrhoea
  - Upset stomach, nausea or vomiting
  - Sore throat or sinus infection
  - Coughing or sneezing
  - Conjunctivitis

It is better to have regular hours of sleep under good conditions rather than long irregular hours of sleep. Exercise is very essential for normal growth and development of the body and the perfect maintenance of health.

- **Posture:-** Good stance is also important for the appearance comfort and efficiency of waiting staff. To stand upright and walk erect is to give a good impression to guests and also to avoid the bodily stresses that accompany slouching. Waitresses who require support garments are advised to choose sound quality and proper fitting ones to aid posture and health as well as comfort and appearance.

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### 1.8.2 Work Related Attributes

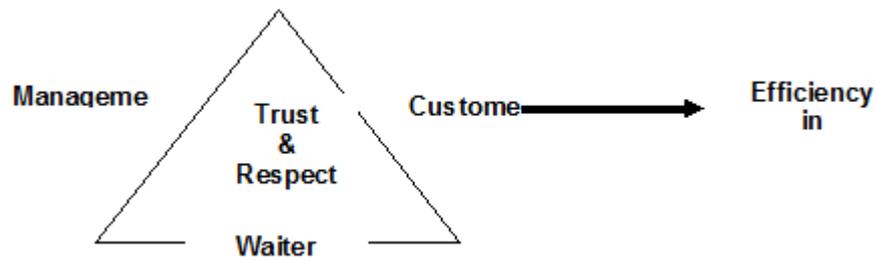
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The following qualities which a waiter should cultivate or how should behave, are in no particular order of importance.

- **Knowledge of food & beverages and technical ability:** The staff must have sufficient knowledge of all the items on the menu and wine drinks lists in order

to advise and offer suggestions to customers. In addition, they must know how to serve correctly each dish on the menu, what its accompaniments are, the correct cover, and the make up of the dish and its garnish. For beverage service the staff should know how to serve various types of wine and drink, in the correct glass and at the right temperature.

- **Communication skills:** Language plays an important part in understanding the requirements of international travelers and delivery them. Food and beverage professionals must keep improving their communication skills in English. Talking to guest in their own language instead of just English is very effective and builds good relationship.
- **Punctuality:** Punctuality is very important. If a waiter is continuously late on duty, it shows lack of Interest in his work and lack of respect for the management. The waiter should report on duty before the service is due to commence so that he may check his station, side board and have complete knowledge of the menu. Remember early start is a good start.
- **Local knowledge:** In the interest of customers the staff should have a certain knowledge of the local area in which they work so that they may be able to advise the guests on the various forms of establishment offered, the best means of transport to places of interest so on. The staff should know about the historical Places of the city and how far are the Airport, Bus Terminal/Station, Cinema halls, commercial complexes, Railway Station etc.
- **Team Work:** All sections of a hotel work towards understanding the guest requirements and delivering them to perfection. This can only be achieved through co-ordination and co-operation. In its daily operations food & beverage department needs support of kitchen, housekeeping, front office, maintenance, laundry, purchase and receiving, personnel and various external suppliers. It is necessary that the wait staff have the ability to get along with everyone. They must help colleagues to perform better in their jobs and complete work as a team to satisfy customers.
- **Sense of Urgency:** It is very important to increase seat turnover and revenue during business hours. Slow service will lead to low seat turnover and lower revenue. The wait staff should be quick in getting food from kitchen, serving dish, presenting bill when completed and re-laying cover for the next arrival. All these must be done, quickly and effectively, without running around and shouting.
- **Honesty:** This is very important for the waiter in his dealing with both the customer in his dealing with both the customer and the management. If there is trust and respect in the triangle of waiter/ customer/management relationships, then there will be an atmosphere for work which encourages efficiency and a good team spirit amongst the food and service operations. The staff should remember that an increase in sale/profit will result in an increase in his remunerations. Honesty is of Paramount importance as it reflects the character of a person. The service staff may be tempted to eat guests' food, steal establishment's and guests' property, tell lies to his colleagues and guests, pass on vital information to competitors and so on.



- **Memory:** Good memory is an essential asset for service staff. They should be able to remember who has ordered what, who is sitting in which table number, which room number a guest is staying in, the likes and dislikes of guests, where they like to sit, what type of food they prefer, what types of drinks they take, smoker or non-smoker, name of guests and so on.
- **Salesmanship:-** The food and beverage service personnel are technical salespersons, hence they should have a thorough knowledge of the proper presentation and service of all the food and beverages served in the establishment. Waiters should be kept informed by their superiors of deletion or additions of the menu.
- **Maximize revenue:** Cutting down on costs and maximizing the revenue of the establishment should be of prime importance of all members of the staff, even those in junior positions.
- **Observation:** A keen sense of observation and an eye for details will help a member of the staff to be more efficient at his job. An ability to correctly judge people is definitely an advantage. A sense of anticipation in the service industry is an invaluable quality. The ability to anticipate what a guest or the management needs, even before it is asked creates a very good impression.
- **Ability to assume responsibility:** All service staff should be able to cope with the demands of the job and possess the ability to assume responsibility. They should be loyal to their employers, responsible to the guest and friendly towards their fellow workers.
- **Personality:** The staff should be diplomatic tactful, courteous, even tempered and not controlled by emotions. During service, wait staff comes across various challenging and demanding situations that should be handled diplomatically, satisfying both customers and management.
- **Courtesy:** It is the hallmark of a good waiter to be courteous on all occasions. Indeed, a waiter must often go out of his way to be considerate or fore bearing to a critical or ill-tempered person. He will certainly be courteous to customers, but should also carry these good manners through to the service room and the locker room. His manners should not be just a part of the 'technique of the restaurant', but inherent in his nature and a sign of well-bred desire to please those with whom he comes into contact. The aim is to be friendly without being familiar.

- **Complaints:** Staff should have a pleasant manner and show courtesy and tact, an even temper and good humor. They should never show their displeasure even during a difficult situation. Staff should never argue with a customer and if they are unable to resolve a situation, it should be referred immediately to a senior member of the team who will be able to calm the guest and put right any fault. Remember, loss of time in dealing with complaints only makes the situation worse.

**CHECK YOUR PROGRESS- VI**

Q- 1 What are the qualities required for the service staff. Explain any two?

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Q-2 Explain the physical attributes?

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Q- 3 Explain the importance of salesmanship qualities for F & B staff.

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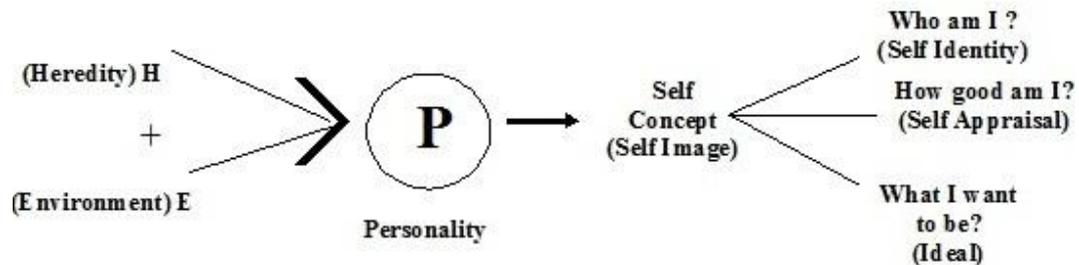
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**1.8.3 Attitude of Food & Beverage Service Staff**

Attitude is related to the way people behave in the workplace. This is critically importance in the intensive service context of the hotel industry. Attitude is defined as "A mental states of readiness, learned and organized through experience, exerting a specific influence and person's response to people, objects and situations with which it is related". Attitude shape the way the world is viewed and how people organize themselves in response to external stimuli. It has been used to refer to our emotional orientation, even feelings, towards things as shaped by our opinion. While our attitudes have a major influence on our behaviour, particularly in hotel industry, a variety of other factors have a major impact on the development of our attitudes. Generally, they are learned both from our own experiences and the general

socialization process wherein we tend to adopt the views and perspectives of the important people in our life such as parents, peers and customers. Recent research has further indicated that how we develop these attitudes can also be a function of our personality and psychological type which in turn are a function of our genetic composition. This is particularly the case with how we acquire and interpret information and then express our understanding of that information in our behaviours. Personality is bi-product of heredity & Environment.

**Factors Influencing Development of Personality**



Some people have an inherent and natural ability to see things in a broad context, others are more adept at seeing things in fine, highly specific, detail. Given that one’s perception is one’s reality, this can lead to people developing attitudes which may reflect a broad understanding of the wider context, while other may prefer to see things in terms of specific details. In a similar fashion, some people have an inherent and pervading desire to express themselves in a very structured, logical and pragmatic fashion. In contrast, others may have a preference to express themselves in a fashion which is reflective of a desire for harmony and comfort rather than logic and order.

The ongoing debate about the role and impact of genetics (Nature) and socialization (Nature) on our attitudes, behaviour, and reasoned action will provide further insight and understanding of why we work and deal with ourselves and others in the way that we do. However, at this stage, we have sufficient understanding of these functions to identify their consequences for our work, particularly in the hospitality industry. In hospitality, this self awareness and discipline can be of considerable advantage. Hospitality work tends to involve long hours with bursts of intense activity driven by a combination of production and customer interaction pressures. While some people are considered “naturals” in this environment, others, who still have commitments to hospitality, may struggle to cope in this environment, and consequently find themselves under achieving in the industry. However, if these people are able to recognize that their actions and behaviour in these situations are a function of their attitudes, which are in turn a function of their socialization and genetic make up they can embark upon a program to modify their attitudes by way of “re learning” and adjusting their attitudes toward the situation. In turn, they can also develop specific strategies to help them deal with the stresses and pressure that challenge their effectiveness in the workplace.

While it is clearly not possible to alter our genetic make up at this stage, it is possible to alter our attitudes and thus behaviour and reasoned action. We can do this by firstly, thinking about our actions and planning them and fundamentally by thinking about why we behave the way we do and why we have the attitudes that we have. By applying ourselves to developing new ways of interpreting information and

considering other perspectives, our new found attitude may lead us to engage in new form of behavior and finally, a more considered and thoughtful approach to pursuing our goals can lead to change in our planned actions. The attitude of a person determines whether he is successful or is a failure. Positive attitude towards guests will make the service staff successful in their career. The staff with good attitude will-

- Anticipate the guest' needs and wishes.
- Be attentive to guest at all times during service.
- Do not argue with the guest.
- Do not ignore guest's request.
- Listen to guest's complaints carefully and immediately solve whatever he can or refer to superior in authority.
- Be proud of his work.
- Take up additional responsibility.
- Show interest in learning new ideas and development relevant to his field.
- Not indulge in preferential treatment of customers according to the amount of tips he receives.
- Extend all possible help to his colleagues.
- Report for duty on time regularly, stay back till all the guests leave the restaurant and obey the instructions of seniors.

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### **1.8.4 Etiquette of Food & Beverage Service Staff**

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Guest observes more than grooming and appearance. They observe how staff members carry themselves. Therefore the hotel staff needs to know about etiquette and practice them.

#### **While Talking to a Guest**

- Always smile while welcoming the guest in your restaurant.
- Always maintain an interested and helpful expression on your face.
- Maintain eye contact. Even if you are busy writing or serving, look up once in a while to maintain eye contact.
- Maintain a distance of at least two feet from the guest while taking an order.
- Speak softly and clearly, without artificial accent.
- Avoid unnecessary movements of hands and facial gestures while describing dishes, or while speaking to guests.

#### **While standing**

- While standing to take an order or standing at the restaurant door, stand erect at ease, but not in a casual manner.
  - Weight balanced
  - Shoulders straight
  - Chest out
  - Stomach in
  - Keep your hands on the sides or behind your back.
  - Do not keep your hands in the pockets or on the hips.
  - Do not cross your arms across the chest.
- Do not lean against the sideboard, panels or the reservation desk/Maitre D's desk.
- Remember, you may be in view of a guest even when you are not directly interacting with him/her. Maintain your poise at all times.

- Do not huddle together in bunches inside the restaurant. There is always something to be done in your area, even when the guests are not there.

**While walking**

- Walk at an even pace inside the restaurant, avoiding any sound of the footsteps.
- Never run inside the restaurant
- While walking in guest area. If guest are approaching, get aside and give them
  
- First right of way.
- If near a door, open the door for the guests to pass through
- Walk on the left hand side
- If accompanying a guest, walk on his/her right hand side and open the door for the guest.
- Walk erect and maintain the poise

**While talking to colleagues**

- While communicating with your colleagues, do not point your finger towards any guest. Use cover numbers to describe who has ordered for what.
- Do not use abusive language with your colleagues.
- Speak politely while ordering food. Calling for pick up etc.
- Be aware of your conversation over the phone. Guest may be watching, or hearing.
- Never shout in to the telephone
- Do not have long conversations on phone, while a guest is waiting.
- Do not entertain personal calls while at work.

**Courteous Behaviour**

- Anticipate guest needs and fulfil them without being asked. For example:
  - Open the restaurant door and let the guest pass ahead.
  - Hand him a pen as he reaches for his own.
  - Light his cigarette, as he gets ready to light it.
  - Reach out for the heavy bag he is carrying.
  - Do not get familiar with the guest, even when he treats when he treats you like a
  - Friend. Maintain professional relationship.
- Treating guest courteously and turning to a colleague and talking to him impolitely destroy the image. Maintain the same finesse and politeness.
- Treat non resident guest with as much respect as resident guest.
- They are potential guests too.
- Do not forget the power of ‘word of mouth publicity’ that the guests do for your restaurant.

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**1. 9 Coordination of F&B service with Other Department**

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The food and beverage service department is the selling point of the Hotel. In order to enable maximum and efficient selling, other departments in a hotel also play important

roles. It requires a working knowledge of other departments and their functioning to achieve this.

**Food Production:** In a service outlet, the F& B production has the most important role to play. Items prepared here are the ones that the service person sell. In the planning of any Restaurant, the first thing that comes to mind is the menu.

**Kitchen Stewarding:** This department is involved in the general cleanliness and upkeep of the kitchen. It has a pot wash where large vessels are cleaned and a wash area where service equipment is cleaned, washed and stored. This department also deals with the shortage and issue of all service and kitchen equipment and hence the controls are also part of this department. The kitchen stewarding department is headed by a chief executive steward or steward manager. The requisitions of the service equipment are done through a kitchen stewarding indent book with signature from the outlet manager, F&B Manager and chief Executive steward.

**Accounts:** The service department does not deal with the Accounts department directly but indirectly through various outlet cashiers. The cashiers receive the copy of the KOT and raise bill accordingly. They also have detailed information about credit card and discount policies, etc. The general account department deals with payments of the company like employee salaries, bill settlements, vouchers etc. On a day – to-day level, the dining room is in direct coordination with the cashiers, and on a weekly basis with the control of KOT books and discrepancies with regard to entries in the KOT, bill authorization of signature etc.

**House Keeping:** The House keeping department takes care of general upkeep of the Hotel. It undertakes periodic cleaning of all public areas including cleaning of carpet and polishing of fittings. Service personnel may call on house keeping staff to take care of occasional spillage, accidents etc. In the event of a guest's clothes getting spoiled, the house keeping staff will assist in laundering them, thus helping retain the customer. This department also organizes to have flower arrangements placed in the hotel. The book used in connection with house keeping is the linen book, which lists all service linen used and exchanged on a “**One to One basis**” of the more costly items in the overheads.

**Engineering:** This department takes care of the air- Conditioning, lighting, plumbing and general maintenance. Communication is done through the maintenance work order book and reminders are used if required. Good coordination with the department is vital for the upkeep of equipment and helps to prevent breakdown during service.

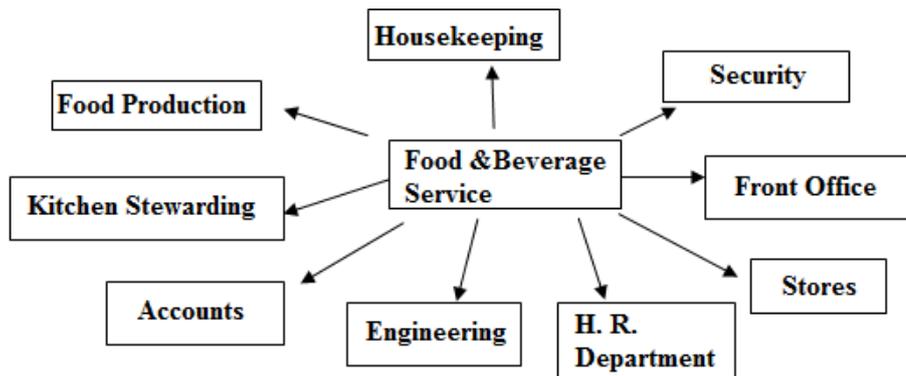
**Front Office:** This is a “**Front of the - house**” position and deals with the guest directly. The check –in, check-out, billing, information, reservation, bell desk, telephones etc. all come under this department. The front office department may also be in- charge of the health club, beauty parlor, business centre and travel desk. All communication relating to the status of a guest (VIP, HG), group staying, company guests etc can be obtained from the front office. The dining room and room service need to coordinate with the front office for guest lists, billing instructions, amenities placement in rooms, problem handling during the night shift and other allied service.

**Stores:** This may be one or divided into separate areas such as food, liquor, materials, perishables etc. It may get its supplies through the purchase department gives the stores department its requirements of food items like proprietary sauces and

seasonings and materials like doilies, paper napkins, candles, office materials, etc. through the corresponding indent book.

**Personnel Department:** All areas of staff requirement and employment are dealt by the personnel department in collusion with the concerned heads of departments (HODs). Any action to be taken regarding discipline will also be dealt with in the same way. This department is also in charge of the staff cafeteria, lockers etc. The service personnel get their leave applications processed and leave cards updated by the personnel department. This department also handles discrepancies in the time card. Job descriptions and job specifications are drawn up by this department in accordance with requirements from the individual departments. Recruitment, induction, training, evaluation and personality development programmes are also conducted by this department in the absence of a separate training cell.

**Security:-**This department handles the safety aspect of the organization. It is required to conduct safety and first aid drills, and fire fighting exercises. Security personnel also look into vehicle parking and are in close contact with the local police to look out for known criminals and Anti-social elements. Service personnel may use security personnel in case of drunks and unpaid bills. They have to maintain law and order in the establishment it and when difficult situations occur.



**CHECK YOUR PROGRESS -VII**

Q.1 What is a still room ?

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Q.2 What do you know about Pantry?

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Q.3 Explain the importance of inter- department relationship of F & B Service.

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## 1.10 Summary

India, a popular country, has very good potential for the development of food & beverage service industry. The number of people availing the services of food & beverage industry is steadily increasing due to their increased disposable income. Eating out in future will not be a luxury but an essential activity. The food & beverage service industry is different from other industries in satisfying the needs of customers. It satisfies one of the most important physiological needs of the consumer, that is, of hunger and thirst. From last decade food & beverage Industry is expanding very fast.

The F & B department is the send major revenue producing department of the hotel. The Activities of this department are highly complex, demanding varied skills level to perform the job. Waiting at table involves close contact with customers and their food and means that waiters are under constant observation. Food is not appetizing if served by a person who is slovenly and unclean. Uniforms must be clean and well-ironed. A well-trained, smart and helpful staff can sometimes make up for aspects which are lacking elsewhere in the operation. Food & beverage service staff must see that the guest have everything they require and are completely satisfied. It is of great importance to anticipate customers need. Establishment’s success depends on effective Co-ordination of all staff; a waiter should aim to help his fellow worker. A co-operative waiter cultivates his ability to get on well with customers and colleagues alike and to further the policies of the management.

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## 1.11 Key Terms

**Auguste Escoffier:-** The most famous French chef, known as the emperor of chefs.

**Inn:-** A house providing food, beverage and accommodation.

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

**Dhabha:-** It is a roadside food stall located at national and state highway specialize in tandoori and Punjab style of cooking.

**Table d’hote Menu:-** Table d’ hote menu is a restricted menu, offering a small number of courses (three of four) a limited choice within each course, fixed selling price and all the dishes being ready at a set time.

**Coffee Shop:-** It is a restaurant open round the clock, providing a multi cuisine menu.

**Banquet:-** An outlet that caters to the service of food and beverage to a large gathering of people.

**Bar:-** An outlet that primarily serves alcoholic beverages.

**Specialty restaurant:-** A fine dining out let in which service is both formal and stylish.

**Catering:-** Providing the service of food & beverage.

**Primary Catering:-** Establishments which are primarily concerned with the service of food and beverages.

**Secondary Caterings:-** The provision of food and beverage is a part of another business.

**Industrial Catering:-** Preparation and service of food for employees working in factories at subsidized rates.

**Bar:-** An outlet that primarily serves alcoholic beverages.

**Front of House:-** The front of house is a term given to the public area of the catering premise or the actual dining room itself. People who work in this area are called “front of house staff” including, wait staff, bar staff. etc.

**Banquet:-** It is a formal meal followed by speeches. However in the hotel industry it means all kinds of function catering.

**Stateroom:-** A private cabin on a passenger ship.

**Butler/valet:-** A highly trained member of the staff who takes care of all the needs of a resident guest.

**Sommeliers:** This is the person to handle the ordering and serving of wine. They must be thoroughly knowledgeable about their own wine lists and competent in helping guest to select wine appropriate to the food they order.

**Captain:** A supervisor of service staff in the food and beverage service department.

**Brigade:** The staff in the dining room or kitchen as an organized team.

**Pantry:** Storeroom, especially for crockery, cutlery etc.

**Waiter’s friend:** Tool that is a combination of bottle opener and corkscrew.

**Budgeting:** An estimate of revenue or income and expenditure made by a company/ unit /hotel

**Delegate:** To entrust a task to another person.

**Aboyeur:** The person in a traditional kitchen brigade who controls the hotplate and is responsible for communication between kitchen and waiting staff and who “Calls up” the orders. Barker.

**K.O.T.:** Kitchen order Ticket

**B.O.T.:** Bar Order Ticket

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## 1.13 Terminal Questions

### Fill in the blanks

1. The concept of fast food was first introduced in.....
2. Silver service is implement in a .....outlet
3. Dhabas are located at.....
4. Non alcoholic beverages are served in.....and .....
5. ....is an outlet organized conferences and meetings.
6. The Person who controls the hot plate at service time is known as the \_\_\_\_\_
7. Sommelier is responsible for the service of \_\_\_\_\_.
8. The French word for Room Service waiter \_\_\_\_\_.
9. The French word for waiter \_\_\_\_\_.
10. An eating establishment that has standardized preparations, Portions, décor and service is a .....
11. Catering places in factories are called.....
12. Airline catering may be classified into airline catering and.....
13. Railway catering may be classified into in-transit service and .....
14. An eating place that serves one food item is a .....

### Match the Following

- |                      |                        |
|----------------------|------------------------|
| 1. Out door catering | a- Diet foods          |
| 2. Clubs             | b- Local flora & fauna |
| 3. Railway catering  | c- Tuck Shops          |
| 4. Resorts           | d- Shopping Malls      |
| 5. Ship Catering     | e- Officers messes     |
| 6. Airline Catering  | f- Supply point        |
| 7. Military Catering | g- Stable Equipments   |
| 8. Food Courts       | h- Marquees and Tents  |
| 9. Schools           | i- Memberships         |

10. Hospitals  
Provisions.

j- Right Quality of

**Short Answer type Questions**

1. Why the fast food outlets are very popular in India?
2. Give the difference between fine dining restaurant & popular restaurant?
3. Explain Bistro & Coffee shop?
4. Give the definition of hotel?
5. Give the Characteristics of the food & beverage service industry?
6. Give the difference between product & services?
7. Give the duties and responsibilities of a Restaurant Manager.
8. Draw a neat staff organization chart of a first class restaurant.
9. How does F & B department Coordinate with other departments in the
  - i. Hotel.
  - ii. Motel
  - iii. Resort
10. Give the hierarchy chart of F & B department of hotel.
11. Explain the take away in short?
12. Give a short note on departmental store catering?
13. Explain welfare catering with examples?
14. what is club catering?
15. Give the importance of cruises in today's world?
16. Give the difference between primary catering & Secondary Catering?
17. Explain, transport catering?

**Long Answer type Questions**

1. Give a details note of food & beverage service industry?
2. Explain the history of food & beverage service industry in India?
3. Explain the major establishment in food & beverage service industry?
4. What is catering establishment? Explain in detail.
5. How are catering establishments classified?
6. Explain the different types of transport catering available in India.
7. Explain briefly the evolution of Catering Industry?

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## UNIT: 2

# FOOD SERVICE EQUIPMENTS FUELS AND SAFETY

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**Structure**

- 2.1 Introduction
- 2.2 Objectives
- 2.3 Food Service Tools and Equipments
  - 2.3.1 Crockery
  - 2.3.2 Glassware
  - 2.3.3 Cutlery
  - 2.3.4 Hollowware
  - 2.3.5 Silverware
  - 2.3.6 Disposables
  - 2.3.7 Side Station
  - 2.3.8 Trolley
- 2.4 Fuel
  - 2.4.1 Characteristics of a Good Fuel
  - 2.4.2 Classification of Fuel
    - 2.4.2.1 Solid Fuel
    - 2.4.2.2 Liquid Fuel
    - 2.4.2.3 Gaseous Fuel
  - 2.4.3 Comparison of Various Fuels
- 2.5 Guest Safety
  - 2.5.1 Food Safety
  - 2.5.2 Fire Safety
  - 2.5.3 Safety- Preventing Accidents
  - 2.5.4 Safety-Preventing Un-usual Events
  - 2.5.5 Safety-First Aid
- 2.6 Summary
- 2.7 Key Terms
- 2.8 Bibliography
- 2.9 Terminal Questions

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### 2.1 Introduction

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In the last reading of food service operations where we have discussed about the organization chart of different outlets and their duties & responsibilities. We have already discussed about inter department relationship with other departments. In this unit we are going to learn about food & beverage service tools equipments and furnishing. The service tools, equipments and furnishing used in hotels plays an important role in attracting customers. Attractive service ware colourful and clean dishes, plates and glassware add to the decor of a restaurant. In this unit you will understand that efficiency of the food service staff depend on the equipment available to carry out the work assigned to them.

