

Most of what you need to know about Serving Food and Beverages

An Overview



Food & Beverage Service Personnel

The People responsible for service quality guest service

Organisation Structure

In any typical food & beverage service operation, a number of people are working together to serve the guest or customer. To carry-out all the functions, involved in service, people are placed with different duties and responsibilities. Here is an example of organizational structure of food & beverage service dept of a hotel:

Food & Beverage Manager
Assistant Food & Beverage Manager
Restaurant Manager
Room Service Manager
Banquet Manager
Bar Manager
Departmental Supervisors
Senior/Head Waiter
Waiting and Bar Staff
Trainees

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

As a member of the Food & Beverage Service team in a restaurant, you are responsible for:

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

Essential attributes of Food & Beverage service personnel

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

Team work is critical to service success!

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

To be an excellent team player, you will:

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

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

- Greeting and seating guests
- Answering the phone
- Letting others know when you have guests who are ready to leave so that they can plan which guests to seat there next
- Immediately removing from tables the items guests do not need anymore
- Clearing and resetting tables
- Restocking side stations so that supplies are always available
- Writing drink orders clearly and completely
- Asking guests all necessary questions when they place beverage orders, such as, "Do you want ice with that?"
- Processing drink orders promptly
- Picking up drinks promptly
- Writing orders neatly and completely
- Asking guests all the necessary questions when they place orders, such as, "How would you like that prepared?"
- Properly sorting and stacking used glasses, china, silverware etc.

Superior Performance Standards

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

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

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

Quality Guest Service

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

Quality guest service is possible, only when we consider all of the following aspects:

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

Delivering quality service is not part of your job - it is your job.

If it weren't for guests, you would not have a job in the hospitality industry.

Benefits of Quality Service

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

The Guest

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

The Business

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

Staff

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

You

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

Skills and attributes required for meeting and exceeding service expectations

Personal Appearance

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

Friendliness

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

Concern

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

Flexibility

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

Anticipating Guests' Needs

Has a server at a restaurant ever offered you something you wanted or needed before you asked for it?

If so, how did feel about that dining experience? Probably pretty good.

That's the type of service every restaurant server should provide guests.

Whenever appropriate, take whatever steps are necessary to make sure each guests has a positive experience. As you greet guests, determine their needs. For instance:

- Guests with young children often do not have time for long, leisurely dinners. They may appreciate friendly service that is quick and efficient.
- Senior citizen and guests dining alone may appreciate some extra attention.
- Guests having a business meeting probably do not want to be disturbed. They may appreciate it if you try to accomplish as much as possible each time you're at the table.

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

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

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

The Importance of Personal Hygiene

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

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

Points to remember for maintaining of personal hygiene:

- A shower or bath should be taken daily.
- Always use either deodorant or talcum powder.
- Sufficient sleep (minimum of 6 hours), and adequate healthy intake of food (more vegetable, less oil) and regular exercise will keep body healthy.
- Always trim nails and keep hands clean.
- Male should be clean-shaven with well-trimmed moustache.
- Wear clean uniforms.
- Change your undergarments daily. Always wear clean undergarments.
- Hair must at all times be clean and well groomed.
- Always brush your teeth after eating breakfast, lunch, and dinner.

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

- Always wash your hands before touching food, and always after coming from toilet.
- If you are suffering from any skin, nose, throat or stomach problem or trouble at work, tell your manager and don't handle food.
- Use waterproof dressings on cuts and sores. And remember to keep those dressings clean.
- Be clean in yourself and in the clothes you wear.
- Don't smoke in a kitchen or dining room. And never cough or sneeze over food.
- Clean as you go in the kitchen, if anything gets spilled, wipe it immediately. See that all utensils are kept clean.
- Cover food, keep it clean, and serve it either cold or piping hot.
- Use tongs, spoons etc. when handling food, rather than your fingers.
- Always keep the lid on a dustbin.
- In restaurants, remember that clean, fully equipped, well-lit, and airy conditions are required for maintenance of hygiene.

Making Service Personal

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

Why personalised service is required in hotels or restaurants?

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

How we can give Personalised service to guests:

- Always greet the guest in the proper way.
- Talk with the guest.
- Suggest to the guest the correct combination of food & beverage.
- Maintain proper spoken language and body language.
- Always smile.
- Try to solve any problems on the spot.

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

- Don't talk to other staff without first excusing yourself from the customer.
- Don't interrupt the customer's conversation, but wait until there is a suitable moment to catch the attention of the guest.
- Don't serve the customer whilst they are carrying on a conversation
- Don't talk across the room either to other staff or to customers.

