

Bakery & Pastry Production

Level – II

Based on December, 2022 Curriculum Version II



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Module Title: Service Delivery to Customer

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Introduction to the Module

In Bakery & Pastry Production field: Service Delivery to Customer helps to prepare ways of service, to apply welcoming customer, to demonstrate taking and processing order, to Service Delivery to Customer, to clear tables and bill customers and to perform close down after service according to the service standard.

This module is designed to meet the industry requirement under the Bakery & Pastry Production occupational standard, particularly for the unit of competency: Service Delivery to Customer

This module covers the units ::

- Prepare for service
- Welcome customers
- Take and process orders
- Deliver Serves of food and drinks
- Clear tables and bill customers
- Close down after service

Learning Objective of the Module

- Prepare for service
- Apply ways of welcome customers
- Apply ways of take and process orders
- Demonstrate to serve food and drinks
- Check clear tables and bill customers
- Perform Close down after service

Module Instruction

For effective use this modules trainees are expected to follow the following module instruction:

1. Read the information written in each unit
2. Accomplish the Self-checks at the end of each unit
3. Perform Operation Sheets which were provided at the end of units
4. Do the “LAP test” giver at the end of each unit and
5. Read the identified reference book for Examples and exercise

Unit one: Prepare for service

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Food and beverage service outlet
- Furniture and fittings for cleanliness
- Ensuring Environment for customers.
- Table set up
- Preparing equipment for service.
- Legislative requirement for display food & beverage.

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Understand Food and beverage service outlet
- Ensure Furniture and fittings for cleanliness
- Adjust Environment for customers.
- Set Table
- Prepare equipment for service.
- Apply Legislative requirement for display food & beverage.

1.1. Food and beverage service Outlet

Food and beverage service department is one of the major incomes generating area, which used to provide food and beverage for customer as required. Dining area may vary according to the type & standard of operation as well as the all in all environments.

Once the facility is clean and tidy, it is now time to start to ‘set up’ the dining area so that it is ready for service.

The international foodservice industry provides millions of meals a day in a wide variety of types of operation. Food can include a wide range of styles and cuisine types. These can be classified by country, for example, traditional British or Italian; by type of cuisine, for example, oriental; or a particular specialty such as fish, vegetarian or health food.

Beverages include all alcoholic and non-alcoholic drinks. Alcoholic beverages include wines and all other types of alcoholic drink such as cocktails, beers and cider, spirits and liqueurs. Non-alcoholic beverages include bar beverages such as mineral waters, juices, squashes and aerated waters, as well as tea, coffee, chocolate, milk and milk drinks.

Within the foodservice industry there are a number of different industrial sectors and these are categorized according to the type of customer demand being met.

There are many different industry sectors such as hotels, independent and chain restaurants, popular catering, pubs and wine bars, fast food, leisure attractions and banqueting. There are also sectors where food and beverages are provided as part of another business. These include transport catering, welfare, clubs, education, industrial feeding and the armed forces.

Some sectors provide food and beverages for profit, whereas others work within the constraints of a given budget, often called cost provision (for example, welfare caters and industrial catering). In addition, some sectors provide services to the general public whereas others provide them for restricted groups of people.

1.2 Furniture and fittings for cleanliness

A food and beverage service personnel in hotel/restaurant could be regarded as a person who takes the food and beverage orders from the guests and servers it to the guest and also takes care of the guest.

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The personnel in the food and beverage service industry require practical knowledge of operations as even a small error can cause displeasure to the guest. Coordination of activities of all outlets is essential to provide the guest with quality service at all times. Teamwork is the watchword in any food and beverage service department.

All types of catering establishments require a variety of staff positions in order to operate effectively and efficiently. The food and beverage service department usually has the largest staff. Able leadership and supervision is required to effectively direct the department and guide the staff.

A dedicated and committed team, with able leadership, under ideal working conditions, helps in fulfilling the establishment's ultimate goal of guest satisfaction. The important duties and responsibilities of the restaurant staffs are discussed in this section.