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## 2.2 Objectives

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

- Food Service Tools and Equipments
- Fuel
- Safety Procedures
- Fire Safety & Emergency Procedures

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## 2.3 Food Service Tools and Equipments

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The equipment used in food and Beverage service Industry to provide proper and prompt service to the guests.

**Requirements of Service Tools and Equipments:** The operating Equipment used in hotels plays an important role in attracting customers. Attractive service ware, colourful and clean dishes, plates and glassware add to the décor of a restaurant. The choice of service equipment usually reflects the standard and style of a Restaurant. However several factors have to be considered while selecting the equipment. A Hotel should be well stocked with appropriate equipment to provide Quality service, for multipurpose use and to cut down costs, most hotels standardize equipment in terms of size and colour.

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

- **Flatware:** Flatware refer to denotes all forms of Spoon and forks.
- **Glasswares:** Glassware refers to all type of glasses being used in restaurant for various purposes.
- **Cutlery:** Cutlery refers to knives, and other cutting implements.
- **Hollow wares:** hollow wares refer to any items made from silver, or
- **Stainless steel:** examples Teapots, milk jugs, sugar basins. Oval flats etc.
- **Crockery:** these refer to all items and from china

**Criteria for selecting Service tools & Equipments**

- Type of service offered and the category of guest entertained.
- The size of the outlet.
- The layout of the food & Beverage service Area.
- Durability of the Equipment, costs and ease of Maintenance.
- Availability of the stock, facility of its storage and flexibility of use.
- Price factors, availability of funds and standardization.
- Design, shape and colour and delivery time of equipment.

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### 2.3.1 Crockery

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Crockery or chinaware is made of silica, soda ash and china clay and dry glazed to give it a fine finish. Chinaware is available in different designs and colour and is sometimes coated with patterns on top of the Glazed ware. Chinaware is more resistant to heat than Glassware. Many large hotels and Restaurant have their china custom-made with their own design and monogram printed on it.

**Care of Crockery:** All china should be handled with care as it is fragile and can break easily.

- It should be Properly stacked.
- Crockery should be stored in a dust free environment.
- Crockery should be rinsed and dried after washing so that no residual washing Powder is left.

S. NO.	NAME	SIZE	USES	NOTES
1	Quarter plate	6"	Bread, Cheese, underliner for bowls	Also known as B & B (breads and butter) plate, cheese plate, under plate, side plate
2	Soup plate	8"	For thick soups and breakfast cereals	Half plate is used as under liner when soup plate is used
3	Soup cup	250ml	For thin soups, also known as consommé cup	Has two handles
4	Soup bowls	250ml	For thick and thin soups, breakfast cereals	Most restaurants use soup bowl for serving all kinds of soup instead of investing money on soup plates and cups
5	Half plate	8"	Hors d' oeuvre varies and fish, pasta, meats, and vegetables when not served as main course, savoury, sweet, dessert	Also known as fish plate, sweet plate, and dessert plate
6	Full plate	10"	Main course	Dinner plate, joint plate, large plate, and meat plate are the other names
7	Breakfast cup and saucer	250-300 ml	For all tea and coffee served during breakfast	largest of all the cups

8	Tea cup and saucer	200 ml	For tea and coffee served during the day (except breakfast and after lunch and dinner)
9	(Coffee cup) Demitasse and saucer	100ml	For coffee served after lunch and dinner

**Table 2.1 Sizes and Uses Of Different Crockery**

- **Other items of China:** Sugar Basin, Butter Dishes, Ashtrays, Egg cups, Hot milk Jugs, consommé cup & Saucer extra.

### 2.3.2 Glassware

Food and beverage service outlets use variety of glasses for different types of drinks which call for a huge investment in delicate and fragile equipment. The style, quality, and sparkle of glassware selected portray the profile of the restaurant. Glasses are named by the drinks served in them. Though there are many glasses for different drinks it is better to go for limited types of glasses that may be suitable for all kinds of drinks. This not only saves the investments but also reduces storage area and makes replacement easier in case of breakage.

Silver and soda ash are used for making Glassware. Lead is added to make the glass crystal clear. Glass also contributed of the appearance of the table and the overall attraction of the service area. Most hotels use plain clear glassware although some high class Restaurants use cut glassware.

There are basically two types of glassware. Plain and cut glass. Plain glassware is preferred over cut glass as one can appreciate color and brilliance of the contents of the clear glassware.

**Glasses have any or all of the followings parts:**

- Bowl
- Base or Foot
- Stem

**Care of glassware:** While Purchasing glassware, one should check that the glasses are not to be cracked or chipped, transparent and free from air bubbles and pit holes. Glasses should be carefully washed in warm water and rinsed in clean hot water. They should be wiped dry using a linen cloth. Glassware should be kept inverted and neatly arranged in a row, either with a paper underliner or on a tray to avoid dust, Special plastic glass racks can also be used to stack glasses. These racks allow fresh air to circulate even when the glasses are overturned. They also facilitate smoother operations, especially in banquets. In a restaurant, glasses should not be carried on a plain salver, but with a tray mat to avoid slipping. Glasses should be polished and checked against light for finger prints before use.

The Capacity of the glasses is either measured in “OZ” or “ml”. The glass ware capacities are commonly expresses in ‘OZ’ (ounce) and fluid ounce (fl oz) = 28.4 ml, in practice, it is taken 30 ml.



Figure 2.1 Different Types of Glasses

**TYPES OF GLASSES AND THEIR USES**

S. NO.	NAME OF THE GLASS	USES
1	Cocktail glass	For all kinds of cocktails.
2	The champagne saucer	For champagne, not preferred as the effervescences goes off soon due to wider surface area
3	The tulip	Champagne and sparkling wines, effervescence stay longer
4	The flute	Champagne and sparkling wines, effervescence stays longer

5	Paris goblet	Available in various sized for wines, water, juices, beers, and cocktails, especially cobbler and Pina Colada
6	Worthington	Bottled beers, soft drinks, juices, coolers, and long drinks
7	Rocks/Old-Fashioned	Used for spirits and mixers. Traditionally called as whisky glass
8	Highball/Collins	Spirits and mixers, highballs, John Collins, Tom Collins, mint Julep and water
9	Brandy balloon	Brandies, B&B, Brandy-and liqueur- based cocktails, frapps, and liqueurs
10	Sour glass	Spirits, mixers, and sours
11	Martini cocktail glass	Dry, medium and sweet Martinis, Manhattans, and for other cocktails
12	Slim Jim	Spirits, mixers, and sours. Alternative to highball glass
13	Copita (sherry)	Mainly for sherry but also for sweet wines
14	Elgin	For Sherry and smaller version is for liqueurs
15	Port or sherry	Port, sherry, and sweet wines
16	Lager/pilsner	Bottled and draught lager beers
17	Beer (straight)	Traditional beer glass available in different sizes, used for any beers and beer-based mixed drinks
18	Beer (dimple)	Traditional beer glass comes in different sizes, used for any beers and beer- based mixed drinks

**Table 2.2 Types of Glasses and Their Uses**

The Capacity of the glasses is either measured in “OZ” or “ml”. The glass ware capacities are commonly expresses in ‘OZ’ (ounce) and fluid ounce (fl oz) = 28.4 ml, in practice, it is taken 30 ml.

10Z= 30ml

1 ¼ OZ=37.5 ml

1 ½ OZ=45ml

#### GLASSES AND THEIR SIZES

S. No.	Glass	Recommended Size (OZ)
1	Bear	10-12
2	Brandy balloon/Snifter	8-10
3	Champagne (Flute/tulip/saucer)	6-8
4	Cocktail	4 ½
5	Collins	10-12
6	Cooler	15-16½
7	Cordial	1 ¾
8	Highball	8-10

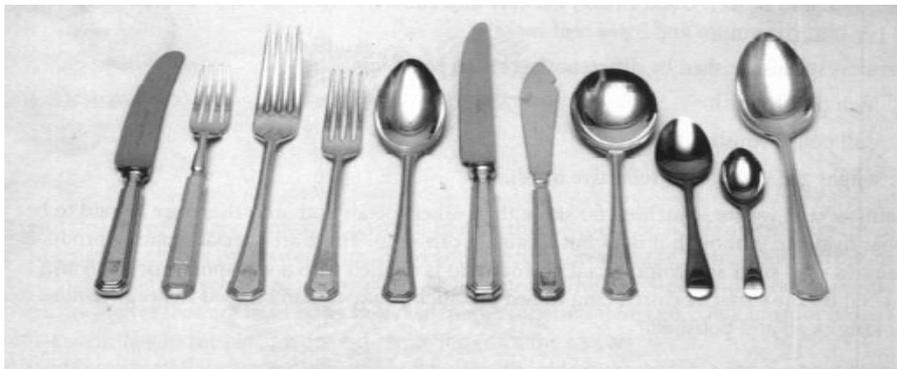
9	Margarita	5-6
10	Old-fashioned	7
11	Rocks	5-7
12	Sherry	3
13	Sour	4 ½
14	Wine	8-9
15	Liqueur glass	25ml

Table shows & the different types of glasses and the recommended size.

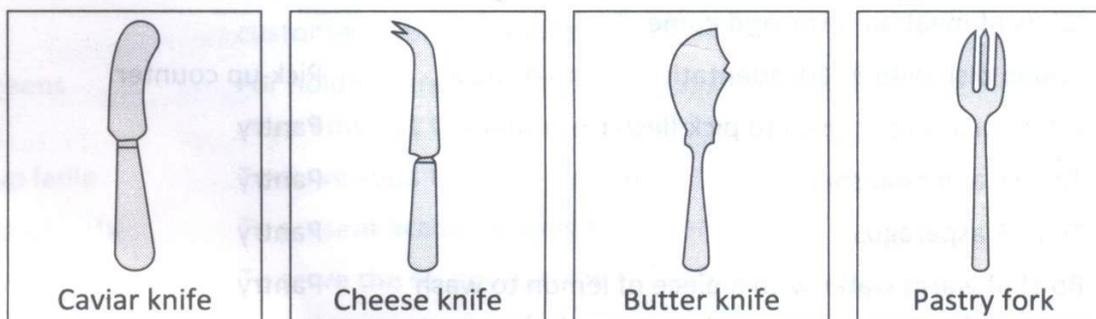
**Table 2.3 Glasses and Their Sizes**

**2.3.3 Cutlery**

Cutlery refers to all types of knives and cutting implements & flatware such forks & spoons. Cutlery is available in various designs in silver, plated silver, and stainless steel material. The type of metal needed for a service operation depends on the profile of the restaurant and the capital available. Silver and plated silver are expensive, suitable for high- class dining operations that cater to elite customers but maintaining this type of cutlery is very expensive and consumes more labour for polishing. Burnishing machine, Polivit and plate Powder method are sued for retaining the shine and to remove stains. Stainless steel cutlery is available in many grades of quality and finish. The two best qualities are those marked 18/8 which means a composition of 18 percent chromium and 8 percent nickel, and 12/12 which is 12 percent chromium and 12 percent nickel. It is available in matt or shiny finish.



**Figure 2.2 Table Cutlery Set**



**Figure 2.3 Different Knives**

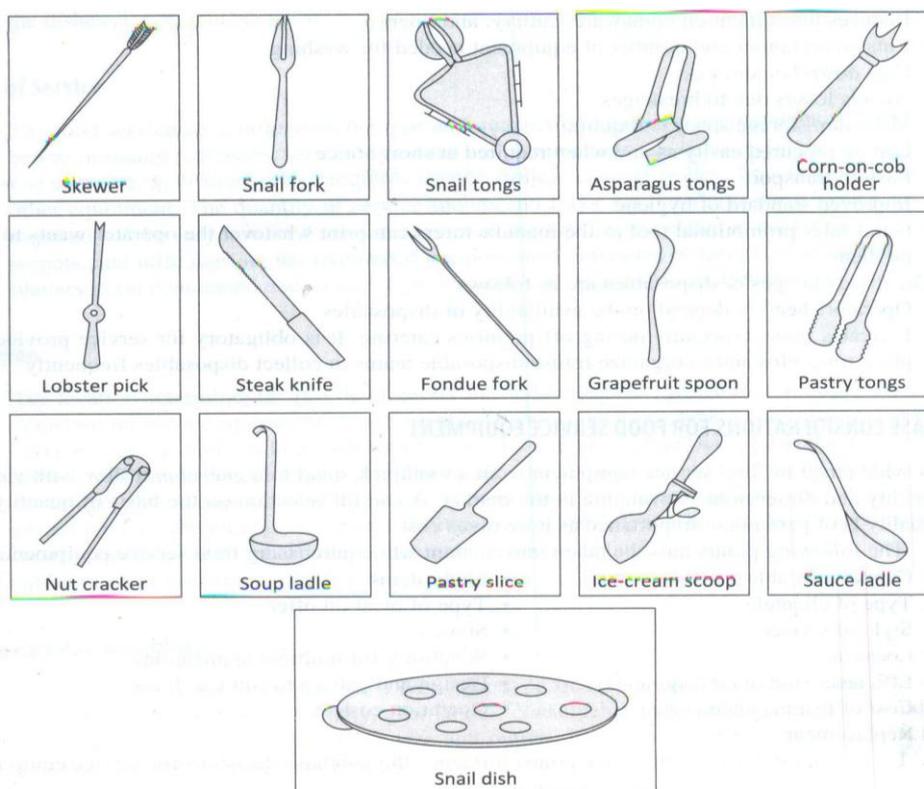


Figure 2.4 Various Tools

CUTLERY	USES
<b>Oyster Fork</b>	To open oyster shell
<b>Pastry Fork</b>	Three Pronged fork, left prong Being, broader than the other two. Used to cut and eat pastries.
<b>Lobster Pick</b>	To extract the flesh of lobster & Lobster cracker & To crack claws of lobster
<b>Butter Knife</b>	To spread butter on bread.
<b>Caviar Knife</b>	Knife with a short broad blade Used for spreading the caviar
<b>Fruit Knife &amp; Fork</b>	For fruit Basket.
<b>Nut Crackers</b>	For Fruit Basket
<b>Grape Scissors</b>	To cut and held a portion of grapes
<b>Grapefruit spoon</b>	Grapefruit halves
<b>Ice- Cream spoon</b>	For all ice- cream dishes served in Coupes.
<b>Sundae spoon</b>	Ice- Cream sweet in a tall glass
<b>Snail Tongs</b>	Used to hold the snail shell

<b>Snail Dish</b>	Dish is round with two ears having six indentations to hold a portion (6 of snails.)
<b>Joint Fork</b>	To hold entres and main course
<b>Joint Knife</b>	For entres and main course
<b>Soup Spoon</b>	For thick soups
<b>Dessert spoon and fork</b>	For sweets, for all pastas and nice, except Spaghetti
<b>Service spoon and fork</b>	Transferring of dishes from the container onto the guest's plate
<b>Tea spoon</b>	Tea, coffee, juice served with accompaniments, fruit cocktails, sweets served in coupes of glass bowls
<b>Coffee spoon</b>	For coffee served in demitasse after lunch or dinner
<b>Sundae spoon</b>	Ice cream or any shakes with ice cream served in tall glass
<b>Ice cream spoon</b>	For ice cream served in coupes, most hotels use teaspoon in place of ice cream spoon
<b>Fish fork</b>	Pronged for fish or Hors d' oeuvre
<b>Fish knife</b>	Blunt blade for fish or Hors d' oeuvre
<b>Cheese Knife</b>	With hook end for cheese
<b>Side knife</b>	Placed on the side plate for bread, toast, rolls, cheese
<b>Steak knife</b>	For steak (serrated edge)

**Table 2.4 Cutlery and Their Uses**

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### 2.3.4 Hollowware

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This includes items made from silver or stainless steel. Some of the hollowware used in hotels/restaurants is:

- Ice cream bowls
- Entrée dishes
- Chafing Dishes
- Trays and Platters
- Water Jugs
- Oval flats
- Soup tureens

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### 2.3.5 Silverware

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Items made of Electro Plated Nickel Silver (E.P.N.S.) or stainless steel is also used in Restaurants. Some of them are:

- Milk Creamers
- Egg Cups.
- Condiment Trays.
- Sugar bowls
- Cruet sets
- Chinese service bowls.
- Butter Dishes
- Sauce boat
- Ash Trays.
- Bud Vase
- Toast racks
- Coffee Pots and Tea Pots.

### SILVER CLEANING METHODS

There are various methods of silver cleaning. The method used depends on the size and class of establishment. Some of them are as under:

- Plate Powder Method
- Polivit Method
- Silver Dip
- Burnishing Machine
- 

**Plate Powder Method:** This is a Pink powder, mix with a little Methylated spirit to obtain a smooth paste. The smooth paste rubbed on the article and being cleaned with a clean piece of cloth. The paste must be rubbed well in to remove all tarnish. The article is then left until the paste has dried and the paste is then rubbed off with a clean cloth. The method is time consuming but produces good result

**Polivit Method:** Polivit is an aluminium metal sheet containing holes, which is best used in an galvanized iron bowl. The Polivit is placed in the bowl together with some soda. The silver to be cleaned is then put in to the bowl, ensuring that at least one Piece of silver has contact with the Polivit. Sufficient boiling water is poured into the bowl to cover the silver being cleaned A Chemical reaction takes place between the Polivit, soda, boiling water and silver, which causes the tarnish to be lifted. After 3 to 4 minutes the silver should be removed from the bowl and placed into a second bowl of boiling water and rinsed. On removal from the second bowl the silver is allowed to drain and then polished with clean cloth.

**Silver Dip:** This is a Pink- coloured liquid, which must be used in a plastic bowl. The silver to be cleaned is placed into a wire basket and dipped into the plastic bowl containing silver dip for few minutes. Take it out placed in warm water, rinsed and then polished with a clean cloth.

**Burnishing Machine:** This is revolving drum with a safety shield. It may be plumbed into the mains are remain portable with the water being poured from a tap. It may be divided into compartments to hold specific sizes of silver. It may also be possible to insert a rod through the centre of the drum from one end to the other. This rod is removable and is passed through the handled of teapots, coffee pots, milk Jugs, Sugar basins etc. to hold them in position while the drum is revolving. The machine is switched on. As the drum revolve the mixture of water and soap powder acts as an

lubricant between silver and the ball bearing. Thus any tarnish is removed but the silver is not scratched.

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### **2.3.6 Disposables**

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Disposable are extensively used in all type of catering operations, though the degree of usage is varied. Flight catering, Industrial catering, fast food outlets, off premises catering, coffee shops, takeaway counters, and so on, use more disposable to reduce labour and laundry cost, initial investment and breakages. Wide range of disposable is available in different colours Sizes, quality and prices to suit the need of catering operators. Suitable for –Take aways , fast food, automatic vending, outdoor catering.

#### **Types of disposables**

- Storage & Cooking Purpose- Aluminium foil.
- Service of Food & Beverage (Plates, Knives, Fork & Cups)
- Décor- Napkins, Place mats, Table Cloths
- Hygiene
- Clothing- Chef hats, gloves, aprons

#### **Advantages of Disposables**

- Equipment and labour (reduces the need of equipment & Labour)
- Hygiene
- Time (fast food)
- Marketing (Promotion)
- Capital (Less investment)
- Easy transportation
- Economical

#### **Disadvantages of disposables**

- Disposables can be more expensive than some conventional equipment
- Customer acceptability may be poor.

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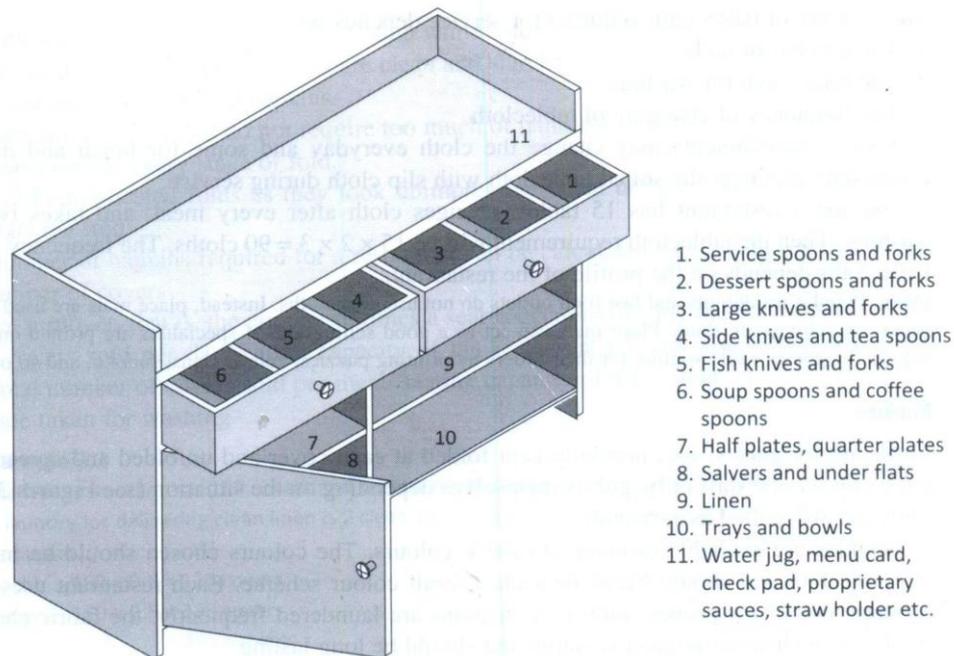
### **2.3.7 Side Station**

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

- Coffee pots.
- Cruet sets.
- Tea Pots.
- Butter dishes
- Salvers
- Bread baskets
- Finger bowls
- Wine cradle
- Soup ladles

- Straw stand.
- Cigar cutters
- ICE buckets and tongs
- Candle holders
- Bottle and wine openers
- Toothpick stand
- But vases
- Creamers
- Tea Strainers and drip bowls.



**Figure 2.5 Side Station**

### 2.3.8 Trolley

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

- Hors D' Oeuvre Trolley
  - Gueridon Or Flambe Trolley
  - Carving Trolley
  - Dessert Trolley
  - Room Service Trolley
  - Wine Trolley
  - Salad Trolley
  - Cheese Trolley
  - Liqueur Trolley
  - Fruit Trolley
- **Hors D' Oeuvre Trolley:** This trolley is probably the least popular in India, as a majority of guests are not too keen on Hors d' oeuvre as a starter. Hors d' oeuvre is the first course of a menu usually consisting of selection of small items of egg, Fish, meat, fruits, and vegetables in pungent (sharp) dressings.

This trolley can be used to popularize the special dishes that are introduced from time to time.

- **Gueridon Or Flambe Trolley:** A gueridon or flambe trolley is a small mobile trolley that can be placed alongside the guest's table. It consists of one or two burners, a gas cylinder and a work and storage space for plates and cooking equipments. Using this trolley, the food is flambéed at the guest's table. To flambé food means to cook it at the guest's table. The food is flambéd with the addition of spirit, before it is presented to the guest. Almost any food can be flambéd but the more popular; items that are flambéd are fish, meat, fruit and desserts. Only skilled and well trained waiters are allowed to handle this service as there is the risk of spoiling food by overcooking it, and of the flame causing a fire on the premises.
- **Carving Trolley:** It is used for carving joints of meat at the guest's table. The function of carving trolley is to act as an aid to serving. The Trancher (Carver) laid up the trolley with two methylated spirit lamps & in lower shelf carry the service plate, joint plate & carving knife.
- **Dessert Trolley:** This trolley serves as a visual aid to selling desserts. Guests are more likely to order a dessert if they can see what is available, particularly if it is well presented. Some dessert trolleys are refrigerated. Gateaux, pastries, and soufflés can be served from a dessert trolley. This trolley has several shelves and the bottom shelf is reserved for plates, cutlery, linen and other service equipment. A glass or transparent trolley top makes it easy for guests to select a dessert of their choice.
- **Room Service Trolley:** This trolley is known for its versatility. It is used for the service of large orders to guests in their rooms. The waiter sets up the meal and covers on the trolley and wheels it into the guest's room. This trolley may also be used as a dining table in the privacy of the guest's room.
- **Wine Trolley:** Wine service is important for its revenue potential. The wine trolley stocks and displays wines and spirits and is wheeled to the guest table to stimulate liquor sales. The trolley service is provided in gourmet restaurants and the person who provides this service is a qualified wine butler or sommelier.
- **Salad Trolley:** Salads have become an important course nowadays because of an ever-increasing health-conscious and exclusive salad public. This change in guest preferences has prompted many restaurants and bars dedicated to this public. Most would like to mix and match their salads to their taste. They would also like to have options of sauces.
- **Cheese Trolley:** Cheese in European countries is an important part of a meal in the classical tradition. Gourmet restaurants still offer this as a cutting edge in their service.
- **Liqueur Trolley:** A liqueur trolley is one that is an additional attraction in a gourmet restaurant that follows the classical menu preparations. The sommelier

would be in charge of this trolley as well.

- **Fruit Trolley:** Guests may like to round off their meals with fresh fruits. This applies especially to diet-conscious guests who may opt to eat only salads and fruits. Restaurants recognize the health conscious and have a trolley for this niche public. The server will volunteer to cut the fruits into manageable portions and serve in the respective service ware.