Always follow these simple rules, while doing personalised service:

- When showing customers to their table – Always walk with them at their pace.
- When seating customers- Ladies first descending in the age unless the host is a lady.
- Handling menus to customers- Offer the menu and wait for the customer to take it.
- Opening and placing napkins- Open carefully, do not shake it like duster, place it on the customer's lap after saying excuse me to the guest.
- Talking to customers- only when standing next to them.
- Serving and clearing- always say 'EXCUSE ME' before serving or clearing and "THANK YOU' after you have finished with each customer.
- Explaining food and beverage items- use terms the customer understands (i.e. no technical terms); use terms, which make the food sound attractive; do not use abbreviations.

How to address customers or guest:

- Always use 'SIR' or 'MADAM' for addressing a guest.
- If you know the name of the guest, then address him with his name
- Always greet the guest with 'GOOD MORNING' or 'GOOD EVENING', while meeting with the guest at the first time.
- Always say 'HAVE A NICE DAY' or 'GOOD DAY' or 'GOOD NIGHT' or 'THANK YOU', when the guest is leaving the restaurant.

How to deal with unforeseen situation, if it occurs during service:

1. Spillages:

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

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

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

- If the staff believe the client is possibly under the influence of drink they may refuse a table, even though there may be one available.
- It is not always possible, however, to recognise a guest who may prove objectionable later on.
- If a guest is suspected of being drunk this must first of all be ascertained by the Head Waiter or restaurant manager.
- The guest should then be asked to leave rather than be allowed to become objectionable to other guests later on.
- If the guest has already consumed part of the meal but is not being objectionable then the remainder of the meal should be served in the normal fashion, but the Head Waiter must ensure no more alcoholic
- Beverages are offered.

3. Blind and Partially Sighted Customers:

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

4. Guest with communication difficulties

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

- Speak directly at the customer
- Stand in such a position that the customer is able to see your face clearly.
- Speak slowly and distinctly.
- Describe food/drink items in simple, precise, and plain language.

- Seat customers away from possible excessive noise, as this is most uncomfortable for customers wearing hearing aids.
- In these instances always read back the food and beverage order received to confirm all requests.
- Listen attentively to what is being said to you to ensure you understand the customer's requirements.

5. Customers or Guests with limited mobility (leg fracture, no legs etc.)

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

- Place wheelchair users at tables where there is adequate space for manoeuvrability.
- Position him/her out of the main thoroughfare of customer/staff movement.
- Position him/her with easy access to cloakrooms, exits and fire exits.
- Crutches/walking sticks should be placed in an accessible and readily available position.

6. Illness of Customers

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

Handling Telephone Calls

We must try to make every caller feel important by being friendly, polite, and professional on the telephone. Use the following phone techniques to leave a good impression with each caller:

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

Some sincere advice:

You will often be very busy when the phone rings. To make callers feel welcome, catch your breath before picking up the phone. If you sound stressed or hurried, the caller will also feel rushed. Sometimes, to take care of a request, you will need to put callers on hold. Providing, good guest service means always asking callers if it is all right to put them on hold. If a caller gives you permission, take care of the request quickly. Thank the caller for waiting when you return to the line.

Always end each phone call with a sincere “Thank You for calling” offer to be of assistance in the future, and let the caller hang up first. The end of the call is your last chance to leave a good impression with a potential guest.

Types of Restaurant

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

There are different types of restaurants:

Coffee Shop

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

Continental Restaurant

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

Specialty Restaurant

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

Fast food outlets

The entire environment is characterised by high investment, high labour costs and vast customer throughput. The service is generally self-service or assisted service. The menu commonly includes the snacks, which can be made very quickly.

Take away counter/ Drive-in

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

Restaurant- Furniture, fixtures and their dimensions

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

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

Chairs:

The seating arrangements will depend on:

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

The chairs used are usually of the stacking variety as this takes up less storage space when the area need to be cleared. The standard height of chair from the ground is 18 inches. The standard height from the ground to top of the back is 39 inches. The depth from the front edge of the seat to the back of the chair is 18 inches.

Tables:

Tables comes in three accepted shapes: round/oval, square and rectangular.

An establishment or restaurant may have mixture of shapes to give variety, or tables of all one shape according to the shape of the room and the style of service being offered.