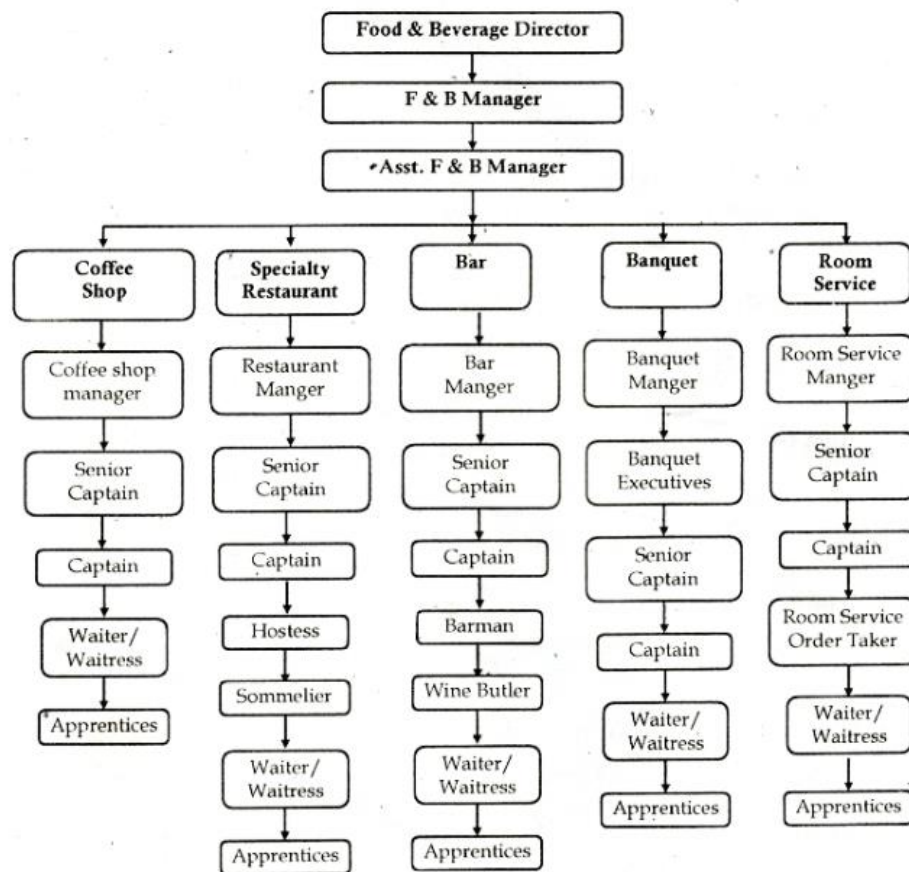


Figure1.1. Food and beverage service personnel hierarchy

The various positions in the food and beverage are referred to differently in the French, American and English hotel industry. The list below gives the different versions

Table 1.1 food and beverage service personnel

French	American	British
MAÎTRE D'HÔTEL	SENIOR CAPTAIN	HEAD WAITER
RÉCEPTION	RECEPTION	RECEPTION
MAÎTRE D'HÔTEL DE	SENIOR CAPTAIN	HEAD WAITER
CARRÉ	STATION	STATION
CHEF DE RANG	CAPTAIN	STATION HEAD
DEMI CHEF DE RANG	ASSISTANT CAPTAIN	WAITER
COMMIS	ASSISTANT	ASSISTANT
DEBARSEUR	STEWARD/ BUS BOY	WAITER
APPRENTI	APPRENTICE	TRAINEE

1.2.1. Food and Beverage Manager

The food and beverage manager is the head of the food and beverage service department, and is responsible for its administrative and operational work. Food and Beverage Managers direct, plan and control all aspects of food and beverage services.

Food and Beverage Managers require excellent sales and customer service skills, proven human resource management skills, and good communication and leadership skills. Desired knowledge for this position includes knowledge of the products, services, sector, industry and local area, and knowledge of relevant legislation and regulations, as well. Hence it is said that food and beverage manager is a Jack-of-all-trades, as the job covers a wide variety of duties.