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## 2.4 Fuel

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Any substance which produces heat is known as fuel. Fuel when burnt, i.e. on coming in contact and reacting with oxygen or air, produces heat. Thus, the substances classified as fuel must necessarily contain one or several of the combustible elements: carbon, hydrogen, sulphur, etc. In the process of combustion, the chemical energy of fuel is converted into heat energy. The term fuel includes all combustible substances obtainable in bulk. It is a substance, which produces a large amount of heat when burnt with the atmospheric oxygen. To utilize the energy of fuel in most usable form, it is required to transform the fuel from its one state to another, i.e. from solid to liquid or gaseous state, liquid to gaseous state, or from its chemical energy to some other form of energy via single or many stages. In this way, the energy of fuels can be utilized more effectively and efficiently for various purposes.

### Definition

‘We can define fuel as any combustible substance containing carbon as main constituent which on burning liberates large amount of heat that can be used for industrial as well as for domestic purposes’. For example, coal, wood, charcoal, petrol, diesel, kerosene, liquefied petroleum gas, compressed natural gas etc.

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### 2.4.1 Characteristics of a Good Fuel

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These are as follows:

- **High Calorific Value:** ‘Amount of heat liberated in complete combustion of unit
- mass or unit volume of a fuel in the presence of excess air or oxygen is called as calorific value’. Fuel should possess high calorific value as the amount of heat liberated on combustion of fuel and temperature attained depends upon calorific value.
- **Moderate Ignition Temperature:** ‘The temperature required to preheat fuel so that it can start burning smoothly or the minimum temperature at which active combustion of the fuel takes place when the firing at once started, is called as ignition temperature’. Too high ignition temperature causes difficulty in combustion while too low ignition temperature may create safety problem during storage, transport and use of the fuel, therefore it should be moderate.
- **Low Non-combustible Matter Content:** The non-combustible matter reduces the calorific value because it remains generally in the form of ash or clinker after combustion which involves additional cost of handling and disposal of the waste products as well as creates hindrance in combustion. Hence, fuel should have low content of non-combustible matter.

- **Low Moisture Content:** The presence of moisture will reduce the calorific value and increase its cost so moisture content should be as low as possible.
- **The Combustion Products should not be Harmful:** The fuel on combustion should not liberate harmful gases such as SO<sub>2</sub>, CO, H<sub>2</sub>S, NH<sub>3</sub> etc. which can cause harm to living organisms and environment.
- **Moderate Velocity of Combustion:** The velocity of combustion should be moderate neither high nor low.
- **Easy to Store and Transport:** Fuel should be safe, convenient and economic for storage and transportation.
- **Efficient Burning:** It should burn in air with efficiency. Too much smoke and obnoxious odours are not desirable.
- **Size:** In case of solid fuel, the size should be uniform so that combustion is regular.
- **Spontaneous Combustion should not Undergo:** Spontaneous combustion can cause fire hazards therefore fuel should not undergo it.
- **Controllable Combustion:** A fuel should start burning in a controlled manner and should be able to be stopped when required.
- **Cheaper Cost:** It should be readily available in sufficient amount at cheaper rate.
- **Size of Briquette:** It should be uniform.

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### 2.4.2 Classification of Fuel

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Fuel may be classified on various criteria like physical state, ease of availability, mode of their procurement(natural/manufactured) and amount of heat produced by them i.e. calorific value. On the basis of occurrence or origin fuels may be classified as under:

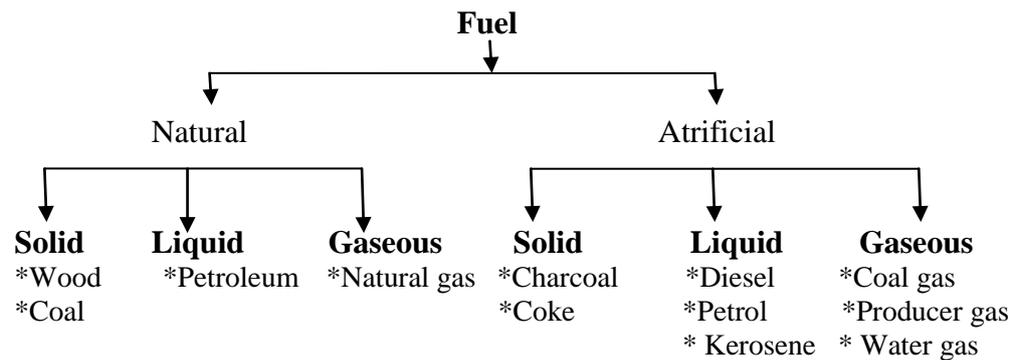
- Natural
- Artificial

**Natural Fuel:** Fuels which are obtained directly from the nature, and can be used as such or after a little processing are known as primary fuels. The common examples of natural fuel are Wood, Coal, Petroleum, Natural gas etc.

**Artificial Fuels:** Fuels which are obtained after the modification and treatment of primary fuels are known as secondary fuels. The common examples of artificial fuels are Coke, Gasoline, Diesel, Kerosene, Petrol etc.

On the basis of their physical states, fuels are classified into following categories:

- **Solid fuels:** Wood, coal, coke, charcoal etc.
- **Liquid fuels:** Kerosene, diesel, petroleum, gasoline, etc.
- **Gaseous fuels:** Coal gas, water gas, natural gas, etc.



**Figure 2.6 Classification of Fuel**

### 2.4.2.1 Solid Fuel

As the name suggests these fuels are solid at normal conditions. Solid fuels have the lowest ratio of hydrogen to carbon and may contain an appreciable fraction of oxygen. These are found in solid state. Solid fuels are easy to transport and can be conveniently stored without any risk of spontaneous explosion. Production cost of these fuels is low. These have moderate ignition temperature but require excess air for complete combustion and possess less calorific value as compared to liquid or gaseous fuels. Coal presents the largest reserves of fossil fuels and is more distributed than any other reserves in category of solid fuel. Solid fuels are mainly classified into two categories, i.e. natural fuels, such as wood, coal, etc. and manufactured fuels, such as charcoal, coke, briquettes, etc.

**Examples of solid fuel:** There are several solid fuels which are readily used. They are:

- Wood
- Coal
- Charcoal
- Coke
- Briquettes etc.

**Wood:** Wood obtained from trees and one among the age old fuel used by mankind. In India, wood is used in almost every village, as well as in small towns and cities. In some parts of country, wood is used for industrial purposes as well. Wood is vegetable tissue of trees and bushes. It consists of mainly cellular tissue and lignin and lesser parts of fat and tar, as well as sugar. The calorific value of wood ranges from 4700 calorie per kilogram to 5300 calorie per kilogram depending upon the type of wood. The ash content of wood is negligible. A freshly felled tree may have moisture ranging from 40% to 60% depending upon the species of the tree as well as the seasons of the year. On exposure to atmospheric air, the moisture dries up and reduces to 15-20% in about 18 months. Wood ignites very easily. That is why it is used for lighting other fuels. The average ignition temperature of different kinds of wood may vary slightly. The easy availability, low ignition temperature makes wood as economic a widely used fuel.

**Coal:** Coal is a fossil fuel. The large deposits of coal in India are in Bengal, Bihar and Madhya Pradesh. Most of the Indian coal is of low grade variety and coal washing to obtain low ash metallurgical coal is unavoidable. Over 30% of coal output is consumed by railways, another similar proportion is used by industry including iron and steel works. This leaves barely 40% of coal mined

for use of the power supply undertakings. Coal is classified into three major types namely anthracite, bituminous, and lignite. However there is no clear demarcation between them and coal is also further classified as semi-anthracite, semi-bituminous, and sub-bituminous. Anthracite is the oldest coal from geological perspective. It is a hard coal composed mainly of carbon with little volatile content and practically no moisture. Lignite is the youngest coal from geological perspective. Calorific value of coal is defined as the quantity of heat given out by burning one unit weight of coal in a calorimeter. The calorific value of coal is higher than wood. It is more compact source of heat energy, easy in transportation and higher calorific value makes coal a preferred industrial fuel.

**Advantages of solid fuel:** The various advantages of solid fuels are as under:

- They are easy to transport.
- They are convenient to store without any risk of spontaneous explosion.
- Their cost of production is low.
- They possess moderate ignition temperature.

**Disadvantages of solid fuel:** The various advantages and disadvantages of solid fuels are as under:

- Their ash content is high.
- Their large proportion of heat is wasted.
- They burn with clinker formation.
- Their combustion operation cannot be controlled easily.
- Their cost of handling is high.

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#### 2.4.2.2 Liquid Fuel

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The fuel which remains liquid at room temperature is known as liquid fuel. The liquid fuels can be classified as follows:

- Natural or crude oil, and
- Artificial or manufactured oils.

**Natural or Crude Oil:** Petroleum is a basic natural fuel. It is a dark greenish brown, viscous mineral oil, found deep in earth's crust. It is mainly composed of various hydrocarbons (like straight chain paraffins, cyclo-paraffins or naphthenes, olefins, and aromatics) together with small amount of organic compounds containing oxygen nitrogen and sulphur. The average composition of crude petroleum is :

C = 79.5 to 87.1%;

H = 11.5 to 14.8%;

S = 0.1 to 3.5%,

N and O = 0.1 to 0.5%.

Petroleum are graded according to the following physio-chemical properties :

- Specific gravity,
- Calorific value,
- Flash point or ignition point,
- Viscosity,
- Sulphur contents,
- Moisture and sediment content, and
- Specific heat and coefficient of expansion.

**Artificial or Manufactured Oils:** Manufactured liquid fuels include Gasoline, Diesel oil, Kerosene, Heavy oil, Naptha, Lubricating oils, etc. These are obtained mostly by fractional distillation of crude petroleum or liquefaction of coal.

**Advantages of Liquid Fuel:** The advantages of liquid fuels are as under:

- They possess higher calorific value per unit mass than solid fuels.
- They burn without dust, ash, clinkers, etc.
- Their firing is easier and also fire can be extinguished easily by stopping liquid fuel supply.
- They are easy to transport through pipes.
- They can be stored indefinitely without any loss.
- They are clean in use and economic to handle.
- Loss of heat in chimney is very low due to greater cleanliness.
- They require less excess air for complete combustion.
- They require less furnace space for combustion.

**Disadvantages of Liquid Fuel:** The disadvantages of liquid fuels are as under :

- The cost of liquid fuel is relatively much higher as compared to solid fuel.
- Costly special storage tanks are required for storing liquid fuels.
- There is a greater risk of fire hazards, particularly, in case of highly inflammable and volatile liquid fuels.
- They give bad odour.
- For efficient burning of liquid fuels, specially constructed burners and spraying apparatus are required.

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### 2.4.2.3 Gaseous Fuel

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Gaseous fuels occur in nature, besides being manufactured from solid and liquid fuels. They are in gaseous state at room temperature. The gaseous fuels are classified as under:

- Natural
- Artificial

**Natural Gas:** Methane is the main constituent of Natural gas and accounting for about 95% of the total volume. Other components are: Ethane, Propane, Butane, Pentane, Nitrogen, Carbon Dioxide, and traces of other gases. Very small amounts of sulphur compounds are also present. Since methane is the largest component of natural gas, generally properties of methane are used when comparing the properties of natural gas to other fuels. Natural gas is a high calorific value fuel requiring no storage facilities. It mixes with air readily and does not produce smoke or soot. It has no sulphur content. It is lighter than air and disperses into air easily in case of leak.

**Artificial Gas:** LPG is a predominant mixture of propane and Butane with a small percentage of unsaturates (Propylene and Butylene) and some lighter C<sub>2</sub> as well as heavier C<sub>5</sub> fractions. Included in the LPG range are propane (C<sub>3</sub>H<sub>8</sub>), Propylene (C<sub>3</sub>H<sub>6</sub>), normal and iso-butane (C<sub>4</sub>H<sub>10</sub>) and Butylene (C<sub>4</sub>H<sub>8</sub>). LPG may be defined as those hydrocarbons, which are gaseous at normal atmospheric pressure, but may be condensed to the liquid state at normal temperature, by the application of moderate pressures. Although they are normally used as gases, they are stored and transported as liquids under pressure for convenience and ease of handling. Liquid LPG evaporates

to produce about 250 times volume of gas. LPG vapour is denser than air: butane is about twice as heavy as air and propane about one and a half times as heavy as air. Consequently, the vapour may flow along the ground and into drains sinking to the lowest level of the surroundings and be ignited at a considerable distance from the source of leakage. In still air vapour will disperse slowly. Escape of even small quantities of the liquefied gas can give rise to large volumes of vapour / air mixture and thus cause considerable hazard. To aid in the detection of atmospheric leaks, all LPG's are required to be odorized. There should be adequate ground level ventilation where LPG is stored. For this very reason LPG cylinders should not be stored in cellars or basements, which have no ventilation at ground level.

**Advantages of gaseous fuels:** Gaseous fuels due to ease and flexibility of their applications possess the following advantages over solid or liquid fuels:

- They can be conveyed easily through pipelines to the actual place of need, thereby eliminating manual labour in transportation.
- They can be lighted at ease.
- They have high heat contents and hence help us in having higher temperatures.
- They can be pre-heated by the heat of hot waste gases, thereby affecting economy in heat.
- Their combustion can readily be controlled for change in demand like oxidizing or reducing atmosphere, length flame, temperature, etc.
- They are clean in use.
- They do not require any special burner.
- They burn without any shoot, or smoke and ashes.
- They are free from impurities found in solid and liquid fuels.

**Disadvantages of gaseous fuels:** The disadvantages of gaseous fuels are as under:

- Very large storage tanks are needed.
- They are highly inflammable, so chances of fire hazards in their use is high.

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### 2.4.3 Comparison of Various Fuels

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The table below summarises the values of various criteria like storage, cost, safety etc of solid, liquid and gaseous fuel:

Sr.	Characteristics	Solid Fuel	Liquid Fuel	Gaseous Fuel
1	Storage	They need large storage space	They need least storage space but do not store them in open	They must be stored in leak proof containers and under pressure in iron cylinders (LPG)
2	Transportation	They can be transported easily without any risk of spontaneous explosion	They can be transported easily through pipelines	They can be transported through pipelines

3	Cost	Cheap and easily available	Costly than solid fuel	Costly, except natural gases
4	Risk	Least risk of Fire accident	Greater risk of fire	Very high risk of fire
5	Use	They cannot be used in internal combustion engines	They can be used in internal combustion engines	They can also be used in internal combustion engines
6	Product of Combustion	They produces ash and its disposal is a big problem	No ash problem	No ash contents are produced
7	Combustion rate	Combustion is slow but its control and stop is not easy	Quickly combustible and can be controlled and stopped as required	Combustion is fast and can be controlled and stopped as required
8	Thermal Efficiency	Low thermal efficiency	Higher thermal efficiency	Highest thermal efficiency
9	Calorific Value	Least calorific value	Higher calorific value	Highest calorific value
10	Smoke	Smoke is produced	Only high carbon or aromatic fuels liquid fuels may produce smoke	No smoke is produced

**Table 2.5 Comparison of Solid, Liquid and Gaseous fuels**

## 2.5 Guest Safety

The act of delivering hospitality is thought to occur naturally. However, throughout this text, delivering hospitality has been discussed as a planned concept, complete with research on guest's needs, policy and program development, establishment and delivery of training programs, and follow-up information systems. Hospitality also includes providing a safe environment for guests, which requires a well-organized department to oversee and implement safety programs. The security department of a hotel is vital to delivering hospitality to guests. This department is responsible for establishing the details of the following systems:

- Guest and employee safety
- Food safety
- Fire safety systems
- Bomb threat action
- Emergency evacuation plans
- Employee safety training plans
- Emergency communication plans

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### 2.5.1 Food Safety

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Food safety, or the safe handling of food, is an important public health priority in the United States. Every employee in a restaurant is responsible for using proper food handling procedures, maintaining safe and sanitary food and eating conditions for guests. Improper food and utensil handling can lead to contamination and food borne illnesses. **Food borne illnesses** are carried or transmitted to people from unsafe food. Each year, millions of people become infected by food borne pathogens in food they eat, resulting in thousands of cases of food borne illness and death.

The **Hazard Analysis Critical Control Point (HACCP)** is part of the Food Code. It is a food safety system that can be used to prevent outbreaks of food borne illnesses through safe food handling. It covers identification of foods and procedures that are most likely to cause food borne illnesses, builds in procedures that reduce risks of food borne outbreaks, and establishes monitoring procedures to ensure food safety. Through HACCP, the FDA hopes to achieve uniform and effective standards of food safety for foodservice, retail stores, institutions, schools, and other retail-level establishments nationwide.

The following suggestions can help servers prevent food contamination in restaurants in which they work:

- Wear effective hair restraints to prevent hair from getting in the food or on food preparation surfaces.
- Make sure your uniform, apron, hands, forearms, and fingernails are clean to avoid the transfer of harmful bacteria to the food and utensils.
- Wash your hands after every chance of contamination, including before starting work and after using the restroom, handling money, or handling soiled utensils and equipment. Also wash your hands after coughing, sneezing, using a handkerchief or disposable tissue, using tobacco, eating, or drinking. Use proper cough etiquette. Keep your hands away from your hair, scalp, and face.
- Clean your hands and exposed portions of arms with a cleaning compound in a lavatory primarily designated for hand washing. Hands should be washed by vigorously rubbing together the surfaces of your lathered hands and arms for at least 20 seconds and thoroughly rinsing with clean water. Pay particular attention to areas beneath the fingernails and between the fingers. Rinse hands thoroughly under running water. Turn the faucet off using single-use paper towels. Dry your hands with paper towels or a warm-air hand dryer. Never use aprons or wiping cloths to dry hands.
- Do not work if you have an open wound, a cold, the flu, or any other communicable or infectious disease. Notify your supervisor so he or she can find a replacement. Cover any boil or infected wound with a dry, tight-fitting, sanitary bandage.
- Do not work if you have or have been exposed to noroviruses, hepatitis A, *Escherichia coli* (*E. coli*), *Salmonella typhi*, or *Shigella* until you have medical documentation that you are free of such an illness.
- Handle clean dishes by the rims, glasses by their bases, and silver by the handles to avoid contamination of food or lip-contact surfaces.
- Store tableware in a clean, dry place at least six inches above the floor and protected from flies, dust, splashes, and other contaminants.

- Wipe tables and counters with a cloth that has been stored in a sanitizing solution. Do not use wiping cloths for any other purpose. Use a second cloth from separate sanitizing solution to wipe chairs.
- Bring a clean utensil to replace one that has fallen on the floor.
- Keep dirty dishes completely separate from foods to be served to prevent contamination.
- Clear one course completely, removing it on a tray, before you bring the next course on another tray.
- Be aware that cold foods should be held at temperatures below 41°F (5°C), and hot foods should be held at temperatures above 140°F (60°C). Foods should be stirred on a regular basis during holding.
- Never mix new food with old food.
- Pour refills from a pitcher, wine bottle, or coffee server, avoiding contact with the guest's glass or cup. This will prevent cross contamination from one guest's glass or cup to another.
- Notify guests that clean plates are to be used each time they return to self-serve areas such as buffets and salad bars. A polite way to do this would be to collect soiled dishes and, at the same time, encourage guests to take another clean plate for refills.

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### 2.5.2 Fire Safety

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Fire is among the potential hazards associated with the hotel. Hotel must be equipped to safeguard guest and its property from the fire. All the employees must be aware of any specific procedure laid down for the establishment and be ready to comply with them at all the time.

The three basic elements if present at a place will result in outbreak of fire. They are:

- Fuel (a combustible substance)
- Oxygen (necessary as fire is an oxidation reaction)
- Heat (ignition temperature)

If any one of them is absent the fire cannot outbreak. Therefore fire can be extinguished by following three principles:

- Starving
- Smothering
- Cooling

**Starving:** Starving is the removal of the fuel from the vicinity of fire so that there is nothing to burn. Suppose fire outbreaks in the area where wood is stored, it can be extinguished by removing all the wood from that area. This will lead to elimination of one major element necessary for fire.

**Smothering:** Fire can be extinguished by cutting off supply of air (oxygen) which is necessary for existence of fire. Removal of air is known as smothering.

**Cooling:** Heat (ignition temperature) is another essential for the existence of fire. Cooling can be achieved by putting water.

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**CLASSIFICATION OF FIRE**


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Depending upon combustible material that caught fire, it is classified in to following five groups:

- Class A fire
- Class B fire
- Class C fire
- Class D fire
- Class E fire

**Class A:** Wood, paper, textile, grass, garbage, and materials composed of cellulose

**Class B:** Oils, petroleum products, varnishes, paints, non-ionic solvents

**Class C:** Fire of electrical origin involving electrical short-circuits

**Class D:** Fire caused in metals e.g. Magnesium, Aluminium, Zinc, Potassium etc.

**Class E:** Outbreak of fire in gases e.g. Liquefied Petroleum Gases (LPG), Methane, Compressed Natural Gases (CNG) etc.

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**Procedure in the Event of Fire**


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Most of the hotels follow the following procedure in an event of fire:

- The person concerned must be informed immediately on detection of fire.
- Do not panic
- Warn other people on the vicinity and sound the fire alarm
- Do not jeopardize your own safety or that of others
- Follow the procedure laid down by your establishment
- Fire brigade must be informed immediately
- Do not try to extinguish fire if you are not trained for the same otherwise your faulty procedure may lead to spread of fire.
- If you are trained for fire fighting, use appropriate fire extinguisher to extinguish fire, if the fire is small.
- Close doors and windows; turn off supply of electricity and gas.
- Do not wait for the fire to get out of control before calling fire brigade.

It is important that all the passageways are kept clear and doors should open outwards. Fire exits are marked properly and should remain visible in darkness too. The fire extinguishers should be placed at proper places and should be in working conditions. Periodic fire drills should occur and should be taken sincerely since lives may be endangered if fire outbreaks. Fire detecting systems, sprinkling system, smoke detecting system, fire fighting equipments, fire houses etcetera should be inspected and tested at regular intervals to ensure that they remain functional in the event of fire.

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**2.5.3 Safety- Preventing Accidents**


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According to oxford dictionary, ‘an unpleasant event that happens unexpectedly and causes damage, injury or death’. The accident may occur due to one of the following reasons: Excessive haste

- Carelessness
- Anxiety
- Lack of interest
- Lack of concentration

- Failure to apply safety rules

**Excessive haste:**

Excessive haste is one of the prime causes of accident because person in haste may overlook the safety rules or obstacles in the way. Therefore the golden rule should be never run to avoid an accident.

**Carelessness:**

Carelessness is another root cause of accidents. A careless handling of the equipments may eventually lead to accidents.

HOTEL ABC Accident Report			
Sr. #: 0123788			
Name of the injured Person:.....			
Occupation:.....			
Supervisor:.....			
Time of Accident	of	Date of Accident	Date of Report
Nature of Injury or Condition:.....			
.....			
Extent of Injury (after medical attention):.....			
.....			
Place of Accident or Dangerous Occurrence:.....			
Injured Person's evidence of what happened:.....			
(Use separate sheet if required):.....			
Witness of evidence (I)		Witness of evidence (II)	
Supervisor's Recommendations:.....			
.....			
Date:.....		Authorized Signatory	

**Figure 2.5 Accident Report Form**

**Anxiety:** Anxiety is a feeling of worry or fear. An anxious person will not be able to concentrate on the task that is carried out by them and will lead to accidents.

**Lack of interest:** Lack of interest in the work leads to carelessness in the person and ultimately the person will not be able to follow the correct procedure for carrying out the task and accidents may occur.

**Lack of concentration:** there may be several reasons why an employee may not be able to concentrate on their work. The possible reason for lack in concentration are personal worries, lack of interest, distractions etc. When someone is not able to concentrate on their work may eventually meet with accidents.

**Failure to apply safety rules:** Safety rules, if followed will prevent the occurrence of accidents. Operating procedures of any equipment that are mentioned in the manuals of equipments should be followed to eliminate the chances of accidents. A failure in applying safety rule will cause accident.

**Accident Report:** The organizations take all possible precautions to avoid accident but in spite of all care the accidents may occur. An accident occurring on the premises where the employee works must be reported to the employer and a record of the accident must be entered in the accident book as shown in figure 2.5. Proper reporting of accidents may help the management in following ways:

- Identification and spotting the accident prone area so that appropriate signals may be place to avoid any future accidents.
- Assessment of loss due to accident
- Requirement of ambulance
- First aid to be given

**2.5.4 Unusual Events**

Hotel employee may face following unusual event:

- Terrorist activities and Bomb threat
- Robbery

**Terrorist activities and Bomb threat**

A lodging property that caters the VIPs may face the possible threat of terrorist activity and bomb threat. The hotel should take these threats seriously. The hotel in such situation should liaise with the local police authority and follow the instruction from them. The bomb threat may come by telephone. The person receiving such call should follow the below mentioned points:

- Do not interrupt the caller
- Write the exact words of the caller
- If possible find out time due to explode
- Where the device is placed
- Description of device
- Why he has done it
- Whom they represents

- Write everything as soon as call is disconnected (a bomb threat form may be used for the same if used in hotel. A sample format is shown in figure 2.6 such as:
- Callers voice
- Mannerism
- Determination
- Age and sex
- Accent
- Any background noise etc.
- Do not alter the exact talk that has occurred between you and caller while re-telling to the authorities.
- Inform the competent authority immediately.
- Do not spread the rumours.
- Do not attempt to diffuse device if you are able to locate the same.

HOTEL ABC Bomb Threat Form	
Sr. #:.....	
Date:.....	
Time of Call started:.....	Time Call ended:.....
Caller's exact words:.....	
<b>Questions that may be asked:</b>	
When is bomb due to explode?.....	
Where the device is placed?.....	
How does device look like?.....	
What is the type of device? Time bomb / remote operated bomb	
Why you have placed the device?.....	
Whom you represent?.....	
<b>Details of caller (Fill as soon as call ends)</b>	
Age:.....	
Sex:.....	
Voice :.....	
Accent: local/foreigner/ educated/ other (specify)	
Language used:.....	
Manner:.....	
Any background sounds:.....	
Type of call: Local/ Long distance	
Telephone/ Mobile No. from which call was received :.....	
<b>Action Taken</b>	
Information to management:.....Time.....	
Information to local Police station:.....Time:.....	
Date	&
Time:.....	Signature.....