The standard height of tabletop from ground is 30 inches. Besides that the tabletop area of various shapes of table is measured below:

Square Table:

2 feet 6 inches x 2 feet 6 inches: for seating two people

3 feet x 3 feet: for seating four people

Round Table:

3 feet diameter: for seating four people

5 feet diameter: for seating eight people

Rectangular table:

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

Linen:

This is one of the more costly overheads and therefore its control is important. These are used to cover the table-top and to help the guest to keep themselves and the table neat and clean. The type of linen used would depend on the class of establishment, type of guest/customer, cost involved, and the style of menu and service to be offered. The main items of linen normally found are:

Tablecloths:

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

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

72 inches x 96 inches to fit rectangular shaped tables

72 inches x 54 inches to fit rectangular shaped tables

Slip cloths

3 feet x3 feet, used to cover a grubby tablecloth.

Serviettes (Napkins)

18-20 inches square if linen

14-17 inches square if paper

Buffet cloths

6 feet x 12 feet

Restaurant- Tableware, flatware, chinaware and glassware

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

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

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

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

Flatware and cutleries:

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

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

- Soup spoon: used for eating soup.
- Fish knife: used for Poisson (Fish) courses
- Fish fork: used for Poisson (fish) courses
- Joint knife: used for entrée (main course) dishes
- Joint fork: used for entrée (main course) dishes
- Sweet fork: used for dessert courses
- Sweet spoon: used for dessert courses
- Side plate: used for cover layout and normally used for serving bread or any accompaniments.
- Side knife: kept over the side plate, generally used for applying butter on bread.
- Asparagus holder: used to hold asparagus spears when eating.
- Pastry slice: used in sweet trolley for serving portions of gâteau.
- Oyster fork: used with dishes made of shellfish/oysters e.g. Shellfish cocktails
- Pastry fork: used for afternoon teatime for having snacks and pastries.
- Corn-on-the-cob holders: used for holding the cob, by piercing each end of the cob.
- Lobster pick: used to extract the flesh from the claw of lobster.
- Butter knife: used to spread butter on the bread.
- Caviar knife: knife with a short broad blade used for spreading the caviar.
- Fruit knife and fork: for serving grapefruits.
- Ice-cream spoon: used for all ice creams served in coups
- Sundae spoon: used for ice cream sweet in a tall glass.
- Snail tongs: used to hold snail shell.
- Snail dish: the dish is round with two ears, having six indentations to hold a portion (6) of snails.
- Snail fork: used to extract the snail from its shell.
- Cheese knife: used for serving cheese from cheese board.
- Sugar tongs: required for cube sugar.

Glassware:

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

The various types are:

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

Chinawares:

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

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

Every item of earthenware should have a complete cover of glaze to ensure a reasonable length of life. China should have a rolled edge, which will give added reinforcement at the edge. Thus, if well done, means that chipping will only occur on the under edge, which is not visible to the customer. One word of caution here is that hygiene is most important- chipped china could harbour germs.

The pattern should be under rather than on top of the glaze. This will increase the life of the chinaware. There is a wide range of items available and their exact sizes differ according to the manufacturer and the design produced or ordered.

As a guide, the common sizes are as below:

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

Other items of china required include:

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

The Side Board or Dumb waiter

The 'Side Board' is a sort of cupboard with a number of different types of shelves to stock the essential cutleries and crockery's and table linen required during service to the guest in the restaurant or dining room.

What are the advantages of sideboard?

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

During service, waiters can get required cutleries, crockery and service equipment very easily.

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

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

The style and design of sideboard depend upon:

- The style of service and the menu offered.
- The number of waiters or waitresses working from one sideboard.
- The number of tables served from one sideboard (1 sideboard for 6-8 tables or 20-40 covers)
- The amount of equipments it is expected to hold.

The essential points for sideboard:

- The sideboard should be of minimum size and portable so that it may be moved easily if necessary.
- The top of sideboard should be of a heat resistant material so that hot dishes can be kept at it while servicing.
- The sideboard should be cleaned and restocked for every next session.
- The number of items and its quantities, kept inside, should be the same always.
- The sideboard should not be overstocked.
- Always keep wiped and polished cutleries and crockery's inside.
- The table linen should be kept properly stacked and in order.
- The outer side should be facing to the guest, and the inner side, with shelves and drawers should face to wall, if possible.

Sideboard stock:

Items commonly required on the sideboard include:

- Bread baskets
- Bottle openers
- Butter dishes
- Corkscrews (for opening wine bottles)
- Condiments: Worcestershire sauce, Tabasco sauce, Tomato sauce, Pickles, chutneys, Chilli sauce, etc.
- Cruet sets: salt, pepper, oil, vinegar, mustard etc.
- Cutlery: soup, dessert, sundae and tea spoons, fish knives and forks, joint knives and forks, side knives, coffee spoons, etc.
- Doyleys
- Fingerbowls
- Glassware, water jugs
- Linen: napkins (serviettes), slip cloths, tablecloth
- Service cloths
- Under plates, teacups and saucers etc.