In general, food and beverage manager is responsible for:

a. Budgeting

The food and beverage manager is responsible for preparing the budget for the department. He should ensure that each outlet in the department achieves the estimated profit margins.

b. Compiling New Menus and Wine Lists

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, compile new menus. New and updated wine lists should also be introduced regularly.

c. Quality Control

The food and beverage manager should ensure quality control in terms of efficiency in all service areas, by ascertaining that the staffs are adequately trained in keeping with the standards of the unit.

d. Manpower Development

The food and beverage manager is responsible for recruitment, promotions, transfers and dismissals in the department. He should hold regular meetings with section heads, to ensure that both routine as well as projected activities of the department go on as planned. He must also give training, motivate and effectively control staff.

1.2.2. Assistant Food and Beverage Manager

The assistant food and beverage manager assists the food and beverage manager in running the department by being more involved in the actual day-to-day operations. This position exists only in large organizations. An assistant food and beverage manager's job includes:

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

1.2.3. Restaurant Manager

Restaurant Manager is responsible for directing and supervising all activities pertaining to employee relation, food production, sanitation, guest service and operating profits. The restaurant manager is either the coffee shop manager, bar manager or the specialist restaurant manager.

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. The restaurant manager's job includes:

- Setting and monitoring the standards of service in the outlets.
- Administrative duties such as setting duty charts, granting leave, monitoring staff positions, recommending staff promotions and handling issues relating to discipline.
- Training the staff by conducting a daily briefing in the outlet.
- Playing a vital role in public relations, meeting guests in the outlets and attending to guest complaints, if any.
- Formulating the sales and expenditure budget for the outlet.

- Planning food festivals to increase the revenue and organizing advertisement campaign of the outlet along with the chef and the food and beverage manager.

1.2.4. Room Service Manager

The room service manager reports directly to the food and beverage manager and is responsible for the room service outlet. The room service manager checks that the service rendered to the guests conforms to the standards set by the hotel. 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.

The room service manager is also in charge of the sales and expenditure budget. The room service is most liable to have problems. The room service manager should ensure coordination among the room service order taker, the captain and the waiter. 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 momentums of all the equipment used In the event of the hotel offering valet service and the room service manager takes charge of that service as well.

1.2.5. Bar Manager

Bar Manager organizes and controls a bar's operations. A bar manager arranges the purchase and pricing of beverages according to budget; selects, trains and supervises bar staff; maintains records of stock levels and financial transactions; makes sure bar staff follow liquor laws and regulations; and checks on customer satisfaction and preferences.

The bar manager should have good interpersonal skills and good memory. He must be efficient and speedy, must enjoy working with people. He should have good cash-handling skills.

1.2.6. Banquet Manager

The banquet manager supervises the banquet operations, sets up break-down service according to the standards established by the hotel. Co-ordinates the banquet service in conjunction with other departments involved and prepares weekly schedules for the banquet personnel.

From the time the bookings are done till the guest settles the bill, the banquet manager is in charge of all aspects of banquet and conference operations. He supervises the work of the banquet sales assistants, who do the banquet bookings and the captains and waiters who perform the food and beverage service activities under his guidance. He is responsible for organizing

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everything right down to the finest detail.

The banquet manager projects the budget of the banquets, and works in close coordination with the chef in preparing menus. He is responsible for making an inventory of all the banquet equipment and maintaining a balance between revenue and expenditure. Banquet managers may also be designated as assistant managers in the food and beverage service department.

1.2.7. Other Staff Designations at Various Levels

The following are the various designations with their job specifications in the food and beverage department.

a. Senior Captain or Maitre d' Hotel

The senior captain has overall responsibility for operations. He prepares the duty charts in consultation with the outlet manager. He oversees the Mise-en-place, cleaning, setting up of the outlet and staffing to ensure that the outlet is always ready for service. The senior captain receives the guests and hands them over to the captain or station holder. He takes orders from guests if the captain is unable to do so. 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.

b. Reception Head Waiter

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

c. Captain / Chef de Rang

This position exists in large restaurants, as well as in the food and beverage service department of all major hotels. The captain is basically a supervisor and is in charge of a particular section. A restaurant may be divided into sections called Stations, each consisting of 4 to 5 tables or 20 to 24 covers.