**Figure 2.6 Sample Bomb Threat Form**

**Robbery**

Robbery is a possibility in hotel as there may be a large sum at the front desk cash and bills sections and also at the point of sales. In an event of armed robbery hotel employees should normally follow the below mentioned procedures:

- Comply with the robbers demand
- Do not make sudden movement to provoke the robbers to use weapons or fire arms.
- Remain quiet unless directed to talk by robbers
- Do not attempt to disarm the robber, as this may jeopardize the life of person doing the act and other people in the vicinity.

HOTEL ABC	
<b>Crime Report Form</b>	
Sr. #:.....	
Area of the incident: .....	
Number of People involved in robbery: .....	
Weapons used: Knife/Fire arms (type) Gun/Revolver/Pistol/others Description of the arms	
Description of robbers:	
Age:.....	Age:.....
Height:.....	Height:.....
Built:.....	Built:.....
Complexion:.....	Complexion:.....
Identification mark:.....	Identification mark:.....
Name (If used):.....	Name (If used):.....
Colour of eyes:.....	Colour of eyes:.....
Colour of Cloths:.....	Colour of Cloths:.....
Mannerism : .....	Mannerism : .....
Language used:.....	Language used:.....
Modes opperendi:.....	Modes opperendi:.....
Description of vehicle(s) used:	
Type and make:.....Registration No.:.....Colour of Vehicle.....	
Any other relevant thing:.....	
<b>Authorized Signatory</b>	

**Figure 2.7 Sample Crime Report Form**

The cashier may switch the secret alarm that might be installed in the cash drawer while following the direction of robbers without being suspicious to be noticed by them.

- Observe the person carefully noting the physical characteristics like height, built, eye colour, hair colour, mannerism, complexion, clothing, scar marks or any thing that can be helpful to identification of the robbers.
- The employees may also note the direction of escape, type and registration number of vehicle used by the robbers.
- The employees should refrain themselves for touching any objects that might be touched by the robbers and restrict the movement of the people in the area so that the possible evidences are saved till the policemen comes to the premises.
- The hotel may have a format to record the details of the robber that is gathered from the people who have witnessed the event. The format of crime report form is shown in figure 2.7.

**2.5.5 First Aid**

According to oxford dictionary, first aid is the medical help that one gives to somebody who is hurt or ill before the doctor arrives. It is mandatory for the establishment that they should have adequate first aid equipment, facilities, and trained

personal to provide first aid at the work area. If the injury is serious, the injured person should be treated by a doctor or qualified nurse as soon as possible.

**First Aid Equipments:** There should be a first aid box in the work area. First-aid box should be easily identifiable and accessible in the work area. It should be in the charge of a responsible person. A regular replenishment of the first-aid box is necessary so that first-aid may be given in case of requirement. A first aid box must contain at least following things:

- A card giving general first-aid guidance
- 20 individually wrapped, sterile, adhesive, waterproof dressings of various sizes
- An antiseptic lotion and antiseptic cream
- 4 X 25 g. cotton wool packets
- 1 dozen safety pins
- 2 triangular bandages
- 2 sterile eye pads, with attachment
- 4 medium-sized sterile un-medicated dressings
- 2 large size sterile un-medicated dressings
- 2 extra large size sterile un-medicated dressings
- Scissors
- A report book to record all injuries.

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### FIRST-AID FOR SOME COMMON PROBLEMS

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**Shock:** the signs of shock are faintness, sickness, clammy skin and pale face. Shock should be treated by keeping the person comfortable, lying down and warm. Cover the person with blanket or clothing, but do not apply hot water bottles.

**Cuts:** All cuts should be washed with the antiseptic lotion and should be covered with waterproof dressing. When there is considerable bleeding it should be stopped as soon as possible. If bleeding persists it may be stopped by bandaging firmly or pressing the artery with the thumbs and immediate medical assistance is necessary.

**Nose Bleeding:** In case of nose bleeding, sit the person down with the head forward, and loosen clothing round the neck and chest. Warn the person not to blow the nose for several hours. If bleeding persists seek the medical assistance.

**Fainting:** Fainting may occur after a long period of standing in a hot, badly ventilated area. The signs of an impending faint are whiteness, giddiness and sweating. A faint should be treated by raising the legs slightly above the level of the head and, when the person recovers the consciousness, putting in the fresh air for a while and making sure that the person has not incurred any injury in fainting

**Fractures:** The best treatment for fracture is to make the affected part immobile before doing anything. Immediately seek the assistance of doctor.

**Burns and Scalds:** Burn is caused by dry heat source like flame or hot articles whereas scalds are caused by wet heat source like steam or boiling liquids. The burnt part should be placed under running cold water or immerse in cold water till pain ceases. Seek the assistance of doctor if required.

**CHECK YOUR PROGRESS-III**

Q. 1 Write a brief note on guest services?

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Q. 2 Write a brief note on guest safety?

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Q. 3 Write a brief note on first aid?

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## **2.6 Summary**

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Food service tools, equipment and furnishing of various qualities are available to meet the requirements of different styles of catering operation. The success of the catering business undoubtedly depends on the availability of service equipment. The menu forms the basis for identifying the requirement of service equipment. Though different types of service equipment may be procured for dishes and drinks offered for sale, using multipurpose equipment not only saves money but also reduce storage space and maintenance costs. Purchasing of equipment is the managerial activity which calls for careful and wise decisions while selecting the equipment. It involves major capital

investment. Equipment must be maintained and handled carefully by the employees. Many hotels display the rate of each piece of cutlery, Crockery, glassware and other important equipment in prominent places to make the employees aware the costs involved, in case of breakages or damages.

The fuel is a substance which when once raised to its ignition temperature continues to burn if sufficient oxygen or air is available. The main constituents of any fuel are carbon and hydrogen. These constituents are called combustibles. The calorific value of a fuel is amount of heat liberated by its complete combustion. For solid and liquid fuels, calorific value is expressed in kJ/kg, where as for gaseous fuels it is expressed as kJ/m<sup>3</sup>. We have learnt various types of fuels and their characteristics.

The safety and security of resident guest, non-resident guests, and hotel employees is the major responsibility of the hotel. Hotel is opened to the public yet it is a private property. The hotel employees must have an eye on suspicious peoples and should take necessary action to remove the trespassers. The hotel uses various types of room keys like emergency/grand master key, master key, and guestroom key for security reasons. Each type of keys is controlled for safety and security of guest. All the care is taken to minimize accidents and fire outbreak. The fire alarm system is installed in the hotel so that it is detected at earliest and controlled before it spread and goes out of control. There are pre-determined standard operating procedure for handling events like terrorist activity, robbery, vandalism, theft so on and so forth.

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## 2.7 Key Terms

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

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

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

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

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

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

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

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

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

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

**Fuel:** A fuel is a substance which when once raised to its ignition temperature continues to burn if sufficient oxygen or air is available.

**Calorific Value of Fuel:** The calorific value of a fuel is amount of heat liberated by its complete combustion.

**Bagasse:** The residue of sugarcane is called a bagasse.

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## 2.8 Bibliography

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## 2.9 Terminal Questions

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**Fill in the blanks:**

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

**Short Questions**

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

**Long Questions**

1. What is a dummy waiter? What is stored in it?

2. Explain different types of trolley used in F&B service department.
3. List the equipments required for effective and efficient F& B Service.
4. What are the causes of fire? Explain the basic elements of fire.
5. Classify fire? Explain the principals involved in extinguishing fire.
6. What do you understand by accident? What are the root causes of occurrence of accident? Explain.
7. What are the advantages of reporting accidents? Explain the accident report form with format of the same.
8. What is first-aid? What equipment and articles one can find in a first-aid box?
9. As a front desk employee how you will deal with terrorist activity of bomb threat?
10. Suppose you are a cashier at front desk and a group of people comes with fire arms to rob the cash. How you will handle the situation?
11. What are the various fuels used in hotels and catering industry?
12. Which fuel may be considered as a good or ideal fuel?
13. What are the advantages and disadvantages of solid, liquid and gaseous fuels? Compare the three.

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## UNIT: 3

### FOOD SERVICE -I

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#### Structure

- 3.1 Introduction
- 3.2 Objectives
- 3.3 Table Service Tools and Equipments
  - 3.3.1 Criteria of Selecting and Purchasing Equipment
  - 3.3.2 Categories of Equipment
    - 3.3.1.1 Glassware
    - 3.3.1.2 Crockery
    - 3.3.1.3 Tableware (Flatware, Cutlery & Hollowware)
  - 3.3.3 Care and Maintenance of Equipments
- 3.4 Condiments
- 3.5 Sweeteners
- 3.6 Menu
  - 3.6.1 Types of Menu
    - 3.6.1.1 Menu Classification on the Basis of Price
    - 3.6.1.2 Menu Classification on the basis of Schedule
    - 3.6.1.3 Menu Classification on the basis of Meal Time
  - 3.6.2 French Classical Menu
  - 3.6.3 Menu Planning
- 3.7 Layout of Table
- 3.8 Napkin Folding
- 3.9 Receiving and Greeting the Guests.
- 3.10 Summary
- 3.11 Key Terms
- 3.12 Bibliography
- 3.13 Terminal Questions

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### 3.1 Introduction

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

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## 3.2 Objectives

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After reading this unit learner will be able to understand:

- F & B Service Tools and Equipments
- Condiments
- Sweeteners
- Menu
- Layout of Table
- Napkin Folding
- Receiving and Greeting the Guests.

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## 3.3 Table Service Tools and Equipments

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We will be studying table service tools and equipments under two heads:

- Criteria of selecting and purchasing table service tools and equipments
- Categories of tools and equipments

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### 3.3.1 Criteria of Selecting and Purchasing Equipment

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

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

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

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

**LOCATION:** The location of the establishment directly affects the profile of clientele and service styles, which is reflected on the quality of equipment to be purchased. For

e.g. a downtown restaurant, mainly serving the office going crowd, would like to go ahead with the melamine plates, stainless steel flatware and glassware, use of paper napkins amongst others so as to make the service quick, fast and reliable with high volume sales.

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

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

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

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

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

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

**MENU ON OFFER:** Even if the restaurateur has been able to clearly decide about the meals to be offered in the food and beverage establishments, the equipments will vary depending upon the dishes enlisted in the menu card. We require different types of equipments like thalis and katoris for Indian menu where as we may require chopsticks and forks for Chinese menu or we require knife and fork for continental dishes. Equipments like joint knife and fork or fish knife and fork will not be required for a vegetarian restaurant. Equipment like glass bowls and casseroles will be very



- d) Furniture
- e) Disposables
- f) Linen

### 3.3.2.1 GLASSWARE

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

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

**PURCHASING GLASSWARE:** Following points must be considered before purchasing glassware:

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

### GLASSES, CAPACITIES AND THEIR USES

S.No.	Name of the Glass	Shape	Capacity (in ml)	Description
1	All purpose wine glass		240 - 270	Ideal for drinking both red and white and wines. With not an ideal pairing for either, it can enhance red both reds and whites.
2	Red Balloon		240 - 270	For light bodied red wines with fewer tannins and more subtle flavor, a large bowl and wide mouth allow the wine to breathe, enhancing delicate flavours.

3	Beer Goblet		350	These glasses are used for serving of ales and lagers.
4	Beer Mugs		350	Very large and durable, mugs are ideal for proper serving of Oktoberfest and other dark German lagers.
5	Beer Pilsner		350 - 400	Perfect for serving classic pilsners and other pale lagers, Pilsner glasses showcase a beer's color, clarity and carbonation. The conical shape helps maintain the beer's head, while the narrow design allows the aromas to reach your nose.
6	Beer Stout		500 - 550	A large glass used for serving beers. The narrow base helps in easy holding and also allowing the temperature to be maintained. Also the narrow top reduces the loss of effervescence.
7	Beer Stems Tulip		500 - 550	Ideal for presenting lambic and saison, the tulip shape also is very well-suited for specialty fruit beers.
8	Belgian Beer Glass		350 - 400	Belgian Beer glasses allows for subtle warming of the beer via heat transfer from the hand, while the inward tapering top captures aromas, enhancing the tasting experience.
9	Brandy Snifter		250 - 300	A wide bowl creates surface area to help evaporate the liquor and enhance flavor. The narrow top concentrates aromas, and the rounded bottom is ideal for cupping with your hand to warm the brandy.
10	Champagne Flute		200 - 250	A tall, narrow glass maintains flavor concentration and displays effervescence, enhancing presentation.
11	Cider Glass		150 - 175	The bottom ridges allow for a comfortable grip and help release aromas that are concentrated and intensified by the apple shaped bowl for multi sensory tasting.

12	Decanter			1 ltr	These are actually not glasses used for taking drinks but are used for emptying the beverages from bottles. The narrow neck reduces loss of fizz and these elegant looking things can be placed directly on tables instead of putting bottles.
13	Dessert Glass	Wine		180 - 200	A smaller glass enables proper portioning of these higher alcohol dessert wines. A rounded bowl directs the wine to the back of the mouth, perfecting the sweetness.
14	Digestif			180 - 200	This type of glass is used to serve digestive wines. The small bowl and long stems makes it easier for holding the digestives at right temperatures.
15	English Glass	Pub		350 - 400	Pub glasses offer the perfect presentation of classic ales, such as IPA, pale ale, brown ale or stout. A wide mouth supports the frothy head, Pub glasses offer a traditional yet brilliant beer presentation.
16	Giant Glass	Beer		500 - 550	Giant Beer glasses have a tall stature, providing an exceptionally pleasing presentation for wheat ales and pale lagers. Designed for draft beer service, these glasses feature a rounded top that holds a generous head of foam.
17	Highball Collins	or		250 - 300	Thus glass is used to serve cocktails is made with a base spirit and a non-alcoholic carbonated mixer which is served with ice, requiring a tall glass for proper proportioning of ingredients.
18	Iced Tea			250 - 300	This glass is normally used to serve iced tea. The big bowl allows ice to get properly mixed with other ingredients.
19	Juice			180 - 200	This small glass is used to serve juices and welcome drinks to the guests. Can also be used to serve liqueurs.
20	Liqueur			75 - 90	The small capacity (1-3 oz.) and conical shape is made for serving small amounts of sweet distilled spirits flavored with fruit, herbs,

				flowers, nuts or spices.
21	Margarita		250 - 300	A Mexican cocktail made from tequila, orange liqueur and lime juice, margaritas are often rimmed with salt. The stem helps prevent warming the drink, and the very wide top enables an optimal salt-to-drink ratio.
22	Martini		250 - 300	A very wide bowl allows for maximum aromatics (especially the juniper and botanicals in a gin martini). The glass can be held by the stem to prevent warming, and the cone shape keeps ingredients from separating.
23	Neat Glass	Spirit 	180 - 200	A rounded bowl with heavy base is meant for swirling “neat” drinks – unmixed spirits served at room temperature – to open up the flavors. The glass narrows at the top to concentrate and enhance the complex aromas.
24	Old Fashioned Glass		300 - 350	The heavy weight and wide top are perfect for serving the finest spirits on the rocks, the large capacity allowing ample room for ice.
25	Red Wine		240 - 270	For full and medium bodied red wines as these wines have the highest tannins resulting in complex flavours. A tall bowl directs the wine to the back of the palate for a richer tasting experience.
26	Shot		30 - 60	This small glass is used for taking straight shots of drinks like tequila. The glass holds in between 30 – 60 ml of drinks at a time.
27	Tom Collins		350 - 400	This large glass is generally used to serve mixed drinks with lots of ice and fizz. The narrow shape helps in retaining the fizz and gives a beautiful look to the drinks.
28	Water Goblet		270 - 300	This stem glass is used to serve water in high end restaurants giving a more appeal and class in the service style and increases décor of

				the outlet.
29	White Wine		270 - 300	For light and medium bodied white wines and are perfect for light and delicate wines with less alcohol. A smaller bowl concentrates subtle aromas and directs the wine to the tip of the tongue for better appreciation of sweeter flavours.
30	White Wine (Full Body)		270 - 300	For heavier white wines with a fuller body, a wide bowl enhances complex aromas while directing the wine to the back of the tongue, heightening flavor intensity.

**Table 3.1 – Various Types of Glassware, Sizes and their Use**

### 3.3.2.2 CROCKERY

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

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

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

- 1) All items should be properly and completely glazed for long life.
- 2) The pattern should be under glaze so that it does not wear out easily.
- 3) Crockery should be of multi-purpose use.

- 4) The design should be suitable for stacking.
- 5) It should be suitable for dish washing.
- 6) It should be microwave safe and resistant to higher temperatures.
- 7) It should be light in weight.
- 8) The edges should be smooth and rounded to avoid chipping.

**CROCKERY, SIZES AND THEIR USES**

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

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

**Table 3.2 – Various Types of Crockery, Sizes and their Use**

### 3.3.2.3 TABLEWARE (FLATWARE, CUTLERY & HOLLOWWARE)

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

There are three common types of stainless alloy used in flatware

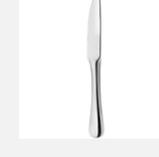
- i) 18/10 STAINLESS - 18/10 refers to 18% chrome and 10% nickel content in the alloy. 18/10 offers superior resistance to rusting and corrosion. Because of its nickel content, it will keep its color and luster longer than other grades of stainless. This is generally the most expensive of the stainless alloy materials.
- ii) 18/0 CHROME - 18/0 refers to 18% chrome and 0% nickel content in the alloy. Although this metal does not have the extra advantage of 18/10 stainless but is good for commercial use. Since this is less expensive than 18/10, price generally has an effect on product selection.
- iii) 13/0 CHROME - 13/0 refers to 13% chrome and 0% nickel content in the alloy. 13/0 is used primarily for one piece knives, in the case of hollow handle knives, the blade only will be 13/0. This alloy is used as it has a higher hardening factor which helps the blade stay sharper longer.

**PURCHASING TABLEWARE:** While selecting tableware, the following points must be considered:

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

**TABLEWARE AND THEIR USES**

S.No.	Name of the Flatware & Cutlery	Shape	Size	Description
1	Baby Spoon		5.5" - 6.0"	Baby Spoons are small-sized spoons. This type of spoon is larger than the Coffee Spoon and Tea Spoon, and is designed for use at breakfast time, for yogurt or any other drinks or foods that require a slightly larger spoon cup. Due to its special shape, this spoon is ideal for use by infants and toddlers.
2	Butter Knife		5.0" - 6.0"	The tip of the blade is rounded and some are slightly wider at the tip.
3	Cheese Spoon		6.5" - 7.0"	Cheese spoons are designed for grated cheese. These spoons go together with cheese graters. The cups of these spoons are finely decorated.
4	Coffee Spoon		4.5" - 5.0"	This is a small spoon designed for stirring Italian-style "Espresso" coffee prepared with a Moka machine, the Neapolitan coffee maker or coffee-shop machine. Its small size serves for small coffee cups and glasses.
5	Cream Spoon		4.5" - 5.0"	Cream spoon has a rounded cup that is perfect for serving sauces or cream onto other food.
6	Dessert Fork		7.0" - 7.5"	Dessert Forks are smaller than Table Forks and even smaller than Fruit Forks. Dessert Forks have three tines and are used for different dessert dishes and sweets.

7	Dessert Knife		8.0" - 8.5"	The dessert knife features a narrow blade and a rounded or pointed tip. The rounded tip is used to section soft desserts, and the tip to cut hard desserts.
8	Dessert Spoon		8.0" - 8.5"	This spoon is specifically designed for having desserts. It has got an oval bowl and is almost double the size of a tea spoon.
9	Dinner Knife		9.0" - 10.0"	The dinner knife is the longest knife in a set of flatware. It is used to cut and push food and is laid on the table at all meals, formal and informal.
10	Fish Fork		7.0" - 8.0"	Fish Forks are designed for dishes based on fish. Together with a fish knife, Fish Forks simplify cleaning of the fish and makes it easier to eat.
11	Fish Knife		8.0" - 9.0"	The fish knife features a wide blade with a dull edge and a tip made with a notched point used to separate the skeleton from the body and lift the bones onto a plate.
12	Fruit Fork		5.5" - 6.0"	Fruit fork are smaller than Table Forks and are designed, together with the Fruit Knife and the Fruit Spoon, for use with fruit dishes and appetizers.
13	Fruit Knife		6.0" - 7.0"	The fruit knife is used to cut and peel fresh fruit at the table in formal and informal dining. The fruit knife features a pointed tip and a narrow blade that is straight or slightly curved.
14	Fruit Spoon		5.5" - 6.0"	These are smaller than Table Spoons and are used together with Fruit Knives and Fruit Forks, for use with fruit dishes and appetizers.
15	Ham Fork		7.0" - 8.0"	Ham Forks have two tines designed for picking up slices of prosciutto and very thinly-sliced deli meats.

16	Icecream Spoon		6.0" - 6.5"	These spoons have a wide-cup that is typically square in shape for picking up just the right amount of ice cream from the bowl.
17	Olive Spoon		6.0" - 6.5"	Olive spoon is used to serve olives and other appetizers preserved in liquids. The spoon's cup has holes for the liquid to drain through, making it easier to serve the food.
18	Rice Spoon		10.0" - 11.0"	This is a large spoon designed for serving rice dishes and other side dishes at the table. The cup of this spoon is very large and can hold a larger amount of food.
19	Roast Fork		10.0" - 11.0"	Roast Forks are the largest of the many different types of forks. Roast Forks have two points designed for stabbing meat during the carving phase and turning it during cooking.
20	Salad Spoon & Fork		8.5" - 9.0"	Salad spoons goes together with Salad Forks and have an elongated shape that helps with mixing salad or vegetables while dressing and makes it easier to serve.
21	Serving Spoon & Fork		10.0" - 11.0"	Serving spoon goes together with the Serving Fork. The Serving Spoon is bigger than the Table Spoon and is designed for serving different side dishes. The large cup allows it to hold a larger amount of food.
22	Snail Forks		4.5" - 5.0"	Snail Forks are small forks used for aperitifs, for skewering olives, snails, canapes and other tidbits and appetizers.
23	Soup Spoon		7.0" - 7.5"	Soup spoon features a wide cup designed for holding a large amount of the product.
24	Steak Knife		8.0" - 9.0"	Steak Knife has a sharp tip and a serrated edge to cut thick portions of meat. At a formal meal, a steak knife is not provided if meat is served roasted, which is easily cut with a regular dinner knife.

25	Sugar Spoon		5.5" - 6.0"	Sugar spoons have a long, narrow cup with slightly raised edges. This special cup helps for pouring the sugar into small-sized cups without spilling it.
26	Sundae Spoon / Parfait Spoon		9.0" - 10.0"	Sundae spoons are characterized by a very long handle. These spoons are designed for stirring long drinks, cocktails and any drink served in a tall glass. The tapered shape of the spoon allows it to reach the bottom of any glass.
27	Table Fork		8.0" - 8.5"	Table fork are what we use every day for our main dishes. They can be used for pasta, rice dishes, meat or vegetables. These forks are designed for use with a wide variety of different dishes.
28	Table Knife		8.0" - 8.5"	Table knives are what we use every day for our main dishes. They can be used for meat or vegetables. These knives are designed for use with a wide variety of different dishes.
29	Table Spoon		8.0" - 8.5"	These are what we use every day for our main dishes. They can be used for soups and rice dishes. The cup of these spoons are designed for picking up just the right amount of food
30	Tea Spoon		5.0" - 5.5"	These are small-sized spoons. This type of spoon is larger than the Moka Spoon and is designed for stirring tea, American-style or European-style coffee, cappuccinos, herb tea, ginseng coffee and any other drink served in larger-sized coffee cups.
31	Pastry Fork		5.0" - 5.5"	The pastry fork looks similar to a salad fork, but it is narrower and slightly shorter to provide leverage in cutting, the left tine is often notched.
32	Oyster Fork		4.0" - 4.5"	The oyster fork is a small utensil made with three short wide curved tines. The left tine is extra wide to assist in cutting the membrane that connects the oyster to the shell.

**Table 3.3 Various Types of Flatware, their Sizes and Uses**

**CHECK YOUR PROGRESS-II**

Q. 1 Write a brief note on cutlery?

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Q. 2 Write a brief note on crockery?

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Q. 3 Write a brief note on tableware?

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S.No.	Name of the Hollow-ware	Shape	Description
1	Bottle Cooler		To hold ice shavings to keep bottles chilled.
2	Bud vase		To hold flower buds.
3	Butter Dish		To hold butter cubes or curls. The bottom is filled with ice shavings and butter is kept on a plate on top of ice.

4	Cheese Dish		This is used to serve grated cheese to the guest.
5	Coffee Pot		To hold coffee decoction.
6	Creamer		To hold extra cream for hot coffee.
7	Cruet Set		To hold salt and pepper separately. Salt cellar has two to three holes where as pepper cellar has many.
8	Egg Cup		To hold and serve boiled egg.
9	Finger Bowl		To serve lukewarm water along with a piece of lemon on an under liner after the completion of meal to wipe hands.
10	Ice Bucket		To hold ice shavings to keep bottles chilled.
11	Ice cream Cup		To hold and serve ice creams.
12	Milk Pot		To hold milk during the service of tea / coffee.
13	Mustard Pot		It is also a part of cruet and is used hold mustard powder.
14	Oil Vinegar Set		To hold seasoned oil and vinegar.
15	Sauce Boat		To hold sauces going as accompaniments with various main course preparations.
16	Soup Tureen		For holding large quantities of soups.
17	Sugar Bowl		To hold sugar while serving tea / coffee.
18	Tea / Sugar Bags Holder		To hold tea bags / sugar sachets while serving tea / coffee.