Menu Knowledge

Origin of menu:

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

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

The menu or bill of fare was very large and was placed at the end of the table for everyone to read. As time progressed the menu became smaller and increased in quantity allowing a number of copies per table.

Depending on the establishment and the occasion, the menu may be plain or artistic in its presentation.

Why a restaurant requires menu:

- This act as bridge between the establishment and the customer.
- This provide all necessary in formations regarding dishes available, their price range and other rules and regulations.
- This authenticates and gives guarantees to the customer for billing purpose.
- Due to Accent problem, the server may not pronounce some dishes names correctly and may create confusion. But menu lessens this type of human error.
- The server cannot recite the dishes available at the restaurant several times. But this problem is solved because of the menu as guest can refer it as necessary.
- We can group different type of dishes in different category in a menu card and hence, making easier for guest to select his favourite by referring the section of his/her choice.

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

Type:

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

Supplies:

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

Balance:

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

Food Value:

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

Colour:

- Avoid either clashes of colour or repetition of similar colour

Languages:

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

The French Classic Menu

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

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

The following is the list of courses, a French classic menu usually has:

1. Hors-d'œuvre
2. Potage (soup)
3. Œufs (eggs)
4. Rice and Pasta (farineux)
5. Poisson (fish)
6. Entrée
7. Sorbet
8. Relève
9. Roast (rôti)
10. Légumes (vegetables)
11. Salades
12. Cold Buffet
13. Sweet (entremets)
14. Savoury
15. Cheese (fromage)
16. Fresh fruits (desserts)
17. Beverages

Hors d'œuvre:

Hors-d'oeuvre is of a spicy nature in order to stimulate the appetite. The term is accepted as meaning a variety of pickled or well-seasoned foodstuffs. The main purpose of having this is to stimulate the appetite for next courses. Even the dishes, served before soups are also termed as Hors-d'Œuvres.

Hors d'Œuvres are either served from a rotating trolley or a tray, a small amount of each variety being placed on the tray to make-up a portion.

The examples are:

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

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

- Caviar- the roe of sturgeon fish
- Shellfish cocktail- prawns or shrimps on a bed of shredded lettuce and coated with tomato-flavoured mayonnaise.
- Melon-frappe- chilled melon
- Saumon fume- smoked salmon

- Pate maison- goose or chicken liver, cooked, sieved and well seasoned
- Huitre- oysters
- Escargots- snails

Potage (soup)

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

The examples are:

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

Egg dishes (oeufs):

- Omelette espagnole- flat Omelette with onions, peppers and tomato
- Omelette fines herbes- Savoury Omelette
- Œufs en cocotte a la crème- egg cooked in its own dish in a Bain Marie and garnished with cream.
- Oeuf poche Florentine- poached egg on a bed of spinach, coated with a cheese sauce and gratinated.
- Oeuf brouille au lard- scrambled egg with bacon.
- Oeuf sur le plat Bercy- egg cooked in its own dish on the top of the stove then finished in the oven, garnished with a chipolata sausage and a thread of tomato sauce.

Pasta and rice dishes (farinaceous/ farineaux)

Examples of farinaceous dishes are:

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

Fish (Poisson):

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

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

Fish is soft and tender flesh, which is easily digested, and helps to prepare the appetite for the heavier course to come. Some examples are:

- Sole meuniere- sole shallow fried in butter
- Sole Colbert- sole flour, egg and bread crumbed (pane) and deep-fried; the fillets are rolled back of the backbone in preparations.
- Sole cubat- fillet of sole poached, dressed on a mushroom puree and coated with a cheese sauce.
- Fillet de plie frite: fillet of plaice deep-fried and accompanied by a mayonnaise-based sauce flavoured with capers, gherkins and parsley.
- Tronçon de turbot poche, sauce hollandaise- cutlet of turbot poached with an egg and butter based sauce.

- Blanchailles diables- whitebait well seasoned with cayenne pepper and deep-fried.

Entrée:

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

An entrée is the first meat course on the French classic menu. Examples of entrée are:

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

Sorbets:

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

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

Relève:

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

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

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

Roast (rotis):

Roast always consists of roast game or poultry, chicken, turkey, duck, pheasant, quail. Each dish is accompanied by its own particular sauce and gravy, with a green salad served separately on a crescent shaped dish. The latter is placed at the top left-hand corner of the cover.