A captain is responsible for the efficient performance of the staff in his station. A captain should possess a sound knowledge of food and beverage, and be able to discuss the menu with the guests. He should be able to take a guest's order and be an efficient salesperson. 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.

d. Waiters / Commis de Rang / Server

The waiters serve the food and beverage ordered by a guest and is part of a team under a station captain. They should be able to perform the duties of a captain to a certain extent and be a substitute for the captain if he is busy or not on duty. 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. They should be able to efficiently coordinate with the other staff in the outlet.

e. Trainee / Commis De Barraseur

The trainees work closely with the waiters, fetching orders from the kitchen and the bar, and clearing the side station in a restaurant. They serve water and assist the waiter. They are mainly responsible for the mise-en-place, and stacking the side board with the necessary equipment for service. The debarrasseur is the ‘learner’, having just joined the food service staff, and possibly wishing to take up food service as a career

f. Wine Waiter / Sommelier

Wine waiters have an important role to play in reputed establishments. Their job is to take orders for the service of wine and alcoholic beverages and serve them during the meal. Hence they should be knowledgeable about wines that accompany a particular dish and the manner in which they should be served. They should also be aware of the licensing laws prevalent in the city and should be efficient sales persons.

g. Room Service Waiters / Chef D’etage

Room service waiters work in the room service outlet, serving food and beverage to guests in their rooms. The order is placed by the guest on telephone, and is recorded on a Kitchen Order Ticket (K.O.T). It is then passed on to the Restaurant duty captain. The duty captain in turn places the order in the kitchen or the bar, as the case may be. The room service waiter who has been assigned that order, sets the tray according to the food or beverage ordered, picks up and delivers the order when it is ready.

h. Carver / Trancheur

The carver is responsible for the carving trolley and the carving of joints at the table as required. The carver will plate up each portion with the appropriate accompaniment.

i. Floor Service Staff / Floor Waiter

The floor service staffs are often responsible for an entire floor in an establishment or, depending on the size of the establishment, a number of rooms or suites. Floor service of all meals and breakfast is offered either throughout the day or in a limited time depending on the size of the establishment. The floor service staff would normally work from a floor pantry or from a central kitchen with all food and drink reaching the appropriate floor and the required room by lift and in a heated trolley.

j. Lounge staff / Chef de sale

Lounge staff may deal with lounge service as a specific duty only in a first class establishment. The lounge staff is responsible for the service of morning coffee, afternoon teas, aperitifs and liqueurs before and after both lunch and dinner, and any coffee top ups required after meals. They would be responsible for setting up the lounge in the morning and maintain its cleanliness and presentation throughout the day.

k. Cocktail Bar Staff

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

l. Buffet Assistant / Buffet Chef / Chef de buffet

The chef de buffet is in charge of the buffet in the room, its presentation, the carving and portioning of food and its service. This staff would normally be a member of the kitchen team. The cashier is responsible for the takings of the food and beverage operation. This may include making up bills from food and drink check or, alternatively, in a cafeteria, for example, charging customers for their selection of items on a tray.

m. Counter Assistants

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

n. Table Clearers

Table clearers are responsible for clearing tables and trolleys, specially designed for good stacking of crockery, glassware, cutlery, etc.

1.3. Ensuring environment for customers.

The quality of service staff in any establishment reflects the quality of the establishment itself. No matter how good the food and ambience are, poorly trained, untidy or rude staff can antagonize customers. On the other hand, if the staffs are well-trained and efficient, they can, to a certain extent, make up for other shortcomings in the services provided.