19	Tea Pot		To hold tea concentrate while serving tea / coffee.
20	Water Jug		To hold water during the meal period and to serve water in the glass.
21	Wine Cooler		To hold wine bottles on the table.

**Table 3.4 – Various Types of Hollow-Ware, Shapes and Their Uses**

S.No.	Equipment	Shape & Design	Uses
1	Asparagus Tong		Used for holding and serving asparagus.
2	Bread Knife		Used for cutting breads.
3	Bread Tong		Used for holding slices of breads.
4	Buffet Fork	Serving 	Used during the service of items in the buffet.
5	Buffet Spoon	Serving 	Used during the service of items in the buffet.
6	Buffet Tong		Used for holding pieces while serving from buffet.
7	Cake Knife		Used to cut cakes.
8	Cake Scissor		Used to hold cake pieces from down and top.
9	Cake Server		Used for serving cut pieces of cake.
10	Carving Fork		Used for holding large joints of meats.

11	Carving Knife		Used for cutting pieces of meat.
12	Cheese Knife		Used for cutting cheese, has two pointers.
13	Crab Scissor		Used for holding and cutting crabs.
14	Flambe Tong		Used for picking ingredients during flambe.
15	Food Cover		Used for covering various dishes.
16	Gratin Server		Used for serving gratinated preparations.
17	Hard Cheese Knife		Used for cutting hard cheeses.
18	Hors d' oeuvres Scissor		Used for cutting and holding different hors d' oeuvres.
19	Ice Tong		Used for holding ice cubes or ice shavings.
20	Lobster Cracker		To crack claws of lobsters.
21	Lobster Pick		To pick flesh of lobsters.
22	Nuts Cracker		To crack any types of nuts on the table.
23	Parmesan Knife		To cut the parmesan cheese.
24	Pastry Scissor		To hold and cut various pastries.
25	Pastry Tong		To hold and plate pastries.

26	Salad Scissor		To hold and cut salads.
27	Salad Tong		To hold vegetable salads or salads with large chunks.
28	Sauce Ladle		To pour sauces from the boats.
29	Serving Scissor Tong		To cut and serve pieces of main course dishes.
30	Serving Tong		To hold and serve pieces of main course.
31	Snail Tong		To pick and hold snails.
32	Snail Dish		Round dish with few indentations to hold snails.
33	Soft Cheese Knife		To cut varieties of soft cheeses.
34	Soup Ladle		To pick and pour soup from Soup Tureens.
35	Spaghetti Server		To plate and serve spaghetti.
36	Spaghetti Tong		To hold and serve spaghetti from platter to plate.
37	Sugar Tong		To hold sugar cubes.
38	Table Crumbler		To clear the food crumbs from the table.
39	Toast Tong		To hold the toast slices.
40	Tong Server		Common tong which can be used to serve anything on table.

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Vegetable Tong



Tong to hold pieces of vegetables.

**Table 3.5 – Various Types of Special Equipment and Their Usage**

### **3.3.3 HANDLING, CARE AND MAINTENANCE OF EQUIPMENT**

**GLASSWARE:** Following points should be kept in mind while handling glassware:

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

**CROCKERY:** Following points should be kept in mind while handling crockery:

- Keep adequate supplies of china to prevent recently washed items from going directly into service.
- Place guides on scrap table for busboys to place glass, china, and flatware in separate areas.
- Check dishwasher temperature twice daily.
- Replace worn rubber and plastic china scrapers.
- Instruct busboys to **BE QUIET**. No one wants to eat in a noisy place. This will cut down on breakage of china, as well as help create a pleasant, quiet atmosphere.
- Never put cold water or ice into a warm or hot cup or mug.
- Bus china directly into racks, or use divided bus trays with flatware baskets.





examples. Many condiments are available packaged in single-serving sachets (packets), like mustard or ketchup, particularly when supplied with take-out or fast-food meals. Plastic packets are used as their squeezability is an advantage, such as for ketchup, mustard, mayonnaise, and other condiments with a paste-like consistency. In some commercial venues, such as airplanes and fast food restaurants, condiments are packaged in single-serving packets.

### CLASSIFICATION OF CONDIMENTS

Condiments can be broadly divided into two categories:

- Powdered dry form
- Wet saucy form

**A. POWDERED DRY FORM:** In this type the ingredient are in powdered form mixed together and sold in pouches or packets. Example:

- **Dijon-Style Mustard** -A smooth blend including brown mustard seed, vinegar and other acidulants, water, white wine, and seasonings such as salt and tarragon. Characteristic of Dijon-style mustard is a smooth appearance resulting from the removal of the mustard bran by passing the product through a screening device, and a pungent flavor from the brown seed.
- **Hot Mustard**-Sharp-flavored mustard seeds (brown or oriental) are added to vinegar, water and other seasonings such as allspice, tarragon or shallots. Chinese, English and some German varieties fall into this category with tastes ranging from sharply pungent to very hot.
- **Yellow Mustard** (Prepared mustard)-A smooth paste of yellow mustard seed, (mildest of all mustard varieties) vinegar, water, turmeric, and seasonings such as salt, clove and coriander.
- **Coarse-Ground Mustard** (Country style, brown, old fashioned)-A blend, including brown mustard seed, that is coarsely ground, vinegar, water, salt and a variety of spices and flavorings. Characteristic of coarse ground mustard is the presence of highly visible specks of mustard bran and a pungent flavor from the brown seed.
- **Spicy Brown-Style Mustard** (Spicy brown, German-style, Dusseldorf-style)-A blend including brown mustard seed that is finely ground, vinegar, water, salt and a variety of spices and flavorings. Characteristic of spicy brown mustard is a uniform brown color, with or without visible specks of mustard bran, and a pungent flavor from the brown seed.
- **Roasted onion flakes**-Roasted onion flakes are finely chopped onion fried until crisp and dry. Besides onions, (hydrogenated) vegetable oil, wheat flour and salt is used to prepare this product.
- **Broiled chilli flake – red chilli flakes** , broiled and then mixed with powdered parmesan cheese.

**B. WET SAUCY FORM:** In these types the ingredient is in liquid thick pourable or spreadable form. These are mixed with preservatives of increasing shelf life. Examples:

- **Barbecue Sauce** -A thick tomato-based sauce containing a variety of spices and flavorings. Can be "hot", smoky or sweet.
- **Ketchup-Catsup**, ketchup, or catchup is a thick tomato-based sauce with the addition of salt, sugar, vinegar and spices.

- **Cocktail Sauce**-A sauce similar to ketchup. Less sweetener is used and more pepper spices are added in the form of fresh red peppers, crushed and ground sweet peppers, paprika or cayenne. Horseradish and/or chili sauce may also be part of the formula.
- **Horseradish sauce**-The basic formula is ground and/or disintegrated horseradish root mixed with distilled vinegar to stabilize the "heat". Spices and other ingredients such as salt, sugar, cream or vegetable oil may then be added to this mixture. A number of horseradish products are available including cream-style prepared horseradish, horseradish sauce and beet horseradish. Horseradish is also used as an ingredient in cocktail sauce, specialty mustards, and many other products.
- **Taco Sauce** -An easily pourable tomato sauce flavored by hot red chili peppers, green pepper, onion, vinegar, salt, and garlic. Can range from "mild" to "hot" varieties.
- **Steak Sauce**-A thick, slightly sweet-tasting tomato sauce, or often with the distinctive flavor of fruit such as raisin and/or orange, plus herbs and such spices as garlic and onions.
- **Soy Sauce**-A soybean and wheat protein extract combined with water and salt. May be processed by fermentation or chemical hydrolysis.
- **Worcestershire**-A thin, spicy dark brown sauce which may include cider vinegar, malt vinegar, anchovies, onions, soy sauce, molasses and other ingredients resulting in a slightly sweeter taste than soy sauce.
- **Mayonnaise**-A smooth, creamy, semi-solid emulsified dressing consisting of vegetable oil (65%) and eggs, acidified with vinegar or lemon juice and delicately spiced. No other emulsifiers are allowed in this product. Often used as a base for other dressings.
- **Tartar Sauce**-A mayonnaise or salad dressing-based sauce with added pickle relish and possibly chopped capers.
- **Jam and jelly** prepared by fruit juice and pulp.
- **Achars and chutneys**

#### NEGATIVE IMPACT OF CONDIMENTS

- Most condiments have no food value in themselves.
- Most condiments are partially or totally indigestible.
- Condiments are eaten for entertainment, not nourishment. Eating purely for entertainment's sake is, as a rule, unwholesome, though, to be sure, proper foods are not only nourishing but also a delight to the palate.
- Condiments interfere with the digestion of the foods with which they are eaten, sometimes making a whole meal indigestible. Fifty percent of all meals eaten in America end in indigestion. Condiments share a large part of the responsibility for this.
- The poisonous elements of condiments (such as the mustard oil of onions, garlic, shallots, mustard, etc. or the allicin of garlic) cause injury in the body if absorbed, especially to the organs of purification and detoxification, such as the liver and kidneys.
- Our ability to savor flavors is destroyed by condiments. That which overly excites our taste buds slowly destroys our sense of taste.

- Condiments cause disease! Headaches, high blood pressure, edema and a long list of other conditions are directly traceable to such condiments as MSG, salt, vinegar, etc.

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### 3.5 Sweeteners

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It is a class of sweet tasting carbohydrate in concentrated form of sucrose. It consists of a molecule of glucose combined with a molecule of Fructose. It is formed naturally in the leaves, stems, roots or fruits of plants. Sugar may be obtained from varied plants like from maple tree- Canada, date palm- Africa, sugarcane- tropical region, beetroots from temperate region and from sorghum, grapes, potatoes, honey etc. As it occurs naturally in nearly all plant structures, but for general commercial use. It is obtain from two major sources, the sugarcane and sugar beet.

**Classification of Sugar:** Sugars are classified under one or in the combination of following:

1. The source (sugarcane or sugar beet)
2. The country of origin
3. The method of processing, which in turn determine the type of sugar produced, e.g. cube sugar, icing sugar.
4. Catering use – specific type of sugar should purchase for particular use.

Chemical group - sugar may be classified in two chemical groups, mono and disaccharides.

**Manufacture of sugar:** The juices are taken out by crushing the plant part and then it is cleaned with the help of chemicals (milk of lime or carbon dioxide). It is then filtered and concentrated by evaporation under reduced pressure until crystallization occurs. The residue left after crystallization is called molasses (used mainly as cattle fodder). The crystallized sugar is further refined through bone ash to get pure opaque sugar. The different sizes of the crystals are produced by variation in boiling technique and duration.

#### Forms of Sugar:

**Turbinado sugar-** also called Demirara sugar. It is partially refined, light in color with coarse grain and caramel flavor. It is used in beverages and certain baked products.

**Lump sugar-** obtained by molding moist granulated sugar while hot. Used in restaurant and coffee shops.

**Sugar loaf-** sugar molded into cone shape.

**Icing sugar-** also known as confectioner's sugar. It is very fine sugar mixed with 3% starch powder (corn flour). Used in dusting, decorating, icing cakes and pastries.

**Castor sugar-** This is superfine sugar (A Grade) - made by crushing and sieving fine granulated quality granulated sugar. Used in making pastries, cakes, desserts, ices etc. It quickly dissolves in liquids and produces light and tender cakes.

**Granulated/ white sugar** - It is related as fine, the type most commonly sold or as ultra fine for the use in cake making or instant food product. It contains 99.7% sucrose  
**Powder Sugar**- It is obtained from granulated sugar by pulverization (refining of granulated sugar to get more fine form). It is available in various degree of fineness, use for different purposes in confectionary.

**Brown Sugar**- It is simple refined sugar with some molasses returned to it. It is brown in color and has distinctive color and flavor. As it contains moisture , it forms lumps . Used in the preparation of certain puddings, cakes, etc.

**Sugar nibs**- Rounded grained sugar obtained by crushing blocks of white sugar – used in confectionary.

**Invert sugar**- Sugar obtained by the action of acids and enzymes (invertase on sucrose) – used in pastry.

**Candy sugar**- very large crystals of white sugar.

**Vergeoise sugar**- solid residue from refining beet or cane sugar giving a product of soft consistency, golden or brown with pronounced color.

**Glucose**- It is present in body and in fruits in natural form. Commercially it is sold as Dextrose. It is less sweet than sucrose, but it is use because of its waster holding capacity. It has ability to control the size of the crystals in candies and as a food for yeast, during the fermentation.

**Fondant**- sugar syrup beaten with cream of tartar to form thick white paste. Used for decorating pastry or confectionary.

**Liquid caramel**- liquid sugar.

**Pastillages**- Icing sugar mixed with gelatin, starch or gum. Used in decoration.

**Treacle/Molasses**- are products of refined sugar. Used in the preparation of sugar.

**Maltose**- It is use as a flavoring and coloring agent in the brewing of beer.

**Lactose**- It is commercially extracted solution of whey formed by crystallization. It is usually added to bakery products because its presence adds to the brewing of food products.

**Syrups**- These are liquids containing large amount of sugar. These are usually used to add flavour to the food products.

**Honey**-It is natural sugar consisting of glucose and fructose. It is used as leavening agents and in sherbets.

**Corn Syrup**-consists of glucose or dextrose. It is prepared by converting corn starch into simple sugar compound by the use of enzymes. Used in icing and candy masking.

**Malt syrup**- obtained by distillation of barley. Used in breads.

**Uses of Sugar:**

- Adds sweetness and flavour to the products..
- To colour the cooked products.
- Makes the texture firm and tender by weakening the gluten strands.
- To retain moisture and prevent in particularly baked goods such as cakes from drying out.
- Act as preservative.
- To help as an activator, sugar helps yeast to grow faster by providing it with a readily available source of nourishment.
- As anti-coagulant.
- As a main ingredient for cake decorating, e.g. different types of icing (topping the cake).

**CHECK YOUR PROGRESS-IV**

Q. 1 Write a brief note on condiments?

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Q. 2 Write a brief note on sugars?

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**3.6 Menu**

In a restaurant, a menu is the list of dishes to be served or available for a diner to select from. The items that are available for the diner to choose from are broken down into various categories, depending on the time of day or the event. The compilation of a menu is the most important part of a caterer's work. It is regarded as an art, acquired only through experience and study. The menu is a link between the guest and the establishment; hence it should be carefully planned by the establishment's

professionals, namely the executive chef, the food and beverage manager and the food and beverage controller.

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 10-40 in number. The first 10-40 dishes were placed on the table before the diners entered-hence the word entree-and when consumed, were removed or relieved by 10-40 other dishes-hence the words relive's 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 the 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 such an event.

The word menu dates back to 1718, but the custom of making such a list is much older. In earlier times, the *escriteau* (bill of fare) or menu of ceremonial meals was displayed on the wall loadable with the kitchen staff to follow the order in which the dishes were to be served. It is said that in older times, menus were like a large dictionary with sections covering a variety of dishes. As time progressed the lengthy single copy menu became smaller but increased in number allowing a number of copies placed in table increased. Depending on the establishment and the occasion, the menu may be plain or artistic in its presentation.

However the present definition of menu or bill of fare is the list of items offered by restaurant or any other eatery which is either individually priced or lump sum to facilitate the customer or guest to decide and balance his meal on his own and also prepare his budget for his meal. Menu has entirely different connotation these days. Apparently, it has become a great marketing cool. It is an integral part of ambience. It is a treat to the eye and pleasure to touch like a typical *Hors d'oeuvre* intangible with lucid mouth watering descriptions of dishes.

The importance of menu is manifold for the guest- that he can plan and choose his meal balancing himself the quantity and substance to complete gratification, from the point of view of guest it is awareness about other dishes as well as a variety offered so far unknown to him. For the management it is a price list, it is a mode of advertisement and it is also an acquaintance programme for the customers. It avoids controversies, imparts transparency in the process of selling. For the service staff it is a helping tool in selling and describing the product. It gives the service staff time out from demanding hungry customers. The menu is so designed that it becomes a selling tool.

Menus are normally laid out in sequence of courses of meal however they don't strictly go by French classical sequence always, At times some of the courses are subjected to subsections and few others one added on e.g, main course might have as many as six subsections like mutton, chicken, pork and add on are vegetarian snacks, cereals, bread, soft drinks etc, Menus have a fair amount of descriptions attached to dishes mentioned less known to the customers, These descriptions are often flowery expressions to attract the attention and whet the appetite of the guests.

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### 3.6.1 Types of Menu

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The menu has become a very important component of restaurant planning because entire gamut of sales and reputation depends upon designing and execution of the menu. Menus may be classified in four different ways i.e. pricing, schedule and meal times. Brief descriptions of different types of menu are given below:

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#### 3.6.1.1 Menu Classification on the Basis of Price

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Under this category, menus are led by the way they are priced to meet the varying budgets of customers. Menu items may be individually priced or a whole meal priced i.e. A la Carte and Table d' hote menu.

**1. A la Carte Menu:** An "A La Carte Menu", is a multiple choice menu, with each dish priced separately to give the guest choice to suite his or her tastes and budgets. Each course has a number of choices. If a guest wishes to place an order, an a la carte is offered, from which one can choose the items one wants to eat. The courses generally follow the sequence of the classical menu. Traditionally, the original menus that offered consumers choices were prepared on a small chalkboard, a la carte in French; so foods chosen from a bill of fare are described as à la carte, "according to the board."

In an a la carte menu all items are cooked to order including the sauces that are made with wine, cream or mustard. Depending on the dish chosen by the guest, the cooking time will vary. It is necessary to inform the guests about the time the preparation might take. An extensive a la carte menu is impressive but involves a huge amount of mise-en-place.

**2. Table d' hote Menu:** Table d'hôte is a French phrase which literally means "host's table". It is used to indicate a fixed menu where multi-course meals with limited choices are charged at a fixed price. Such a menu may also be called prix fixe ("fixed price"). It usually includes three or five courses meal available at a fixed price. It is also referred to as a fixed menu. Because the menu is set, the cutlery on the table may also already be set for all of the courses, with the first course cutlery on the outside, working in towards the plate as the courses progress.

Fixed menus or table d' hote menus are still used in various forms such as buffet menus, conference packages and on special occasions. A table d' hote menu comprises a complete meal at a predetermined price. It is sometimes printed on a menu card or as in the case of banquets, it is agreed upon by the host of the party. A banquet style of fixed menu has more elaborate choices ranging from the soup to the dessert. For the banquets, the host invariably fix or selects the menu in consultation with the hotel staff in advance.

Most of the banquet food served in India is normally of Indian food. For this, a printed format offering a choice of vegetarian and non-vegetarian dishes is prepared, from which the guests make their choice. Western style fixed menus normally provide the choice of a starter or soup, a main course, and finally a dessert. In each course there could be a choice of dishes to suit the tastes of individual guests.

Table d'hote menus should be well planned and balanced. As the guest is not given a chance to plan his own meal, the meal should be interesting, without any similarity in

the colour and taste of the courses as well as being palatable, delicious and well presented.

If the main course is heavy, then the first course should be lighter, and act as an appetite stimulant for the courses to follow. Dishes that are heavy and hard to digest should be avoided. The colour, varieties of ingredients used, and the garnishes should, if possible, be different for each course. Fixed menus are prevalent in transport catering which include air, rail, and sea passengers. The guests have a variety of fixed or table d'hote menus, with virtually no choice offered to the passengers (except the first class air passengers). Cruise liners may have elaborate fixed menus with multiple choices built into each course.

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### 3.6.1.2 Menu Classification on the basis of Schedule

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This category focuses on the frequency of menu revision. Some establishments offer menus that last months while others are changed daily.

**1. Fixed Menus:** A fixed menu is one which is used daily for a period of months or a year, like most restaurants. The restaurants that use such menus either have a large variety of items within each course or when the frequency of repeat guests is less. Establishments like transit hotels, specialty restaurants or weekend resorts may choose fixed menus because the guests are in for a short visit or visit the restaurant for variety from the usual. The best that a restaurant with a fixed menu can do in offering variety is to have dish du jours or specials of the day. Franchised operations may stay with fixed menus that are time-tested and standardized. A KFC or Burger King will have their stock items in the menu for years.

**2. Cyclic Menus:** These are designed to offer frequent guests a variety. The cycle of menus can be on a daily, weekly or monthly basis. These menus may be found in downtown lunch restaurants frequented by a dedicated business clientele. Isolated resorts may offer cyclic menus to their guests who do not have anywhere else to go. Cyclic menus will require multi-skilled cooks, flexible purchase and production schedules.

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### 3.6.1.3 Menu Classification on the basis of Meal Time

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The traditional meal times of breakfast, brunch, lunch, tea and dinner have their special types of meals justifying separate meals for each. There may be restaurants specializing in a particular mealtime. Business centre outlets may specialize in lunch menus because the business district closes in the evening. Many hotels may offer only bed and breakfast. They would naturally specialize in breakfast menus. Fine dining is normally done at night and is located near shopping malls, entertainment centres or in hotels. These restaurants only open at night in which case they would specialize in dinner menus. Night Clubs and Discotheques are a good example of this category.

**1. Breakfast Menus:** Breakfast menus are fairly standardized. Most restaurants will offer a choice of juices, cereals, eggs to order, breakfast meats like bacon, sausages or ham, waffles or pancakes with maple syrup, for the sweet toothed. The bed and breakfast establishments generally serve a choice of breads, jam and marmalade, tea and coffee. The breakfast is an important meal to many cultures and guests want a cheap and wholesome meal. Being the first meal, guests are in a hurry and want a



2) Classify the menu on the basis of meal time?

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### 3.6.2 French Classical Menu

The classical French menu contains thirteen courses. Today, a menu of this size is hardly ever offered. But even today's shorter menus follow the structure of the classical French menus as far as succession of courses is concerned. They always start with something light to stimulate the appetite, build up to the main course, and then become lighter toward the end of the meal. The thirteen courses of the French Classical Cuisine menu for are given below:

Course	French	English	Example
1.	Hors d'oeuvre	Appetizer	Melon with port, rémoulade, oysters, smoked salmon, shrimp cocktail
2.	Potage	Soup	Consomme brunoise, crème of tomato soup
3.	Oeufs	Egg	Omlette Espagnole, Omelette aux tomates
4.	Farineaux	Rice and pasta	Spaghetti Napolitaine, Ravioli, Cannelloni
5.	Poisson	Fish	Sole de bonne femme
6.	Entrée	First meat dish	Fillet of sole Joinville
7.	Relevé	Main meat dish	Saddle of Iamb
8.	Sorbet	Flavoured ice water	Champagne Sorbet
9.	Roti	Roast with salad	Guinea hen stuffed with goose liver, salad
10.	Legumes	Vegetables	Tomato farcis
11.	Entremets	Sweet	Charlotte russe
12.	Savoureux	Savory	Welsh rarebit, Ivanhoe
13.	Desservir	Dessert	Jellied fruit

**Table: 3.6 Thirteen Courses French Classical Cuisine Menu**

**1. Hors D'oeuvre:** Being of a highly seasoned and piquant in nature, this course is used to manipulate the appetite for the dishes that are to follow. In recent years, hors d'oeuvres have gained in popularity, and now appear even on simple menus in modest eating places. Although the actual term "hors d'oeuvres" applies to the service of various cold salads and morsels of anchovy, sardines, olives, prawns, etc., it also

covers whatever items are served before the soup.

**2. Potage:** The French have three separate words for soup. Consommé is a clear, thin broth. Soup refers to a thick, hearty mélange with chunks of food. Potage falls somewhere between the two in texture, content and thickness. A potage is usually puréed and is often thick, well-seasoned meat or vegetable soup, usually containing barley or other cereal or a pulse (e.g. lentils). Today, the words *soupe* and *potage* are often used interchangeably. On good-class à la carte menus, a fish soup is also usually offered for selection, the two most common being “Bisque d’Homard” or “Bouillabaisse.”

**3. Oeufs:** Oeufs are the dishes made from egg. The omelette is the most popular item, but there are other styles of cooking and preparation of eggs such as boiled, en cocotte, poached or scrambled. This course is not included in the dinner menu. Some examples are omelette, Espagnole, Oeuf en Cocotte a la crime, Oeuf poche florentine.

**4. Farineux:** This is Italy's contribution to the courses of the menu. It includes different kinds of rice and pasta. Pasta dishes are spaghetti, lasagne and gnocchi. Pasta is made from durum wheat semolina or milled durum wheat to which water is added to form a dough. It can be coloured and flavoured in various ways. There are more than 200 varieties of pasta. The ingredients, size, shape and colour determine the type of pasta. Some examples include Spaghetti Bolognese, Lasagne Napolitaine and Macaroni au gratin.

**5. Poisson:** Poisson are the dishes made from fish. Fish, being soft-fibred, prepares the palate for the heavier meats that follow. Deep-fried or grilled fish dishes do not generally occupy a place on the “classical dinner menu,” but are freely offered on the shorter-coursed luncheon menu. This also applies to the coarser members of the fish family, and the dinner menu is usually comprised of the finer fish prepared and cooked in the more classical manners. Ideal fish for dinner menu compilation are: Sole, Salmon, Halibut, Escallops, etc. Rarely seen on a menu for the evening meal are: Cod, Bass, Haddock, Brill, Hake, and Plaice. One deep-fried fish dish, which normally finds itself on the dinner menu, however, is “Blanchaille” and this only because Whitebait is so light and in no way too filling for the comfort of the guest.

**6. Entrée:** This is the first of the meat courses on a menu. It is always a complete dish in itself. It is despatched from the kitchen garnished and sauced in the manner in which it is intended to be served. The “entrée” is always cooked and garnished in an artistic manner and usually served with a rich sauce. The “entrée” can be devised of almost anything light. This course consists of all the small cuts of butcher’s meats, usually sautéed, but never grilled. Grilled steaks, cutlets and chops invariably replace the joints as the roast (roti) course.