Vegetables (legumes):

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

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

Examples are:

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

Salad (salades):

Example of salads is:

- Salade francaise: lettuce, tomato, egg and vinaigrette dressing.
- Salade vert: lettuce, watercress, cucumber and green pepper.

Cold buffet (buffet froid):

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

Sweet (entremets):

The sweet may be hot or cold.

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

Savouries (savoureux):

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

The examples are:

- Welsh rarebit: cheese sauce flavoured with ale on toast and gratinated.
- Canapé Diane: chicken livers rolled in bacon and grilled, placed on warm toast

- Canapé Ivanhoe: creamed haddock on toast garnished with pickle walnuts.
- Champignons sur croute: mushrooms on toast.

Cheese (fromage):

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

Examples:

Cheese	Type	Place of origin
Cheddar	hard	England
Red Leicester	hard	England
Brie	soft	France
Caerphilly	semi-hard	Wales
Gorgonzola	blue	Italy
Demi-sel	soft	France
Gruyere	hard	Switzerland
Gouda	hard	Holland
Ricotta	fresh	Italy

Desserts:

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

Beverages:

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

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

Different classes of menu

There are only two basic classes of menu, namely:

- Table d'hote
- A la carte

Table d'hote:

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

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

The advantages of this menu:

- These are simple and very easy to choose, as choices are limited.
- The prices are set and hence, guest can choose accordingly.
- This is easier to control and operate.
- This is giving less wastage of food.

The disadvantages are:

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

These are useful for:

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

Example of a Table d'hote menu:

Luncheon menu

Monday, 21st august 2005

Lentil and ham soup

Chicken liver parfait with warm brioche

Quenelles of smoked salmon mousse with a spring onion dressing

Scottish smoked salmon carved at the table

Breast of chicken with forest mushrooms

Fillet of Brill with a mustard and dill sauce

Mille-feuille of vegetables flavoured with basil

Complemented with fresh seasonal vegetables

Fresh figs served with vanilla ice cream and red fruit coulis

Iced coconut parfait with a light chocolate sauce

Chocolate bavarois with vanilla sauce

Filter or decaffeinated coffee served with Petites fours

A la Carte menu

The term A la Carte may be translated as 'from the card'. The following points may define this type of menu:

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

The advantages of this menu:

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

The disadvantages are:

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

This is useful for:

- The multi-cuisine restaurant, serving more than one cuisine or regional dishes.
- The coffee shop styled restaurant.
- Fast Food outlets or Take away counters.

Approximate waiting times for dishes on A la Carte menu:

- Special hors d'oeuvre: 10 minutes
- Soup: 5 minutes
- Egg: 10 minutes
- Fish (grilled or fried): 10 minutes
- Grilled salmon: 20 minutes
- Lobster mornay/ thermidor: 10 minutes
- Liver: 15 minutes
- Rump/fillet steaks: according to order
- Chateaubriand: 15 minutes
- Roast chicken: 25 minutes
- Chicken en cocotte: 40 minutes
- Lamb cutlets: 10 minutes
- Omelette: 10 minutes
- Soufflés: 30 minutes

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

Various Type of Cover (Table Set-Ups)

One of the technical terms very often used in the restaurant is "cover". This is derived from the French term Couvert

There are 2 definitions according to the context:

- 1) When discussing how many guests a restaurant or dining room will seat or how many guests will be attending a certain cocktail party, we refer to the total number of guests concerned as so many "covers".
- 2) When laying a table in readiness for service there are a variety of place settings, which have to be laid according to the type of meal and service being offered. This place setting is a type of cover being laid.

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

A la carte cover

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

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

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

Table d'hôte cover

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

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

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

Laying the Table:

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

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

Food and Beverage Service Sequences

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

Table Setting:

1. The table should not shake.
2. Mutton (thick cloth) should not be seen below the table cloth.
3. Table cloth should be clean, crisp and right side up. It should fall equally on opposite sides.
4. Flower arrangement, if any, should not be tall and highly scented.
5. Four items, side plate, glass, napkin & cruet set are always there.
6. All cutlery required for the first course will be outside i.e., farthest from the centre of the count.
7. All knives are on right hand side, except one on the side plate. Cutting edge will be on the left.
8. All forks are on left except one on top with the dessert spoon.
9. All spoons are on right except one on the top with dessert fork.
10. Water glass at the tip of the knife. Other glasses & coffee cup on the right side.
11. Napkin can be on side plate, or in the centre of cover or in the water glass.
12. The cutlery should form a square, with the edge of table as one side and it must be opposite the chair.
13. Swift, silent, sleek, smooth, sincere, smiling service is to be given.
14. The plates are so placed on the table that the main dish is nearest the guest and accompaniments on the sides. It is sometime referred to as 10, 2 and 6 'o' clock arrangement.

Mise – en – place:

For smooth service keep these always ready:

1. Table cloths are laid.
2. Silver is laid on the table.
3. Glassware well polished and ready.
4. Plates kept hot.
5. Soft music is to be played.
6. Linen supply enough for emergency change.
7. Cold water jug with under liner & with napkins ready.
8. Necks of sauce bottles clean.
9. Salt without lumps.
10. All jams, marmalade, pickles freshly laid out.
11. Sugar bowls filled up and sweeteners also ready.
12. Drinking straw in straw holder.
13. Bread boat or bread basket stocked with oven fresh variety ready to be offered.
14. Enough service forks & spoons available.

15. Extra table cutlery ready.
16. Tooth picks ready.
17. Spare trays, salvers ready for use.
18. Keep under liner or doilies ready.
19. Keep the finger bowls with lemon wedges.
20. Any special equipment like cruet sets, corkscrew, marrow spoons, cheese knife, lobster pick and nut crackers ready.
21. Wine bottle opening screws always ready.
22. Ice cube and Ice bucket with tongs, or spoon should be always ready.
23. Candles with candle stand and match box should be kept ready.
24. Table reservations are checked.

Carrying and loading trays:

When trays are loaded, remember to place the heavy item in the centre so as to balance it properly. While carrying trays, hold it on fingers above shoulder level or if holding with both hands, hold away from body at elbow level. They are balanced better what way. There is a tendency on the part of the waiter to pile up items of all size and shape on top of each other while clearing the table of soiled dishes. This practice leads to accidents, is noisy and cuts down the speed of movement. Instead, sort the silver ware items, collect all food debris in one place and then pile each type of dish separately. There will be no breakage.

Conversing with a guest

While addressing the guest, remember the following points: -

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

Restaurant do's and don'ts:

1. Never run nor walk very slowly.
2. Never seat a guest at dirty or un cleared table.
3. Never gather together in a group in the restaurant, stand at your own station.
4. Never let the glasses be empty.
5. Never pick up a plate without first asking permission.
6. Never serve a very hot dish without first warning the guest at least say "Excuse me."
7. Never bend so much that you breath on the food.
8. Never delay any order for the children, serve them first at the table.
9. Never allow the hot food to cool down on the side board while you adjust the table. Steaming food must be served.
10. Never make a noise with your shoes.
11. Never listen to guests talks, even when you cant help hearing it, pretend you have not heard.
12. Never laugh at guests jokes. Even if they are addressed to you. At the most smile. But your lips should not open apart.
13. Never vanish inside the kitchen for a long time.
14. Never go inside the bar and pour a drink.
15. Never keep a dish on table if after ordering, the guest has gone out for telephone or toilet or meet a visitor.
16. Never keep an half eaten plate open if the guest has gone out in the middle of meal. Cover it with another plate or a food cover.
17. Never talk loudly & across the room. Don't even greet from a distance.
18. Never accept an order if you are not sure whether the item is available or not. Also, never give a blunt "NO", instead say you will check with your supervisor. Never fail to ask guests preferences.
19. Never keep a signed check with you, send it immediately to cashier.
20. Never touch a guest or even his chair.
21. Never bring more bread rolls / butter than the portions ordered.
22. Never expect the guests to clear the place for you to keep the plates on the table.
23. Never expect the guest to ask for service, offer it by anticipating in advance. Don't be indifferent to them.
24. Never put unused food in the soiled dish while clearing.
25. Never stare at the walls, floor or ceiling. Look only to the tables and guests.
26. Never carry any cutlery in open hands, carry it in a napkin or on a plate or salver.
27. Never touch the rim of glasses.
28. Never touch the bowls of spoon or tins of forks.
29. Never argue with guests, not even with other service staff. Your job is to listen carefully and not to defend.
30. Never hurry a guest to get the table cleared early.
31. Never use the service cloth as a handkerchief. Don't put it in trouser pocket.
32. Never fail to inform your colleague, if you are required to leave your station while the guest is being served.
33. Never fail to ask the guest "How is the food."
34. Never fail to treat all the guests as equally and respectfully as VIPs.
35. Never let an unsatisfied guest to leave the Restaurant.
36. Never fail to apologise even if the guest shows slightest sign of dissatisfaction.
37. Never fail to take some immediate action upon the guests complaint.
38. Never fail to report every complaint serious or otherwise to your supervisor.
39. Never report to work in unkempt, unprofessional appearance.
40. Never be unprepared for servicing the guest.
41. Never ask any favours from the guest.
42. Never pick up food without checking proper accompaniments & garnishes.