**7) Relevé:** This is the main meat course on the menu, and is commonly known as the “piece de resistance.” It may consist of joint of any of the following:

Lamb (Agneau)	Chicken (Poulet)
Beef (Boeuf)	Duckling (Caneton)
Veal (Veau)	Fowl (Poulard)
Ham (Jambon)	Tongue (Langue)
Pork (Pore)	

These joints would be cooked by the sauce cook in a first class hotel or restaurant, by any method except roasting. They are usually cooked on casserole, braise or poêle. Generally cooked in a sauce and served with it.

**8) Sorbet:** This course is a rest between courses. It counteracts the previous dishes, and rejuvenates the appetite for those that are to follow. Normally served between the releve / remove and the roti, it is water and crushed ice slush flavored as a rule with champagne and served in a glass. A frozen dessert made primarily of fruit juice, sugar, and water, and also containing milk, egg white, or gelatine. Some examples are Sorbet Italian and Sorbet crème de menthe. Russian or Egyptian cigarettes are often passed around during this course.

**9) Roti – Roast:** This course normally consists of game or poultry and is often included in the entree. Each dish is accompanied with its own particular sauce and salad. Some examples are Roast chicken, Braised duck and Roast quail.

**10) Legumes:** These are vegetable dishes that can be served separately as an individual course or may be included along - with the entrée, relevé or roast courses. Some examples are Cauliflower Mornay, Baked potato and Grilled tomatoes.

**11) Entremets:** Entremets on a menu refers to desserts. This could include hot or cold sweets, gateaux, soufflés or ice-cream. Some examples are Apple pie, Chocolate soufflé and Cassata ice-cream.

**12) Savoureux:** A dish of pungent taste, such as anchovies on toast or pickled fruit. They are served hot on toast or as savoury soufflé. Welsh rarebits, Scotch woodcock, Canape Diane are some of the examples. Fromage (Cheese) is an alternative to the outdated savoury course, and may be served before or after the sweet course. It is usually served with butter, crackers and occasionally celery. Gouda, Camembert and Cheddar are some examples of cheese.

**13) Desservir:** Dessert is a course that typically comes at the end of a meal. The French word desservir mean "to clear the table." This is the fruit course usually presented in a basket and placed on the table, as part of the table decor, and served at the end of the meal. All forms of fresh fruit and nuts may be served in this course. Common desserts include cakes, cookies, fruits, pastries and candies.

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### 3.6.3 Menu Planning

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Menu Planning means to compose a series of dishes for a meal. Composing a good menu is an art and it needs careful selection of dishes for the different courses, so that each dish harmonizes with the other. The menu planning process starts with the mission of the establishment and the consequent policies of the establishment. While a mission is a strategic goal to be achieved over a period of time, policies are guidelines for action set by the owner or top management. Menu Planners need to be fully conversant with them as the framework within which to create the menu. The perfect menu is not the work of a single person, but the effort of a team of experts like chef and f & b manager who bring different talents into the final production of the menu cover.

**BASIC PRINCIPLES OF MENU PLANNING**

- 1. Location of the Establishment:** If the establishment is situated in a business area the menu should be planned in a certain way so the service would be quick and should be moderately priced. Situated on highway/motels or road sides menu will offer a limited Choice, quick service and moderately priced. Residential area- menu should be moderately priced it should appeal to families.
- 3. Type Food service in the Establishment:** If it is Chinese restaurant- majority of selection will be Chinese. Snack bar – Majority of dishes will be snacks. Menu pattern will vary from hotels, restaurants, hostel, hospitals and industrial canteens. In a hostel or hospital and industrial canteen more or less fixed menu is offered and important is given to nutritive value.
- 4. Type of Customer:** Type of people there age group, sex, religion, occupation spending power should be taken into consideration a seating habits vary with group. People doing physical and laborious jobs req. more substantial meal then people who do clerical work.
- 5. Seasonal Availability:** Although in these days of cold storage ingredients of all are available yet food in season should be included in the menu.
- 6. Availability of Equipments in the Kitchen:** Menu should be in accordance to the equipments in the kitchen to plan a menu for 3004 roast items with only oven, in the kitchen would make it difficult for service.
- 7. Capability of Kitchen and Services Staff:** Do not plan an elaborate menu if it is the beyond the ability of the cooks pre pack the dishes also consider the staff is capable of serving certain dishes with special presentation.
- 8. Leftovers in Hand:** It is better to use leftovers and recover some money or cost rather than spoiling the food. Chefs skill is in converting leftover to a new dish so that customer does not know about it ( Specialty of the day )
- 9. Cost of the Menu:** The selling price of the menu should be kept in mind so that the food cost is well controlled.
- 10. Policy of the Establishment:** Certain establishments may not serve exception foods because of their policy like pork, beef etc.
- 11. Service Hours:** Also determines the type of menu.
- 12. Nutritional Factor:** Menu should be nutritionally balanced.
- 13. Occasion:** What kind of Occasion it is? Like Festivals, Marriages etc.
- 14. Gastronomic Rules:**
  - To avoid repetition each dish should be different in composition.
  - Composition of individual dishes must be excellent. This should be well cooked, tastefully dressed.

- Mode of cooking should be different so that each one is distinct from the other bearing no relation in appearance of the all dishes.
- Various types of sauces in the preparation and as accompaniment used must be distinctly different in color taste and flavor.
- When 2 or more types of fish are to be served first should be boiled or poached and the 2<sup>nd</sup> fried or grilled or broiled.
- The entrée should always be classified so that light dishes such as quick croquette are served first and meat cutlets steaks are served later.
- Too dark meat or too white meat must not follow each other.
- If there are two soups one should be clear and other cream.

### 3.7 Layout of Table

A cover is the space on the table for the cutlery, crockery, glassware and linen for one person. Each cover requires 24"x18" of space. Cover set-up is based on the type of service being offered by the restaurant. It is important for a server to check the standards required by the establishment. The basic principles of cover layouts are:

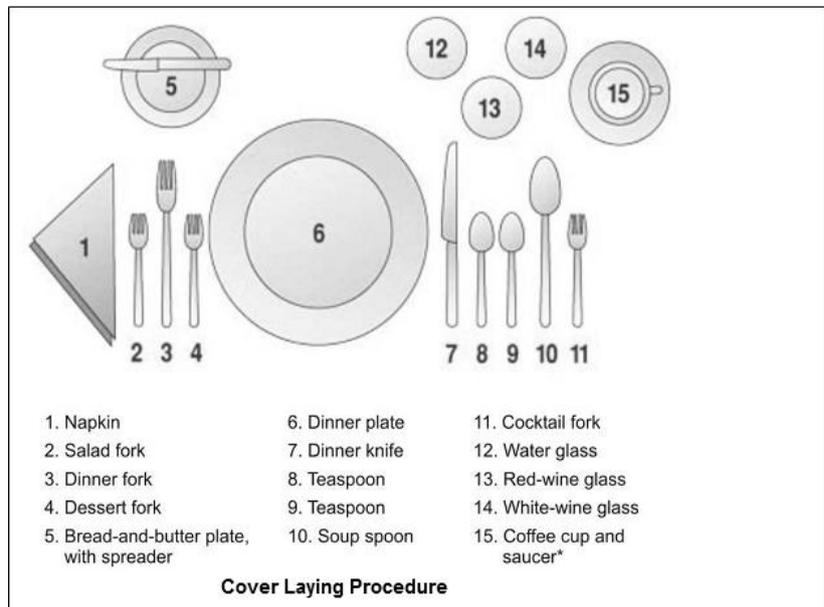


Figure 3.1 Table Layout

1. Each cover should be well balanced on the left and right of the guest's plate.
2. All cutlery and other table appointments should be placed at least 2" away from the edge of the table.
3. Knives and spoons must be placed to the right of the plate and all the forks on the left, except the butter knife which is on the side plate.
4. The cutting edge of all knives should be towards the plate except for the butter knife, which should face away from the plate.
5. The water goblet or tea-cup (for breakfast service) must be at the tip of the knife.
6. The butter knife should be at the top of the forks along with a dinner knife and on an under-plate.
7. The napkin should be placed in the centre of the cover or on the side plate.
8. Cruet sets must be placed on the top of the cover at the centre of the table.

**CHECK YOUR PROGRESS-VI**

Q. 1 Write a brief note on French Classical Menue?

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Q. 2 Write a brief note on menu planning?

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Q. 3 Write a brief note on table layout?

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**3.8 Napkin Folding**

Table cloths, napkins, and slip cloths are usually described as linen. A good hotel/ Restaurant will normally use damask for all food and beverage service linen. Extensive of linen involves higher laundry and replacement costs, which results in more overheads. Therefore, the fabric chosen should be long lasting and non fading colours.

**Table Cloths:** Table cloths should be large enough to cover the top as well as a portion of the legs of table without interfering with the guest’s comfort while he is seated at the table. Tablecloths are generally used in fine dining restaurants. The Colour of the tablecloth must go well with the colour scheme of the interior. Hotels with many restaurants may use different coloured tablecloths for each of their outlets

for easier identification and control of linen movement. The size of the cloth depends on the size of the tables to be covered.

Considering the minimum fall of 9” from the edge of the table, one can easily calculate the size of tablecloth required. For example, to cover a table of 2’6” square table, one needs a cloth of minimum size of 48”x48”.

It is calculated as follows:

Width of the table 2’6” which is =30”  
 Add: fall of tablecloth on two sides: 2”x9” =18”  
 =48”

**Table cloth Size Calculation**

S. No.	Table Size	Calculation	Size
1	2’6”	30” + (2x9)= 48”	48” x48”
2	3’ square	36” + (2x9) = 54”	54”x54”
3	2’6” x4”	30” + (2x9)= 48”	48”x54”
		48” + (2x9)= 66”	48”x66”

**NAPKIN FOLDING:** These are for guests’ use, normally kept folded at each cover and unfolded and spread on laps of guests by service staff or by guests themselves depending on the situation. They are also called as serviettes.

Napkins are available in many attractive colours. The colours chosen should be in contrast to the tablecloth and should blend with the overall colour scheme. Each restaurant uses napkins of different colour for proper control. As napkins are laundered frequently, the fabric chosen should be able to withstand frequent washing and should be long lasting. There are two standard sizes of napkin:

18” x18” for lunch  
 20” x20” for dinner

Though there are two sizes, most of the establishments use napkins of one size. Napkins should be neatly folded by the wait staff and kept on tables either in glasses, on side plates, or in the centre of the cover which enhances the appearance of the table set up. The general practice is to keep the folded napkins in glasses for dinner set up and on side plates, or at the centre of the cover for lunch. However operators do not follow these methods rigidly as there is no convincing reason for this practice. All covers in a restaurant must have one type of napkin folding and all covers must have napkins placed in one position.

The following points should be kept in mind while folding napkins:

- Always use square napkins which are clean and starched.
- Do not use torn or frayed napkins.
- Make simple folds that do not require too much of handling.
- Crease well at every stage of fold.
- Avoid complicated folds as they look unimpressive when unfolded and take a longer time to create the fold.

Name of some napkin folding-

- |                   |          |          |
|-------------------|----------|----------|
| 1. Bishop’s Mitre | • Cone   | • Sail   |
| 2. Cock’s Comb    | • Candle | • Pocket |

3. Cinderella Shoe • Fan • Rose

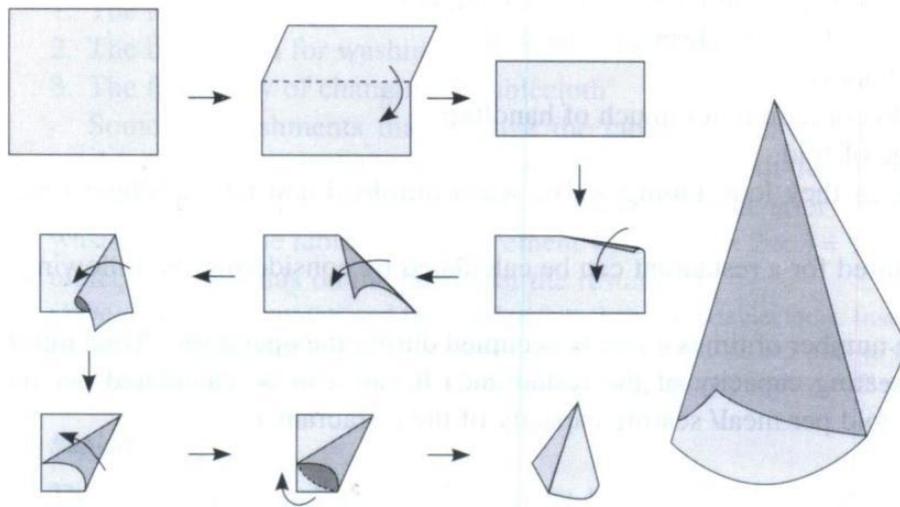


Figure 3.2 Napkin Folding Procedure (Cone)

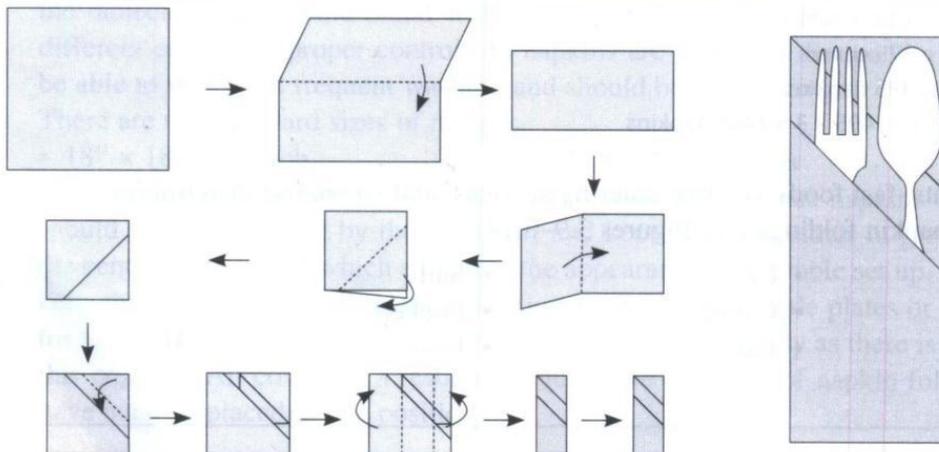


Figure 3.3 Napkin Folding Procedure (Pocket)

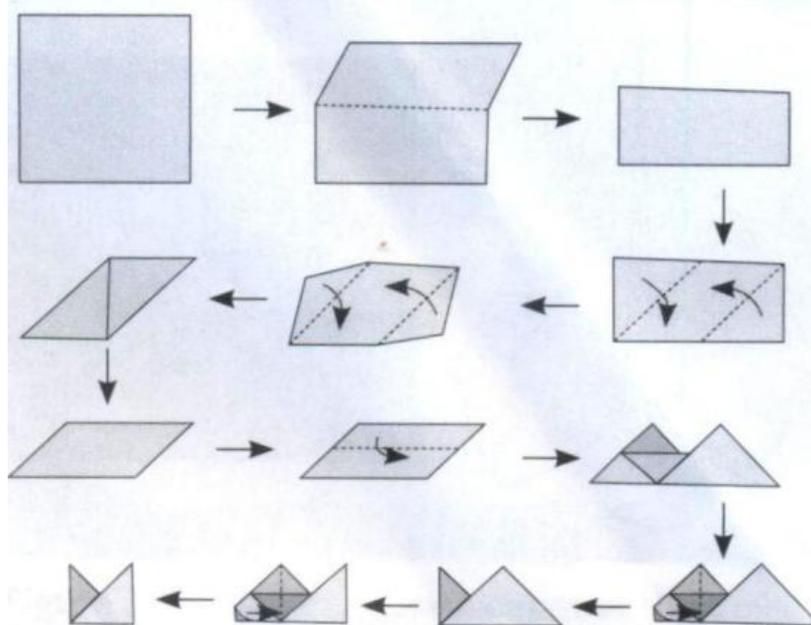


Figure 3.4 Napkin Folding Procedure (Bishop's Mitre)

**BUFFET CLOTH:** Food Service operators use buffet cloths of various sizes to cover the buffet tables. While covering buffet tables, the following points should be kept in mind:-

- Centre crease of buffet should run in the middle of the table.
- When more buffet cloths are used to cover buffet tables arranged in a line, the overlapping of the cloth should not be facing the entrance as this will be visible to the guest when they enter.
- Fall of the buffet cloth should be even all over, especially on the front side which is on guest's view.
- The size of buffet cloths 2m x4m (6ft x 12 ft) this is the minimum size and where there are longer tables there may be longer cloths.

**SATIN CLOTH:** This cloth is draped around the front side of the buffet table, primarily to cover the legs and to make the buffet counter attractive. Satin is available in many attractive colours and counters may have satin of different colours.

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### 3.9 Receiving and Greeting the Guests

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The following procedure is followed:

1. The welcoming of the guests represents the most important step to his final satisfaction and reflects the level and quality of the service of an establishment.
2. Guests must be welcomed from the entrance of the restaurant; they should not wait by themselves for more than 10 seconds at the entrance.
3. The first impression received by the guest is most important. It is not necessary to execute the whole welcoming procedure with each guests (it is not always possible in case of affluence), however, it is indispensable to show him that he has been taken into consideration, if it is only by eye contact.
4. If the hostess or the maître d' hote are occupied, the head waiter or the assistant waiter must show the guests that they have been taken into consideration.
5. If there is an overbooking problem (more tables have been reserved than the restaurant can welcome), guests should not be left at the entrance but invited to sit down at the bar and take care of the problem away from their presence.
6. The hostess or Maître d' must try to seat the guests if he / she has to modify the planning of reservations at the moment of the guests arrival.
7. The hostess or the head waiter will accompany the guests to his table and pull out the chair for him / her to sit.
8. The head waiter or the assistant waiter will immediately present himself to the table to show the guests that he has been taken into consideration.

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### 3.10 Summary

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Success of any food and beverage outlet depends upon various factors like décor, but the equipment used in these establishments plays the final role. The equipment to be used in any outlet can primarily be decided on the clientele it serves and the menu it offers to its clients. There are different equipment to handle various types of food and beverage preparations but most of the outlets prefers to go for equipments which can play a multiple role as it saves on the money as well as the storage space. Selecting and purchasing equipment is one of the most difficult task or restaurant operations as it involves many critical decisions based on the capital investment and will affect the Return on Investment. Equipment purchased must be maintained and handled properly

or else high breakages will not allow the organization to retain the standards involved in the operations over a period of time. Proper handling and storage facility can reduce the breakages thereby saving on the biggest expenses involved in restaurant operations.

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### 3.11 Key Terms

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

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

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

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

**Glassware:** It consists of all types of glasses used in a food and beverage service establishment.

**Hollowware:** It consists of all types of tableware other than cutlery used in a food and beverage service establishment.

**Linen:** It consists of table cloths, napkins, tray cloths, slip cloths, buffet cloths, waiter's cloths and tea cloths used in a food and beverage service establishment.

**Main Course:** It is the main dish of the menu.

**Mirror Platter:** It is the platter with a mirror finish a base and is normally used for enhanced presentations of salads and cold meats.

**Placemat:** It is a type of mat made up of paper or plastic and is used on tables with a top made of glass, wood, mica or other such finishes which are not covered with a baize cloth.

**Preserves:** Jam, Jelly and Marmalade. Sometimes honey also.

**Serviette:** It is a type of cloth which is used by the stewards during service.

**Silverware:** A term used for cutlery made up of silver or plated silver.

**Tableware:** A term used for all pieces of flatware, cutlery and hollowware.

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### **3.13 Terminal Questions**

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

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## UNIT: 4

### FOOD SERVICE-II

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**Structure**

- 4.1 Introduction
- 4.2 Objectives
- 4.3 Classification of Service Methods
  - 4.3.1 The Need for Classification of F & B Service Methods
  - 4.3.2 Factors Influencing the F & B Service Methods
  - 4.3.3 Classification of Food Service Methods
  - 4.3.4 Classification of Beverage Service Methods
- 4.4 Preparation for Services
- 4.5 Mise-en-place
  - 4.5.1 Setting-up the Sideboard
  - 4.5.2 Preparing the Trolleys for Service
    - 4.5.2.1 Wine Trolley
    - 4.5.2.2 Hors d'oeuvres Trolley
    - 4.5.2.3 Salad Trolley
    - 4.5.2.4 Guerdon Trolley
    - 4.5.2.5 Cheese Trolley
    - 4.5.2.6 Dessert Trolley
    - 4.5.2.7 Liqueur Trolley
    - 4.5.2.8 Fruit Trolley
- 4.6 Mise-en-scene
- 4.7 Method and Procedure of Taking Order
  - 4.7.1 Receiving the Guest
  - 4.7.2 Attending an Order
  - 4.7.3 Recording an Order
  - 4.7.4 Sample Procedure for Order Taking
  - 4.7.5 Methods of Taking Food and Beverage Order
  - 4.7.6 Room Service
- 4.8 Summary
- 4.9 Key Terms
- 4.10 Bibliography
- 4.11 Terminal Questions

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### 4.1 Introduction

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In this unit, we are going to learn about Service is a part of the product and may be considered the human (usually) interface between the product and the consumers. The exception is vending operations, where the machine is the interface. The mode of food & beverage service employed by an establishment will depend on the type of catering establishment, type of clientele, type of menu, time available for a meal, space available, availability of staff and their skills, and cost & profit targets of establishment. The main objective of an operation should be present the customer with food of good quality at the correct temperature and served attractively, to ensure acceptability. The service method used must also be economically compatible with the policies and objectives of the organization. This unit takes an account of the different methods to classify food & beverage service.

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## 4.2 Objectives

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After reading this unit learner will be able to understand:

- Classification of Services
- Preparation for Services
- Mise-en-place
- Mise-en-scene
- Method and procedure of taking a guest order

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## 4.3 Classification of Service Methods

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The classification of service methods will be studied under following sections:

- The Need for Classification of F & B Service Methods
- Factors Influencing the F & B Service Methods
- Classification of Food Service Methods
- Classification of Beverage Service Methods

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### 4.3.1 The Need for Classification of F & B Service Methods

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The decision as to which Food & Beverage Service Methods to use in a particular catering operation is taken at the initial planning stage- at this point the market to be catered for and type of Food & Beverage production method is used. The initial planning of a Food & Beverage service facility is critical to the long-term success of the operation. Food production is mainly concerned with the processing of raw, semi-prepared or prepared food stuffs. Example: conventional method (cook –serve), cook freeze. Beverage Production may be defined as the processing of raw, semi –prepared or prepared product, so that it is in a ready to serve before being served to the customer (Example :- Tea, cordial & wine or juice). Service of Food & Beverage is differing from each other on the basis of outlet, type of customer, serving temperature, Production method etc.

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### 4.3.2 Factors Influencing the F & B Service Methods

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The type of Food & Beverage Service method implemented by an establishment will depend on the following factors. Some of them are as follows:

1. Type of establishment like restaurant, fast food & banquets
2. Location of establishment plays an important role while selecting the type of food & beverage service methods.
3. Time available to customers to have their meal should be carefully considered while deciding on the type of food & beverage service methods.
4. Type of customer (their age, sex, Income level, status, family, friends and occupation) influences on the food & beverage service methods while selecting for an establishment.
5. Before deciding the type of food & beverage service methods for an operation, one must consider the level of Service skill of the service staff.
6. The size of Food & beverage Service area also influence the service methods to decide.

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### 4.3.3 Classification of Food Service Methods

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In order to deliver the food Product in a kitchen to the customer some form of food service is required. This many vary from full service in a luxury restaurant or hotel,

where the food is brought to the customer’s table, to a self service cafeteria where customer collect their own food from a service counter. The mode of food service employed by an establishment will depend on a number of inter-related factors; the type of establishment, type of associated food production method, the type of customer, type of menu, the availability of staff and their skills, the space available, the cost and profit targets of the establishment.

**SELF SERVICE**

Self –Service may be described as those operations in which the Service Staff do not come to the table an serve customers their meals, customers in fact select their own food, cutlery, etc and carry them to a dining area themselves, speed an Economy are the two major reasons for choosing self service facilities, such facilities are able to serve large groups of people quickly with limited service personnel.



Fig 4.2

**Cafeteria:** Cafeteria offer value, section, a comfortable atmosphere, and family environment characteristics that appeal to several different semi cafeteria consist of a service counter

arrangement, so the customers are able to see the food in advance of making a choice and a dining area. Cafeteria arrangement consist of a straight line of counters where customers enter at one end of the line, pick up a tray and pass along the full length of the counter selecting menu items on the way. The service counter and dining area

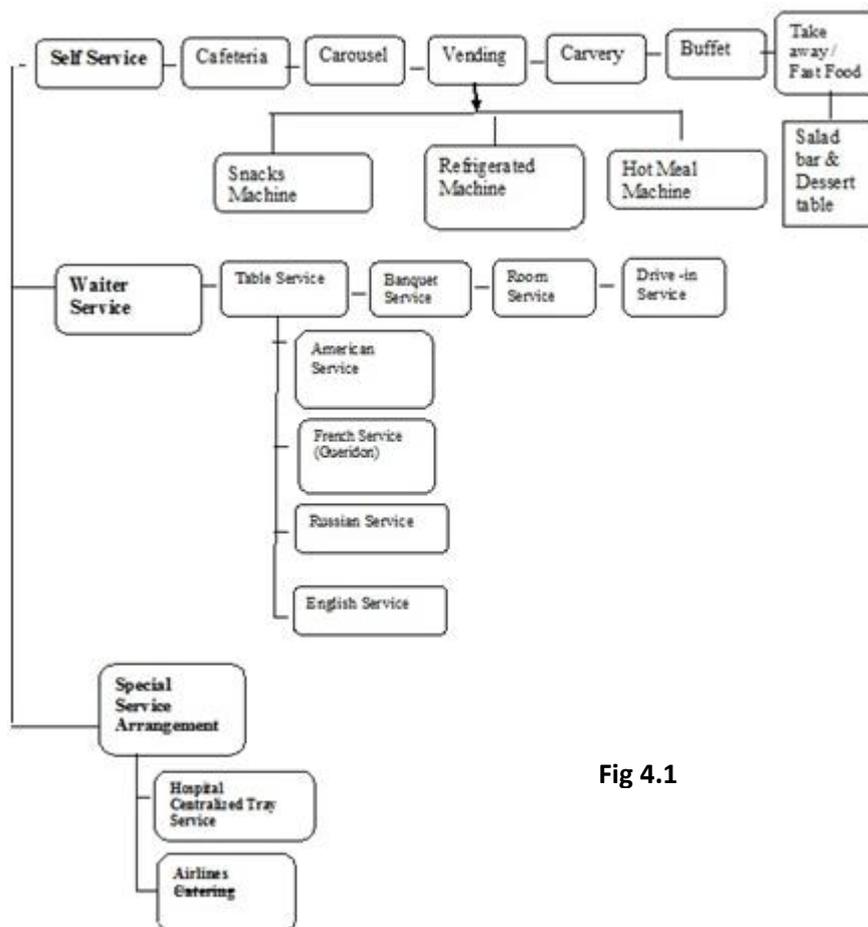
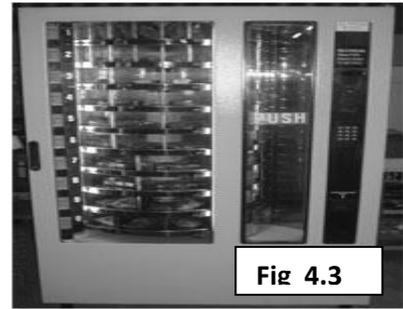


Fig 4.1

are separated either by a rail or partition and payment for the menu items selected is usually made at the end of the line where the cashier is seated.

The rate of flow through the cafeteria line based on the factors like variety of choice offered, length of the line, customer’s familiarity with the cafeteria layout, the speed of cashier. Cleaning can either be done by employing staff to do this or by requiring customers to clear their own tables. This arrangement is generally found in residential school, universities, factories, offices etc. Cafeteria arrangement is shown in the fig 4.1



**Fig 4.3**

**Carousel:** The Carousel or Roundabout Server Consists of a number of rotating shelves (usually three) at different height, all the which are approximately 6 ft in diameter at one revolution per minute. Food is passed from the kitchen to plating table still on the servery side of the carousel, from which the carousel is fed with hot and cold plated foods. Bottom shelf contains cold foods-salad, sweets with a crushed ice-bed to ensure a low temperature during the food service. Medium shelf contains hot food. Top Shelf contains bread rolls and butter. Trays, cutlery, Napkins & Beverages are usually separated. Fig 4.3 shows the carousel.



**Fig 4.4**

**Vending Machine:** Vending is also known as automatic retailing or electronic cafeteria. It involves a machine providing the customer with a product in exchange for some payment, coins and credit cards etc. Vending offers the hospitality industry a means of extending food service hours to meet the convenience of the guests and to provide acceptable service where it would be economically impossible to provide full manual food service. Technological advantages are improving the variety and quality of product offered through vending. Since dining halls are rarely open 24 hours a day or available on all parts of campus, offices, hospitals, vending offers options at different “access points” across campus as well as at all hours of the day and night. Food vending machines may vend a variety of food products –confectionery, snacks, plated meals etc, and are usually vended in one of three types of machine.



**Fig 4.5**

**Snacks Machine:** Confectionery, biscuits etc are usually vended from an ambient temperature machine as these items have a relatively long shelf –life and do not have any special temperature requirement.



**Fig 4.6**

**Refrigerated Machine:** Snacks items such as Sandwiches and rolls have a limited shelf life and need to be date –stamped and vended through a refrigerated machine. Plated food such as salads, cold meats, etc must be vended from refrigerated machine where the holding temperature is between 2<sup>0</sup>C and 5<sup>0</sup>C. At this temperature the food may be kept for two day, although some operations work on a 24 hours cycle only.

**Hot Meal Machines :-** Food for a hot vending service may be vended in three ways. Heated food vender which will hold the temperature of the plated food at about 69°C for up to 6 hours. Hot can vender which usually offer a choice of items (for example Soup, baked beans, Pasta dishes) are held at a temperature of 69°C in the machine without deterioration in the quality of the food. Hot can is vended together with a disposable bowl and suitable cutlery to eat the food with, the can is usually opened by the use of a ring Pull top. The use of Microwave oven adjacent to a refrigerated machine. The type of vending machine used will depend largely on the type of product being vended.



**Carvery:** Carvery restaurant essentially offer a three course meal (exclusive of drink) at a set inclusive Price. Ist Course served by waiter & usually offer a selection of five or six items. IInd Course main Course is selected from the carvery counter and served by customers themselves. IIIrd Course, sweet course is served by waiter. The carvery counter may be straight line, circular or more usually U- shaped. On this counter is placed a selection of hot meats, vegetable and Potatoes, sauces and gravies.

**Buffet:** Buffet is a method of food service which is a modification of true self service. It is a food service arrangement in which foods are displayed attractively on one or a series of tables, and presentation is an all important factor. Customer collects a plate from one end of the table and move along it helping themselves to the food of their choice. In **finger buffet** most of food is kept to fairly small mouth size Pieces. In **fork buffet** cutlery is provided for the customer with which to eats the food. The guest either helps themselves or is served by chefs standing behind the buffet table. Cold buffet are usually arranged with decorative dishes such as –Pieces can be of Ice carving, butter moulding. U- Shape, L –shape or V- Shape and other shapes of table arrangement can be assembled to accommodate the food to be served and the numbers to be catered for Buffet Service also enables a facility to feed large number of people in given time with less staff requirements



**Take –Away / Fast Food:** The take- away or take-out service is a method of food service that exploits to the full the concept of fast food. The product offered by these establishment are highly standardized, as are most of the features of the operations-Service, sales control, Product Packaging etc. The take way offers a limited basic menu to the customer but within this menu there may be a number of variations on the basic items. These operations aim to achieve volume sales by offering low-to- medium –Priced food and they have become a popular segment of the catering market because they fill a need for a quick snack or meal. The time between customer placing orders and receiving their meals, aims to be faster than any other method, some operations aim for one minute service time. The customer may either take the food out of the take away to eat, or it may be consumed on the premises, take away outlets now provide very extensive seating areas, often for more than several hundred. Now –a- days take away offers fish- and –chips, Pizzas, hamburgers, Chinese, Indian and Mexican food etc.

**Salad bars & Dessert Tables:** A salad bar is a self-service concept in which each guest is given the opportunity to prepare his or her own salad from an attractive array of fresh vegetables and fruits that have been cleaned and sliced. Bowls and Salad plates are available at one end of the Salad bar. Guest prepare their own tossed green salad and help themselves to a variety of prepared Salad accompaniments. More elaborate salad bars offer soups, pasta salads, fruits, hard-boiled eggs, grated cheese and croutons. Pies, cakes, éclairs, fresh fruit and soft cheese displayed in a dessert table. Dessert plates and forks are at the dessert table. Dessert is usually pre-cut into portions and guests help themselves. Well –displayed dessert can also be brought to the guest table on a tray or on a dessert cart with wheels.



Fig 4.9

**WAITER SERVICE**

Waiter service involves the transportation and service of food to the customer at a table. This method of food service has also termed ‘aided’ or ‘Personalized’ Service. The traditional waiter service to a customer seated at a table is a much slower method of food service than the self service methods.

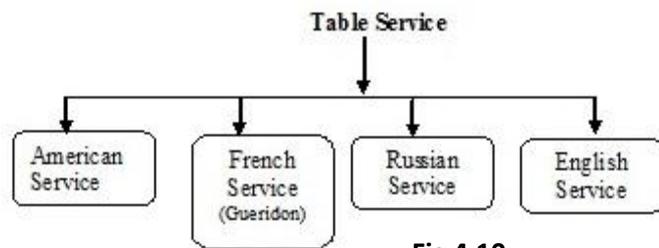


Fig 4.10

**Table Service:** Table service is a method of food service in which the waiter brings customers food or the table and places it in front of them, either preplated or from the Platter to the plate on the cover (The space required on a table for laying cutlery, crockery, glassware and linen for one person to Partake of a meal). Table service is the most leisurely of service methods, customers may still take as half to three – quarters of an hour to eat their meal, but are more likely to take between one- and – a – half to two hours. There are basically two types of menus available in the table service from which customers may select their meal. The first is the **a la carte** menu in which all the items on the menu are individually priced and customers select and combine dishes according to their choice. The other is the **table d’ hote** menu which consists of a number of items combined together to produce a set meal, at a set price. The use of the term table d’ hote is today frequently replaced by the term fixed price menu. Fig. 4.10 shows that table service may be further classify on the basis of ‘house style’ of a restaurant



Fig 4.11



Fig 4.12

**American service:** Most often used in coffee shops where the emphasis is on quick service. This service is also known as plate service. The food is served into a guest's plate in kitchen itself and brought to the guest. The portion is Pre- determined by the kitchen and the accompaniments served with the dish balance the entire presentation in terms of nutrition and colour. Pre-Plated food is always served from the right hand side of the guest.

**French Service :** A fundamental elements of true French service is that it affords guest an opportunity to help themselves. This type of service is used in upscale restaurants, elegant hotel dining rooms, cruise ships resorts and casinos. The food is either cooked or completed at a side table in front of the guests. The food is brought from the kitchen and placed on a small cart called a **gueridon**. On this gueridon there is a small spirit stove called the rechaud, used for heating or flaming the guest food, which is then served from the silver salver on to the guest's plate and placed in front of the guest. French service, can also enables guests to see food 'finished' by their table, for carving and portioning and salad mixing may be effected in front of them. The guest receives a great deal of attention and the service is extremely a great deal of attention and the service is extremely elegant.

**Russian Service:** This food service is also known as Platter Service. It is very formal and elegant, and the guest is given considerable personal attention. It employs the use of heavy silver service-ware. The food is prepared and portioned in the kitchen and placed on to silver platter. To serve, the sever places a heated plate before each guest from the right side, going around the table clockwise. Then the server brings the platter of food to the dining room from the kitchen and present them to the guest a the table. Standing to the left of each guest and holding the platter of food in the left hand, the server shows each guest the food and then using a service fork and spoon in the right hand, (combindly known as service gears), dishes up the desired portion on the guest plate This service needs skilled staff to do well.

**English service:** All necessary preparation such as cooking foods and slicing ments is done in the kitchen. The food is then placed in large bowls and on platters and is properly garnished. The server serves the bowls and platters by placing then in the center of the table. The food is passed around the table by the guests, who help themselves to the portions desidred. The amount of service required of the server is minimized, because the server simply sets the food on the table, pour the beverages, brings the appropriate condiments and clear away the solid dishes. This simplified manner of service is helpful for new wait staff to learn the proper details of serving.



Fig 4.13

**Banquet Service:** Banquet service involves serving a meal to a group of people who are celebrating, gathering for a special occasion or honouring special guests. The menu, number of guest and time of service are predetermined and the banquet is well organized in advance. Banquet service is offered in hotels, resorts,

country clubs casinos and restaurants that have conference rooms for holding meetings. The variety of table arrangements used in banqueting service are numerous, using either round, square, rectangular and other interlocking shaped tables, if there is a 'top' table on which the host sit or important guest than this table is usually served first. The number of people that may be catered for in banqueting service can be as small as six to eight for a private dinner party to a large convention of several thousand people. The food served to the customer may either be pre-plated in the kitchen or portioned on the plates in front of the customers.

**Room Service:** A number of lodging properties provide their guest with the opportunity to order and enjoy food in the privacy of their own rooms or suites. It is a method of food service that is very expensive to provide a great deal of time and cost is involved in serving customers in their rooms, particularly if a full mal service is offered, for this reason most hotels offering room service today only offer a limited menu selection or snacks item.



Fig 4.14

**Car or Drive – in Service:** Car Service commonly consist of two types of service, the first where customer remain in their vehicles in the drive- in area to consume their meal, second where customers buy their food and beverages and then leave the drive-in to consume them elsewhere. Waiters (**usually called carhops**) take the customers orders and return with the food placed on trays- these fit on to the car door or steering wheel. The customers eat their food in their cars, the carhops removing finished trays. Payment for the meal is made directly to the carhops. Many drive- in operations are now providing a restaurant or dining space for their customers. The second type of care service is an extension of the fast food system of take away and involves customers ordering their requirements for a menu board which are transmitted usually via a microphone at the entrance to the drive-in. Customers then drive to the exit where they collect their purchases and pay at the same time. This method of drive-in take aways is growing.

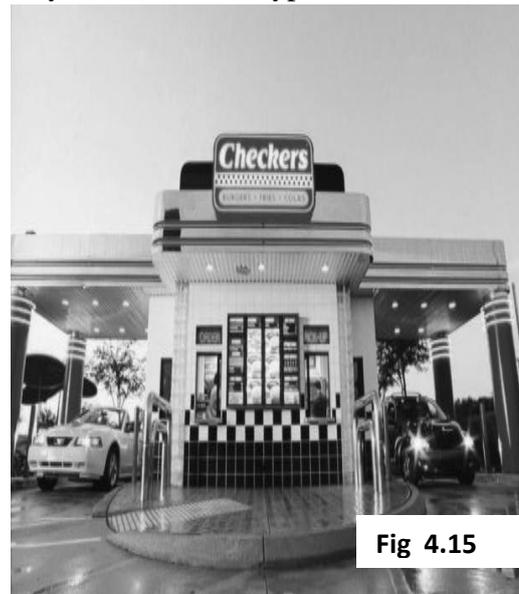


Fig 4.15

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### **SPECIAL SERVICE ARRANGEMENTS**

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In some catering situations it is a necessity for the prepared food to be transported and served directly to the customer- it may a patient in a hospital ward, a passenger on board a plane. In such cases as these, 'special' service arrangement may be used.

**Hospital Centralized Tray Service:** Ganymede is a centralized tray meal system used in hospital catering. In this menu cards are distributed to patients on the previous day, patients can then make their own selection of food for the following day from the choice on the menu card.

The menu cards are collected from the wards and returned to the catering office. Individual diet cards are then prepared for every patient in the hospital, these are later placed on the tray before it moves along the conveyor belt, so that the operatives can read exactly what is to be given to each patient.

When the food has been prepared for a particular meal period, the food is loaded



Fig 4.16

into heated or refrigerated bain-maries which are wheeled up to the conveyor belt and plugged into a main socket to keep the food at the correct temperature throughout the service period. Cutlery for the meal is wrapped in a napkin and placed on to a tray with the patient's menu card. The trays automatically move along the conveyor belt and the next item to be placed on the tray is some form of heated plate receiver, on top of which is then placed the conventionally styled plate. As the tray moves along the conveyor belt the operatives place the requested menu item. The tray reaches the end of the conveyor belt a complete meal has been assembled; one or two supervisors then check the tray's items against the menu cards before putting lids over the plates and placing the completed tray into the mobile holding cabinets or trolleys, which are then sent to the wards. Using this special service arrangement several hundred complete meals can be prepared in a very short time. Depending on menu selection, dietary requirements around 500 tray meals can be completed in one and a half hours. In this type of service (Ganymede) food is kept warm and can travel and stay hot.

**Airlines Catering:** Most of the food served in first class and in business class is produced in the caterer's kitchen, usually under the direction of a qualified chef.

In the flight kitchen, foods are generally prepared at least one day ahead of the day they are to be served on the plane. Cook-chill system is used in flight-kitchen. The food items are often portioned into individual portions prior to being chilled to expedite both the



Fig 4.17

chilling process and the handling required for preparing the passenger trays later on. Except while they are being served on to the passenger's plates on the tray line, once chilled food items are held at refrigerator temperatures at all times until they are heated for service on the plane. Service of food on the plane is done by the flight steward, who will heat the food and serve with the help of a trolley.

#### 4.3.4 Classification of Beverage Service Methods

Beverage service methods are basically two main types- Self service and waiter service. Beverage service operators usually identify service as different service methods, such as counter service and waiter service, from which can be selected the most appropriate

service method to meet the demands of their customers, quick service when the customer is in a hurry, slower service for an intimate dinners and stylish service for customers who want to be entertained. The level of service can also be affected by the standards being achieved. Fig 5.18 shows the classification of beverage service methods.

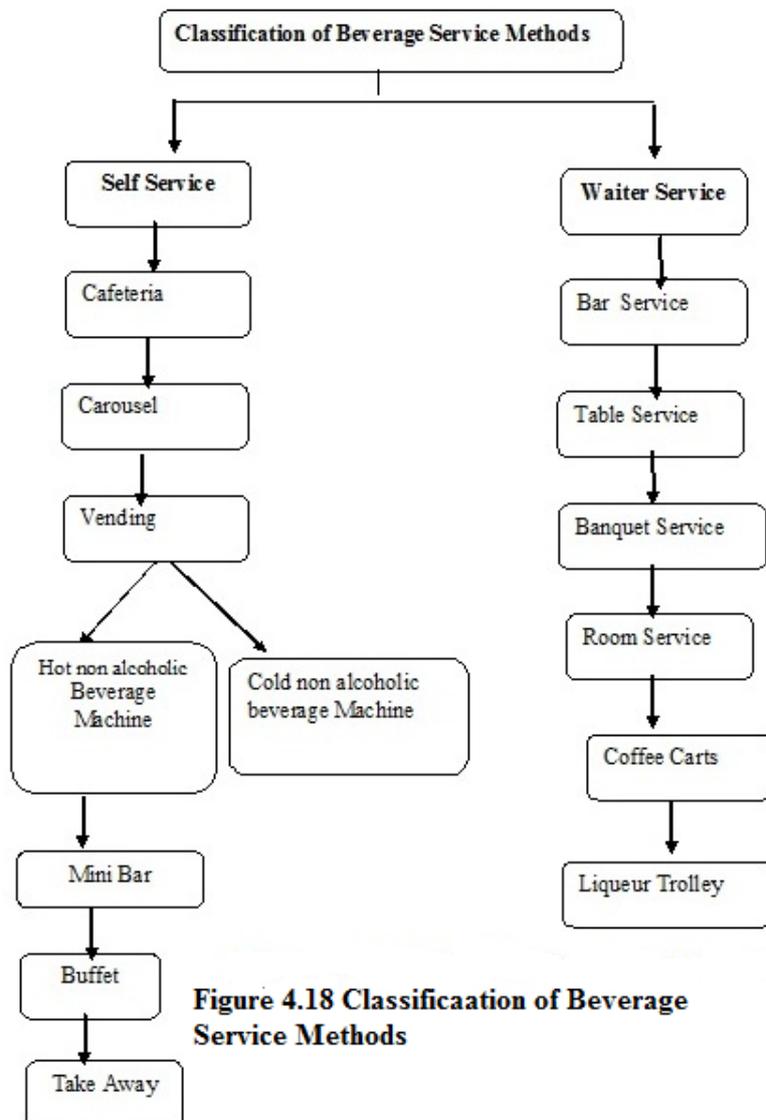
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**SELF SERVICE**

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Self-service beverage methods are those in which customers collect their own beverages from a counter or machine, rather than a waiter serving beverages to the customers at tables. Such as method may be completely self-service, such as the vending of beverages, or it may be aided such a in the cafeteria arrangement where an operative would portion drinks into cups and glasses and hand these to the customers.

**Cafeteria:** In cafeteria arrangements beverages are included in the main counter line, usually at the end, just before the cashier. The serving of beverage is recognized to be one of the slowest points in the cafeteria line and the tendency is to separate the beverages out from the main line completely and to serve them from a separate counter. In some cafeteria arrangements the beverage counters may actually be sited in the dining area. This is an attempt to speed up through put of customers in the main cafeteria area to the dining area, such beverage stations may either be manned by counter staff or vending machines.



**Figure 4.18 Classification of Beverage Service Methods**

**Carousel:** Pre-portioned cold drinks may be offered for sale on a carousel. These are usually situated on the refrigerated shelves and such

beverages as glasses of wine, fruit juices, milk, iced coffees etc may be featured. Hot beverages such as tea and coffee would be dispensed from a separate counter either adjacent or close to the carousel.

**Vending:** Beverage vending may vend hot or cold drinks separately. Beverage vending has a considerably wide application within the catering Industry. It may be used in those operations offering a total vended service such as hospitals, where both food & beverages are sold through vending machines, beverage vending may be used as a supplement to an existing methods of food and beverage service, such as in cafeteria arrangements where all the food is served in a traditional line, but the beverages are separated out and dispensed from vending machines. Beverage vending may not be used within the actual restaurant operation itself, but it may still be used as part of the establishment’s total catering facilities for examples banks, office & factories.

- **Hot non –alcoholic beverage** machines vend coffee, tea and sometime soups. They offer a range of variations, for example with and without sugar, creamers, beverages of different strengths, fresh brew leaf teas, ground coffee etc.
- **Cold non-alcoholic beverage** machine vend a variety of drinks. Example cold drinks, carbonated bottle water and Juices, Milk Shakes.

**Mini Bar:** Beverage Service in hotel and motel rooms is most commonly waiter service, although many establishment have now installed mini-bars or small automatic dispensing machines, from which guests may obtain a drink. A limited choice of alcoholic and non-alcoholic drinks and snacks are placed in the min-bar, guests simply removing any drinks they may require. There are a number of mini-bar systems available and payment for items consumed may be made in several ways. One way on which the purchase may be automatically registered at the cashier’s office and debited directly to the customer’s account. Another way at the time of quest’s departure, the mini-bar is checked and the customer’s account debited for drinks consumed. This form of control is manually recorded Mini-bars therefore exist as a supplementary guests at different times of the day when they may not want to call or wait for room service. Operated and managed efficiently mini-bars can be an dependent profit center generating additional revenue for the hotel.



**Fig 4.19**

**Buffet :** Beverage service in buffet –type arrangement is usually waiter service, although in some cases pre-portioned drinks may be on display on the buffet table to encourage sales. Such beverages that may be offered include glasses of wine, fruit juices, iced coffee, etc.



**Fig 4.20**

**Take Away/ Fast Food:** In take away operations, beverages are usually served to the customer with the food ordered. Like the food products offered for sale by the take away operations, the

beverage products are also highly standardized, often offering a limited number of beverages, with a nimble of variations.

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### WAITER SERVICE

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Waiter beverage service methods are those in which beverages are transported and served to the customer, whether at a table or bar, by a member of the service staff. It is a method of beverage service more commonly associated with higher priced catering facilities rather than some of the self service operations.

**Bar Service:** In bar service customers may either sit on stools at the bar and be served directly by the bar staff or they may sit at individual tables within the bar area and be served by waiting staff who collect the drinks from the bar for the customer. The former method of beverage service in which the customer may remain seated at the bar or table, is most commonly used in public houses and coffee shop styled catering facilities. The latter method is widely used in hotel bars and other restaurants which often feature a separate bar for pre-and after dinner drinks. In both catering situations the bar is acting as a sales tool for the establishment and must therefore look attractive and feature an appropriate selection of beverages for that particular type of operation and the market at which it is aiming.

**Table Service:** The customer order for beverage is taken at the table and the beverages usually collected from the bar, dispense bar and pantry beverage are always served from the right hand side of the guest other the service of non-alcoholic beverages. In some restaurants a trolley or cart may be used for the service of beverage cart is not only an aid to the service of the beverages but is also an important visual sales tool.

**Banquet Service:** In banquet functions beverage is have already been chosen and are served at set times during the course of meal, to accompany certain foods. Pre-meal drinks in banqueting may either be served by the service staff for example taking trays of drinks round to the guests, or a bar offering a selection of drinks may be arranged in the rooms used for guest assembly and the guests can buy directly from this. During the meal wines pre-chosen by the host are served and after dinner beverages such as coffee and liqueurs are also served at the guests table. This system is referred as 'Inclusive bar'. Any other beverages ordered by the guests. The alternative to an inclusive bar is 'cash bar' when no drinks have been pre-ordered and all drinks are bid for by the guests themselves. In the reception area for a banquet the wine waiters will have set up a table so that customers can choose and at time pay for, their wines in advance.

**Room Service:** In waiter service operations the customer orders the required beverages from room service and the drinks are taken to room, payment may be made directly to the waiter or as is debited to the customer account.



Fig 4.21

**Coffee Carts:** The use of Coffee Carts or tea trolley for the Service of beverages has been included here because within this type of service beverage are often served

directly to customers at their desk or table. This method of beverages service is used in office blocks & factories.

**Liqueur Trolleys:** Liqueur trolley may be used in variety of restaurants and hotels and are usually brought to the customer’s table at the end of a meal. The waiter method of beverage service is therefore most commonly used in higher priced catering establishments.

**CHECK YOUR PROGRESS-I**

Q. 1 Write a brief note on self service methods?

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Q. 2 Write a brief note on waiter service methods?

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Q. 3 Write a brief note on cafeteria service method?