43. Never load trays carelessly or too heavily.
44. Never fail to light the guests cigarettes. (if permitted!!)
45. Never fail to thank a guest and say "Have a nice day".
46. Never report to duty without shaving & a bath.
47. Never handle a plate with your thumb in it.
48. Never hold try or plates near your body.
49. Never bring soiled plates in front of guests.
50. Never put a spoon or straw in the guests glass or cup. It is the guests privilege.
51. Never touch the bottle to the glass while pouring.
52. Never count the tips in front of guests.
53. Never move around for tips.
54. Never be confused or unhelpful.
55. Never cross people who are speaking, stop, say, "Excuse me" and cross and say "Thank You".
56. Never keep trays etc., on stair cases or at blind spots around the corners.
57. Never use the wrong tool for the job, like a bottle opener to open a bottle and not table edge or knives or teeth.
58. Never use a wet napkin to hold hot dishes.
59. Never go too close at the back of another person with a loaded plate or tray. He may suddenly move in the wrong direction.

Guiding the guest through the meal experience

Greet and seat the guest

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

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

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

- If guest has a reservation, then ask the name of the guest and check in the reservation book. Refer the details and seat him at the reserved table.
- If guests do not have a reservation, ask them if anyone else will be joining them. Then check available seating to see if you can accommodate them.

Step 3: Accommodate any special guest needs

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

Step 4: Take guests to their table.

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

Step 5: Help the guests with seating

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

Step 6: Present the menus:

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

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

Step 8: serve water to the guest

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

Sequence 2: Take and serve beverage orders

Step 1: offer beverages:

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

Step 2: Follow an order taking system:

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

Step 3: Set-up glasses for drink orders

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

Step 4: place drink orders

- If you need to call orders, say in a clear voice, "ordering" and then tell the bartender your drink orders, including any special instructions.
- Call drink orders for all tables at the same time.
- Make sure you've written each order clearly and correctly on a guest check or order pad.

- Place written orders in the proper location so the bartender can refer to them.

Step 5: Garnish drinks

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

Step 6: Set-up beverage napkins, stirrers, and straws

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

Step 7: Check your beverage order

- Is it the correct beverage?
- Is it in the correct glass?
- Is the garnish correct?
- Have special instructions been followed?
- Has anything spilled over the side?
- Should it have a chaser?

Step 8: Place drink on the beverage tray

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

Step 9: Serve beverages to guests

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

Step 10: Suggest another drink when the guest's glass is one-half or three-quarters empty.

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

Sequence 3: Take Food Orders

Step 1: Tell Guests about specials

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

Step 2: Ask for the food order

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

Step 3: Follow an order-taking system

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

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

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

Step 5: Ask the appropriate questions

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

Step 6: Suggest additional courses:

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

Step 7: Suggest a bottle of wine.

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

Step 8: Try to meet special requests:

- Some guests may request an item to be prepared in a way not listed on the menu.
- Write all special requests on your order pad and tell kitchen about the requests when you place the order.
- You may need to check with the chef or your supervisor before making a promise to a guest.

Step 9: Ask if guests would like another beverage

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

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

Step 11: Tidy the table to keep it as fresh as possible.

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

Step 12: Place food orders with Kitchen.

Sequence 4: Serve the meal

Step 1: Time the preparation of the food:

- Call away the order for each course when guests are about three-quarters finished with the previous one. If the kitchen is busy, call the orders sooner.
- Serve courses in the standard order, unless guests request a different order:
- Check with the cook or your supervisor if you are concerned that an order is not being prepared in a reasonable amount of time.
- Don't make guests wait without an explanation from you or your supervisor.
- If you are too busy to pick up an order as soon as it is ready, ask another restaurant server for help.

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

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

Step 3: Pick up the food order:

- Check the food before you take it out of the kitchen:
- Does the food look fresh and appealing
- Have all preparation instructions been followed?

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

Step 4: Deliver food:

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

Sequence 5: Check back to the table

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

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

Step 2: Replace unsatisfactory food or beverages.

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

Sequence 6: Sell After-Dinner items

Step 1: Clear the entire table.

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

Step 2: Suggest specific dessert items:

- Without asking, bring the dessert cart or display tray to the table and describe each dessert using mouth-watering terms.

- Describe in details one or two of the restaurant's more popular desserts. Suggest your favourites.
- If guests say they are "too full" to have dessert, suggest a light items, such as ice cream, or suggest that guests share a dessert.

Step 3: Suggest coffee or hot tea:

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

Sequence 7: Present the guest bill:

Step 1: Prepare guest check:

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

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

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

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

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

Step 6: Settle guest checks paid by cash.

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

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

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

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

Clearing Tables

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

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

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

When the main course is finished, all the cutlery and salt and pepper sauce bottles etc., should be removed, except that cutlery which may be required for the next dessert course. While removing the unused cutlery, it should not be mixed up with the dirty plates and soiled (used) cutlery. It should be removed separately, otherwise it may be unnecessarily required to be washed. After the removal of everything except water glass, bud vase and any silver (cutlery) that is required for the next course, the table should be crumbed. The waiter's napkin should be folded and used to gather all the food particles on the table at one side. The side plate should be swiftly moved under the table and the crumbs gathered at one place should be carefully pushed on to the plate. This crumbing can be done from any side of the guest. Care should be taken not to put the dirty plate in front of the guest for long time or more than is necessary. After the crumbing, the dessert spoon and fork should be brought on the side from the top position, and then the dessert should be served.

Serving Alcoholic Beverages

1. All glasses should be sparkling.
2. Stem glasses are handled by stem only.
3. All pegs are carried in the shot glass or in the glass in which it is to be served. Do the measuring in view of the guest over the counter.
4. Ice must be carried in separate ice bucket with tong or spoon.
5. Bottle of soda to be opened in front of the guest or use a decanter.
6. Put in the ice first and then pour soda cautiously.
7. Every new drink is served in a fresh glass.
8. Offer the complimentary snacks if any, at the same time, ask for order of snacks.
9. All spirits are served in large 50ml, or regular 25mls. It is not to be referred to a small or large.
10. Use the proper glasses for each drinks. Sipping a drink from the correct glass increases its enjoyment by the guest.
11. Drinks served in chilled glasses keep fresh longer, so ice or frost the glasses.
12. Try to remember the favourite brand of regular guest. It is greatly appreciated by them. Especially if they are in a group. Showmanship is very important in bar service. Every action must be done in a flourish. Your style is being watched and enjoyed by the guest.

Room Service- the luxury of a hotel

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

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

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

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

Guidelines for a professional and effective room-service:

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

1. Know your menu very thoroughly.
2. Try to create a mental picture with the help of your recommendations.
3. Use power of suggestion like, "would you like to try our Biryani".
4. Put enthusiasm in your voice.
5. While taking the order or suggesting, consider time, number, type of the facilities available for service in the room etc.
6. Room service is the right food at the right time in the right room.
7. There are no chances of any correction later, therefore be particular and check every detail in advance.
8. While in the room, be alert and sensitive to the mood of the guest.
9. Knock with your hand and say "Room Service". Enter only after permitted, greet guest, serve or leave the food as per guests wish. After service do not linger, but present the check, take signature, ask when you can come for clearance, say "enjoy your food". "Thank you" and depart.
10. Come out and close the door silently.
11. Do the clearance on time.
12. Show team spirit and clear any tray lying in the rooms or corridor, but inform the room service office otherwise guest will be disturbed again.

Suggestive Selling and Upselling

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

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

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

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

Tips for more effective suggestive selling and up selling:

- Develop a “selling attitude”
- Be enthusiastic. It's easier to sell something you're excited about.
- Make food sound appetizing. Use word like “fresh,” “popular,” and “generous” when describing menu items.
- Ask questions. Find out if guests are really hungry or just want something light; whether they like chicken or beef; or if they feel like having something hot or cold.
- Suggest specific menu items. Don't simply ask: “ Would you like soup with your meal?” instead point out: “ A cold bowl of borscht would go nicely with your salad on a hot day like this.”
- Suggest your favourites. Try as many menu items as you can, and tell guests you've tried them: “you'll like the chicken Kiev. It's one of my favourites here.” But be honest- don't say that something your favourite when it is not.
- Offer choice: “ Would you like a slice of our famous cheesecake or our homemade pecan pie for dessert?”
- Suggest the unusual. People dine out to get away from the routine fare they have at home. And most people don't know what they want to order when they arrive.
- Suggest foods and beverages that naturally go together- soups and sandwiches, bacon and eggs, steak and baked potatoes, coffee and dessert.
- Compliment guest's choice. Make guests feel good their choice even if they don't order what you suggest.
- And remember to always ask for the sale. After you suggest and describe an item, ask if the guest would like it. A good way to do this is to describe several items and ask which the guest would prefer: “A glass of cabernet sauvignon (white wine) or light merlot (red wine) would go very well with your six-cheese lasagne. Which would you prefer?”