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**4.4 Preparation for Services**

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The restaurant is the hub of several activities before the actual arrival of the guests as well as at the point of his arrival followed by satisfactory service and his departure,

further winding off operations. This also involves part preparation for the next service. This process is often referred to as the Restaurant Service Chain. The Restaurant Service Chain is therefore regarded as string of events that takes place before, during and after the service to the guests in the restaurant. The service chain consists of the following:

- Briefing
- Mis-en-scene
- Mis-en-place
- Setting up the sideboard
- Preparing the trolleys for service
- Cover set –up
- Restaurant Table Reservations
- Receiving and Seating a guest
- Taking an Order
- Food and Beverage Service
- Special Food Service
- Cheese and Its Service
- Tobacco and Cigars and Their Service
- Coffee Service
- Presenting The Check

**Briefing:** One of the most important interpersonal communications is carried out an hour before the restaurant is opens for public. Briefing is a meeting of the restaurant staff prior to the opening of the restaurant, while de-briefing is done when the restaurant closes. Briefing is an important event to analyze and evaluate the functioning of the restaurant. In this, first a regimented line up is developed where grooming, personal hygiene of waiters is checked followed by a discussion on events that marked the previous day operations highlighting the good points, bad points and their remedies. In this session the senior most member of the restaurant gives his instructions, checks on certain aspects of service and receives suggestions or problems of the staff. Therefore the briefing is an important two way communication between management and staff that ensures that there is harmony in the thought process of both in executing service. The service staffs are required to come for the briefing in their proper uniform, equipped with KOT pads, waiter cloth, clean handkerchiefs, bottle openers, ball pens and cigarette lighters. There are certain points that each waiter should keep in mind before presenting himself for briefing:

- He should acquaint himself with the non available food and beverage item listed on the menu by asking the chef or referring to the ‘non available items’ board.
- They should ask the chef for the specials (**dish du jour**) of the day in order to push it to the customers.
- He should be fully conversant with the menu card and the beverage list of the day.

The restaurant In-Charge would normally check whether the waiter has satisfied the above points in addition would explain new house rules or policies to the staff and encourage an upward communication from the staff in terms of suggestions and problems. The waiter should be prepared to clarify doubts or give suggestions and ask questions.

During briefing the restaurant manager checks the following:



team of waiters. Thus a restaurant may have several stations, each with a team of waiters. In large restaurants each station may be headed by a Captain or Chef –de-rang, Mis-en-Place or preparation in which part of activity may be carried out immediately and part left for the morning or an hour before opening of a restaurant. The various steps involved are:

1. Shut the doors and windows and draw the curtains.
2. Keeping the light to the brightest level, set the tables and chairs according to reservations if necessary or required.
3. Spread the table cloths and all other linen as and where required like slip cloth (napperon), napkin (serviette), runner etc.
4. The activities of back area includes:
  - i. Washing, cleaning, wiping, sanitizing, drying, and polishing of cutlery, crockery, glassware, china, stoneware etc.
  - ii. Removal of all wilted flowers, foliage from buds or flower vases for the purpose of substituting with fresh ones next morning (This may be done by the housekeeping)
  - iii. In case of candle sticks, scrap the wax, wipe, clean and polish, less than half burnt candles are scraped, cut and fit in.
  - iv. Sauce bottles are replenished by discarding half filled and made into one, washed under running water. The neck from inner and outer side wiped, the cap cleaned and replaced.
  - v. Cruet set polished and wiped. The free flow checked, perforations cleaned. The cellar or salt/pepper shaker should not be more than 2/3<sup>rd</sup> filled for convenience of shaking.
  - vi. Check, count, cluster and tie the linen, make a bundle, exchange from the linen room. Stack fresh linen in sideboard for recycling.
  - vii. Carry the cutlery, crockery, glassware from back area and stack them in the sideboards.
  - viii. Check all the cupboards, counters, doors, windows and lock before leaving in case restaurant remains closed for some time. Switch off the air conditioner and lights and deposit the keys with time office security (This is done only when restaurant is open only for lunch and dinner or open for dinner like in case of night clubs or discotheques).

When the restaurant is open round the clock like coffee shop, most of these activities are carried out even though the restaurant is open for public. In case of dining hall open for breakfast, the second phase of operation overlaps the previous one like table for breakfast laying is carried out easily in the morning. The following are the preparations to be done in the Mis-en-place of any restaurant:

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#### **4.5.1 Setting-up the Sideboard**

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The sideboard (or dummy waiter) is a piece of furniture with shelves and cupboards spacious enough to stock linen, cutlery, crockery and other supplies required to service a set of tables in a station. Smooth service during the restaurant operation depends on how well the sideboard is prepared. The sideboard must be equipped with the following items:

1. Finger bowls
2. Folded napkins
3. Service cutlery
4. Cruet sets with salt and pepper
5. Cold water in water jugs with under plates and napkins to cover the mouth of the jugs.
6. Proprietary sauces such as Worcestershire, sauce, Tabasco or chilly sauce, tomato ketchup, JP/ HP sauces, Soya sauce, etc.
7. Toothpicks in toothpick holders.
8. Crockery - dinner plates, side plates, quarter plates, under plates, show plates etc.
9. Crumbing plate with brush
10. Restaurant linen - table cloths, napkins, waiter cloths etc.
11. Paper napkins and doily papers
12. Water goblets
13. Pots for jam, marmalade, mustard
14. Butter dishes with butter knives
15. Sugar bowls with white and brown sugar with teaspoons and straw holders
16. Pots with pickles and chutneys
17. Bread boats with assorted breads
18. Ashtrays cleaned and polished (if the restaurant has a smoking policy)
19. Service spoons and forks
20. Cutlery for each cove-normally 2 1/2 times is the back- up stock
21. Salvers and trays with underlay for service



- |                  |                             |                      |                   |
|------------------|-----------------------------|----------------------|-------------------|
| 1. Sauce bottles | 6. Service spoons and forks | 11. Teaspoons        | 16. Salvers       |
| 2. Menu cards    | 7. All purpose spoons       | 12. Cups and saucers | 17. Bread baskets |
| 3. K.O.T books   | 8. All purpose forks        | 13. Quarter plates   | 18. Fresh linen   |
| 4. Water jug     | 9. All purpose knives       | 14. Glassware        | 19. Dirty linen   |
| 5. Ice buckets   | 10. Soup spoons             | 15. Ashtrays         |                   |

Figure 4.22 Side Board

### 4.5.2 Preparing the Trolleys for Service

Trolleys in a restaurant are an important part of merchandising food and beverage. They are display units that are meant to stimulate sales. A member of the restaurant brigade is given the responsibility for the preparation of trolleys. It is possible that someone is responsible for particular types of trolleys. For example, the sommelier will be responsible for the wine cart or the patisserie for the dessert trolley. Each has its distinct set of service ware which needs to be understood.



Figure 4.23 Wine Trolley

#### 4.5.2.1 Wine Trolley

Wine service is important for its revenue potential. The wine trolley stocks and displays wines and spirits and is wheeled to the guest table to stimulate liquor sales. The trolley service is provided in gourmet restaurants and the person who provides this service is a qualified wine butler or sommelier. He would set the trolley with the following:

1. Wine List
2. Wine bottle corkscrew opener
3. Waiter cloths
4. Half plates to present corks of the wine bottles
5. Torch to show labels to guests in a dimly lit restaurant
6. Display of all table wines - Red, Rose, White, Sparkling
7. Champagne buckets
8. Wine boats to keep wine bottles On the table
9. Beverage glasses

#### 4.5.2.2 Hors d'oeuvres Trolley

The hors d'oeuvres trolley is found in gourmet restaurants that presents the appetizers in an attractive manner. The trolley is wheeled beside the guest table at the start of the first Course. The tips for this trolley are:

1. Clean the trolley thoroughly first with a wet cloth (if it is not made of wood) and then a dry cloth. In the case of a wooden trolley use
2. vinegar for cleaning.
3. See that the wheels of the trolley move freely and are well oiled. They must not squeak as the noise can be an ugly distraction to guests during service.



Figure 4.24 Hors d'oeuvres Trolley

4. Set the hors d'oeuvre platters in an attractive way for easy identification by the guest. Platters are usually pre-set-up in the platters by the kitchen staff. The platters must be well polished and clean.

5. Keep a supply of service spoons, forks, napkins and underlines.
6. Keep a sufficient number of dessert plates to serve the guests.

### 4.5.2.3 Salad Trolley

Salads have become an important course nowadays because of an ever-increasing health-conscious have exclusive salad public. This change in guest preferences has prompted many restaurants bars dedicated to this public. Most would like to mix and match their salads to their taste. They would also like to have options of sauces. Most now are looking for fat free sauces, so this has to be catered to.



Figure 4.25 Salad Trolley

1. The trolley must be cleaned as above.
2. Those who wish to mix and match their salads would like to see bowls of fresh green vegetables. Some suggestions are tomatoes, lettuce, Mushrooms, corn, cucumber, sprouts, spring onions, watercress, turnip, beetroot, radish, etc. The key is to en re that the vegetables are crisp, crunchy and fresh always.
3. Similarly, the prepared salads like Caesar's Salad, Russian Salad. Egg Mayonnaise Salad, Mushroom Salad, etc. should be provided.
4. Meat salads are also to be provided like ham salad, tuna salad, chicken salad etc. The meats must be fresh and presented in attractive bowls of glass, china or silver.
5. Sauce boats provided must have an array of sauces to give guests a good choice. The boats will be in quarter plates with underliners and spoons for service. Some popular sauces are Italian Dressing, French Dressing, Salsa Sauce, Mayonnaise Sauce, Thousand Island Dressing, Horseradish Sauce, Mustard Sauce, lemon juice, etc.
6. An important service ware is a wooden mixing bowl for salads ·t'l wooden forks and spoons.

### 4.5.2.4 Gueridon Trolley

The Gueridon trolley is found in gourmet restaurants to prepare foods beside the guest tables. Food is prepared with great fanfare and showmanship especially the flambé items. It should be equipped with the following items:

1. Proprietary sauces
2. White wine
3. Oil for cooking
4. Brandy
5. Red wine
6. Liqueurs for special crepe preparations



Figure 4.26 Gueridon Trolley

7. Pepper mill
8. Vinegar
9. Napkins
10. Service Spoons and forks
11. Matches and ashtrays
12. Flambe copper pans
13. French and English mustard
14. Wooden board for carving and cutting
15. Carving knife and fork
16. Butter
17. Salt and pepper
18. Sugar (grain and cube)
19. Filled gas cylinder



**Figure 4.26 Cheese Trolley**

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#### 4.5.2.5 Cheese Trolley

Cheese in European countries is an important part of a meal in the classical tradition. Gourmet restaurants still offer this as a cutting edge in their service.

1. Clean the trolley as given above.
2. Requisition cheese from the kitchen and be fully conversant with the cheese.
3. Display cheese on a wooden board with a cheese knife to cut the cheese.
4. Keep accompaniments such as brown bread, crackers, celery, olives and watercress.

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#### 4.5.2.6 Dessert Trolley

The dessert trolley is one that adds a dramatic end to a meal cycle. The presentation and offer of desserts is a sure revenue earner. The trolley must be prepared as follows:

1. Dessert plates
2. Paper napkins or folded serviettes
3. Pastry forks
4. Gateaux Slice
5. Presentation platters with the dessert display most often prepared by the pastry and confectionary section of the kitchen
6. Assorted pastries
7. Assorted cake slices



**Figure 4.27 Dessert Trolley**

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#### 4.5.2.7 Liqueur Trolley

A liqueur trolley is one that is an additional attraction in a gourmet restaurant that follows the classical menu preparations. The sommelier would be in charge of this trolley as well. The trolley will have the following items:

- Cordial glasses
- Brandy balloon glasses

- Cocktail glasses for frappe drinks
- Cursed ice
- Straws
- Peg measures
- Waiter cloths
- A choice of liqueurs-a good standard would be eight to ten liqueur
- Cordials
- Brandy

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#### 4.5.2.8 Fruit Trolley

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Guests may like to round off their meals with fresh fruits. This applies especially to diet-conscious guests who may opt to eat only salads and fruits. Restaurants recognize the health conscious and have a trolley for this niche public. The server will volunteer to cut the fruits into manageable portions and serve in the respective service ware. The trolley will have the following:

- a) Paring knives
- b) Half plates
- c) Fruit bowls
- d) Napkins
- e) Mixing bowls
- f) Castor sugar
- g) Teaspoons

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## 4.6 Mise-en-scene

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The dining room is the hub of several activities before the actual arrival of the guests as well as at the point of his arrival followed by satisfactory service and his departure, further winding off operations. This also involves part preparation for the next meal. It is ideal to know the components not from beginning, but from the end because end is the beginning of preparation of fresh service.

**Mis-en-scene** refers to preparing the environment of the areas in order to make it pleasant, comfortable, safe and hygienic for the restaurant service. For the restaurant serving staff the restaurant is considered as the service area and it is expected from him to ensure that it should be made presentable enough to accept guests before each service session.

In a regular restaurant where all the three meals are served with a pause of few hours, the dinner is over around midnight. At this stage, the clearing of tables, sideboards, displays and decorations are over. A group of staff with a supervisor carries out the following activities step by step.

All the doors, windows are opened, curtains are withdrawn. All the lights are put at the brighter level, in case there is a regular dimmer. The whole dining room is thoroughly observed and scrutinized. The scrutiny is made on following lines:

1. Check for dirt
2. Check for unpolished metal surfaces
3. Check for stains on the carpets, curtains and tapestry

4. Check for all the electrical gadgets like bulbs, tube lights, power points, hot cases, display counters, pasta trolleys, pastry trolleys, microwave ovens etc.
5. Check for glass panes, fountains, artificial landscapes, water bodies, flora etc.
6. Check for damaged, broken furniture and fixtures.

**Activities Performed During *Mis-En-Scene* in a Restaurant**

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

After the inspection of the restaurant is over, through inspection is done from the traffic side to the pantry as well as the front gate of the restaurant for any defects, including the lock of the doors and windows. At this stage, many of restaurants stack the tables and chairs one above the other to completely keep underside free to enable the house keeping the cleaning of floor or carpet. Similarly the tables and chairs are shifted the other side to complete the floor cleaning and put back as per regular layout plan of the restaurant.

**CHECK YOUR PROGRESS-III**

Q. 1 Write a brief note on fruit trolley?

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Q. 2 Write a brief note on wine trolley?

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Q. 3 Write a brief note on salad trolley?

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## **4.7 Method and Procedure of Taking Order**

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Order taking is a skilful art that reflects the efficiency of both the waiter and the establishment. The order taker (waiter) should be skilful to handle array of customers efficiently. He should have a very good memory. He should have good oral communication skills. Knowledge about food and beverage, their garnishes and accompaniments, matching wines and spirits, cooking time and serving time, description of dishes in a lucid manner are other important qualities of order taker. He should also possess a rapid writing skill legible enough so that other subordinates can understand and execute the order. Hotels adopt different procedures to handle check out and bill settlements of the residents and visitors in the restaurants, which are discussed in detail in the present unit.

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### **Order Taking Procedure**

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The order taking procedure in a hotel industry is discussed in detail in the following paragraphs.

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#### **4.7.1 Receiving the Guest**

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9. The welcoming of the guests represents the most important step to his final satisfaction and reflects the level and quality of the service of an establishment.
10. Guests must be welcomed from the entrance of the restaurant; they should not wait by themselves for more than 10 seconds at the entrance.

11. The first impression received by the guest is most important. It is not necessary to execute the whole welcoming procedure with each guests (it is not always possible in case of affluence), however, it is indispensable to show him that he has been taken into consideration, if it is only by eye contact.
12. If the hostess or the maître d' hote are occupied, the head waiter or the assistant waiter must show the guests that they have been taken into consideration.
13. If there is an overbooking problem (more tables have been reserved than the restaurant can welcome), guests should not be left at the entrance but invited to sit down at the bar and take care of the problem away from their presence.
14. The hostess or Maître d' must try to seat the guests if he / she has to modify the planning of reservations at the moment of the guests arrival.
15. The hostess or the head waiter will accompany the guests to his table and pull out the chair for him / her to sit.
16. The head waiter or the assistant waiter will immediately present himself to the table to show the guests that he has been taken into consideration.

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#### **4.7.2 Attending an Order**

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1. The waiter will approach the guest from the left, place the menus, ensuring they are clean, in front of him and enquire: "May I have your order please, sir / madam?"
2. He should wait patiently, facing the guests, until (after any necessary advice has been asked for and given) the order is completed as fast as and including the main course.
3. When the menus are long and varied, it is advisable to allow customers a few minutes before asking the order.
4. When it is apparent that there is a host, take his instructions first, otherwise receive orders as soon as the guests are ready.
5. If the waiter is busy and cannot attend to a customer at once, he should inform him that he will attend to him shortly or "in a moment".
6. When two tables are occupied at approximately the same time, the waiter must take the order of the first party first. Customers are apt to note with annoyance any failure to a "first come, first served" sequence.
7. Waiter must be aware not only of the speciality of the day but also reasonable dishes to recommend. He should know the following things as far as possible:
  - Knowing which dishes are ready for quick service to guests in a hurry.
  - Items suitable for children
  - Salad, vegetable and potato suggestions for grills, roasts and main courses for a la carte guests.

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#### **4.7.3 Recording an Order**

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1. The Head Waiter should write in the corner of the order sheet; the table number and the number of persons being served. He also notes the time at which the order has been taken.
2. He takes the order for the appetizer; he indicates the number of guests for each appetizer opted.
3. He takes the order for the main dish. He writes the special notes at the right (example: choice of spice and hotness). He repeats the same for all the guests.

4. He takes the order for all other items.
5. He affixes his signature and hands it over to his back waiter.

**4.7.4 Sample Procedure for Order Taking**

1.	The front waiter presents himself to the table.	Table No: Covers:
2.	He indicates on the voucher the table number and the number of persons.	Table No: AS Covers: 4
3.	He writes down the time at which the order has been taken.	Table No: AS Covers:4 12h30m
4.	He takes the order for the first appetizer. He indicates the number of the guest corresponding to that order.	Table No: AS Covers:4 12h30m Shrimp Cocktail (1
5.	If the order of the second appetizer is identical, the head waiter will only indicate the chair number corresponding to the second guest.	Table No: AS Covers:4 12h30m Shrimp Cocktail (1,4
6.	If a guest does not take an appetizer, the head waiter will write on the voucher "no appetizer"	Table No: AS Covers:4 12h30m Shrimp Cocktail (1,4 No (3
7.	The head waiter takes the order of the last appetizer	Table No: AS Covers:4 12h30m Shrimp Cocktail (1,4 No (3 2 Bisque (2
8.	When the order of appetizers is finished, the head waiter writes the total number of dishes ordered	Table No: AS Covers:4 12h30m 2 Shrimp Cocktail (1,4 1 No (3 2 Bisque (2
9.	The head waiter takes the order of the main dish. The first guest does not take a main dish, the head waiter writes it down on the voucher	Table No: AS Covers:4 12h30m 2 Shrimp Cocktail (1,4 1 No (3 2 Bisque (2 No(1
10.	He takes the order of the second dish.	Table No: AS Covers:4 12h30m 2 Shrimp Cocktail (1,4 1 No (3 2 Bisque (2 No(1 Tournedos(3
11.	He asks the guest how he would like his meat cooked. He indicates this information on the right side of the voucher	Table No: AS Covers:4 12h30m 2 Shrimp Cocktail (1,4 1 No (3 2 Bisque (2 No(1 Tournedos(3R
12.	He takes the order for the third guest.	Table No: AS Covers:4 12h30m 2 Shrimp Cocktail (1,4 1 No (3 2 Bisque (2 No(1 Tournedos(3R 2wd
13.	He takes the order of the fourth guest	Table No: AS Covers:4

		12h30m 2 Shrimp Cocktail (1,4 1 No (3 2 Bisque (2 No(1 Tournedos(3R 2wd Homard (4
14.	He writes down the total number of dishes ordered	Table No: AS Covers:4 12h30m 2 Shrimp Cocktail (1,4 1 No (3 2 Bisque (2 1 No(1 2 Tournedos(3R 2wd 1 Homard (4
15.	He separates the different headings. He writes down the date and appends his initials in the right inferior part of the voucher. He transfers the voucher to his back waiter.	Table No: AS Covers:4 12h30m 4 Cartes 2 Shrimp Cocktail (1,4 1 No (3 2 Bisque (2 1 No(1 2 Tournedos(3R 2wd 1 Homard(4 18/02 Sz

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**4.7.5 Methods of Taking Food and Beverage Order**

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Essentially there are four methods of taking food and beverage orders from customers. All order taking methods are based upon these four concepts.

<b>Triplicate Method</b>	Order is taken, top copy goes to the supply point, second copy is sent to the cashier for billing; third copy is retained by the server as a means of reference during service.
<b>Duplicate Method</b>	Order is taken; top copy goes to the supply point, second copy is retained for service and billing purposes.
<b>Service with Order Method</b>	Order is taken; customer is served and payment received according to that order, for example, bar service or take-away methods.
<b>Pre-Ordered Method</b>	Individually (example room service breakfast) Hospital tray system Functions

**CHECK YOUR PROGRESS-IV**

1) Discuss the procedure for receiving guests in the f & B outlet?

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- The service hour desired by the guest, leaving a margin of a quarter of hour (for example between 8:00 and 8:15 a.m.)
- The name of the guest
- The number of people
- The room number
- The detailed order of breakfast desired (filled in cases)
- A choice of newspaper proposed by the establishment

**2. By Telephone:** The room service order is placed through telephone. In fact, it is very difficult to take an order correctly by telephone. One must be fast, not to forget any important information and try to sell the maximum to the guest.

For a maximum efficiency, the Room-service personnel use digital telephones that indicate the name of the person and the room number, and the possibility to display the room number of the previous call in case they forget.

The room service order is written down manually or computerized and it should include the following information:

- Room number
- Name of the guest
- Number of persons
- Detailed order
- Hour the order is taken
- Service hour

The service should be fast and discrete. The service procedure is as follows:

1. Verify the guest's name on the bill
2. Knock on the door
3. Announce "room service"
4. Remove plastic films from the food
5. Wait until the guest invites the waiter to come in
6. Express wishes "good morning, good afternoon, good evening, call the guest by his last name (good morning mister X).
7. Ask where to place the tray
8. List the different food items ordered by the guest
9. Ask the guest to sign the bill
10. Thank the guest and explain the procedure to take away the tray

It is to the room service to clear away the tray when the guests have finished, either by asking them to place their tray outside of their room when they have finished, and to clear it 20 minutes after the service or by asking the guest to call them to come clear away the tray, which is more delicate because the waiter must come in the guest's intimacy the least possible. It is the object of conflict between housekeeping and the room service departments. In fact, there is nothing worst than a floor where there is dirty trays lying on the floor. One should consider that the job of the room service is finished only when all trays have been cleared away.

The room service employee must have general knowledge about the hotel premises. The room service employee is often the only one to be in direct contact with the guest during his stay. The guest often asks questions concerning the technical equipment of the rooms, the hotel premises, or any other information, and the waiter must be able to answer to any need.

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## 4.8 Summary

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In this unit we have discussed food & beverage service methods can be looked at from the customers Point of view. The customer's enters in a food service area, order or select his choice of food and then it is served, the customer may pay either at this point or later. Service methods available to the food & beverage operator are based on self service and waiter service. The choice on how the service sequence is designed, planned and controlled are made on customer needs, level of customer demand, style of food & beverage operation, price to be charged, production, process, volume of demand, availability of staff and space available. The food & beverage service system chosen must be in keeping with total concept of the catering facility and be perceived as value for money by the customer.

Order taking is a skilful art that reflects the efficiency of both the waiter and the establishment. The order taking procedure includes welcoming of the guests, attending an order and recording an order. Essentially there are four methods of taking food and beverage orders from customers. All order taking methods are based upon these four concepts: triplicate method, duplicate method, service with order method and pre-ordered method. Room Service generally includes the same dishes offered in the restaurant. Room service is the responsibility of the food and beverage department and not of housekeeping. Waiter will use trays or rolling tables for the meals. Every item should be covered during transportation and uncovered when entered the room. One can order room service in two ways: by door hanger and by telephone. The hotel / restaurant may follow a predefined procedure for the check outs and the settlements of the guest's folio. The payment can be made for the hospitality services & products as cash payment, credit card or Direct Billing transfer or combined settlement method.

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## 4.9 Key Terms

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**A la Carte** – The menu in which all the items are individually priced and customer select and combined dishes according to their choice

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

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

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

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

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

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

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

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

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

**Briefing:** two way communication between management and staff before an operation

**Side Board:** furniture central to an operation at a station

**Mis-en-scene:** preparation of the environment in a restaurant

**Mis-en-place:** preparation for an operation

**Cover:** The space on a table for crockery, cutlery and glassware for one person

- **Triplicate Method:** in this method the order is taken in three copies. The top copy goes to the supply point, second copy is sent to the cashier for billing; third copy is retained by the server as a means of reference during service
- **Duplicate Method:** in this method the order is taken in two copies. The top copy goes to the supply point, second copy is retained for service and billing purposes
- **Traveler's Cheques:** These are issued by reputed banks to avoid the risk of carrying cash
- **Combined Settlement Method:** A guest may elect to use more than one settlement method to bring the folio balance to zero.

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### 4.11 Terminal Questions

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1. Draw the table of food & Beverage Service Methods.
2. Differentiate between silver service and American Service.
3. Differentiate the vending machine in terms of food & beverage.
4. Draw a neat Diagram of Mini bar. Explain the importance of Mini bar in the hotel room.
5. What are steps involved in hospital centralized tray Service.
6. Classify Beverage service methods in terms of self service and waiter service.
7. Explain the Drive –in Service and take –away in Short.
8. How do you prepare a salad trolley? Discuss.
9. What is stacked in the fruit trolley? Enlist.
10. How the restaurant cover is laid? Explain.
11. What are the precautions to be taken in recording an order?
12. What are the different types of formats in use in order taking?
13. What is meant by ‘door hanger’ method? Furnish procedure.
14. What is the service procedure to be followed for room service?
15. Write a descriptive note on the different methods of bill settlements?