Always professional waiting staff must be:

- **Personal Hygiene and Appearance**

All members of the staff should be well-groomed and clean at all times, as this gives them a sense of well-being and confidence to do their job efficiently.

The hands of the waiting staff should be given special attention, as they are constantly under the scrutiny of the guests. Nails should be trimmed, and kept clean. Playing with one's hair and face should be avoided. Minimum jewellery should be worn by the service staff. A wrist watch, finger ring and plain earrings (for girls only) should be permitted. If an employee has a skin problem, a doctor should be consulted immediately. Uniform should be clean and well-pressed. Shoes should be properly polished and well-fitting.

- **Good Conduct**

All service staff should be well-mannered and respectful to guests, and to senior members of the staff. They should be calm and pleasant, even in the most tiring circumstances. They should be able to satisfactorily solve any problem that may arise. In case of difficulty, a senior and experienced member of the staff should be consulted. Tact, punctuality and honesty are admirable qualities among service personnel.

- **Good Memory**

A good memory helps to improve performance. It also helps the service personnel to attend to small but important details such as remembering a guest's name or his likes and dislikes regarding food and beverage.

- **Observation**

A keen sense of observation and an eye for detail 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 for creates a very good impression.

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- **Concentration and Skill**

Waiting at a table requires concentration and skill. Service staff should develop a sense of urgency in the performance of their duties. Good service may not be commented upon, but bad service is surely noticed and talked about. Service should be prompt without the show of haste

- **Salesmanship**

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.

- **Ability to Assume Responsibility**

All service staff should be able to cope up with the demands of the job and possess the ability to assume responsibility. They should be loyal to their employers, responsible to the guests and friendly towards their fellow workers. They should not consider any job as menial, and should be willing to perform all kinds of jobs efficiently. This will help the service staff to grow in their careers and at the same time enhance the image of the establishment in the eyes of the guests.

- **Maximize Revenue**

Cutting down on costs and maximizing the revenue of the establishment should be of prime objective to all members of the staff, even to those in junior positions.

- **Punctuality**

Punctuality is all-important. If staff is continually late for duty, it shows a lack of interest in his work and a lack of respect for the management and customers.

- **Local Knowledge**

In the interest of customers, the staff should have certain knowledge of the area in which they work so that they may be able to advise the guests on the various forms of entertainment offered, the best means of transport to places of interest and so on.

- **Personality**

Staff must be tactful, courteous, good humored and of an even temper. They must converse with the customer in a pleasing and well-spoken manner and the ability to smile at the right time.

- **Attitude to Customers**

The correct approach towards the customer is of the utmost importance. The staff must not be servile, but should anticipate the customer's needs and wishes. A careful watch should be kept

on customers at all times during the service without staring. Care should always be taken when dealing with difficult customers. (There is really no such thing as a 'difficult' customer – they are normal people whom one is uncertain how to deal with.) Staff should never argue with customers as this will only aggravate the situation. All complaints should be referred to someone in authority in the food service area.

- **Honesty**

This is all-important for the staff in dealings with both the customer and the management. If there is trust and respect in the triangle of staff, customer and management relationships, then there will be pleasant work atmosphere which encourages efficiency and a good team spirit among the food and beverage service operators.

1.4. Table set up

Food and beverage outlets are the areas in a hotel where food and beverages are sold to both in-house and outside guests. The following types of food and beverage outlets can be seen which may or may not be attached to a hotel:-

1.4.1. 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. Cover 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 refers to the seating capacity of a good service area.

1.4.2. 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 restaurant establishment 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.

1.4.3. Specialty Restaurant

These restaurants deal with a particular type of cuisine like Chinese, Italian or French etc. Each and every aspect of the restaurant is typical and related to the area, region or community whose food is being served. The food, service, uniform, décor etc. are ethnic and authentic of the area whose cuisine the restaurant specializes upon. When one enters such kind of restaurant one can feel the culture and tradition of that area. These restaurants may be attached to a hotel or may independently exist. They have specific hours of operation and are normally more expensive than ordinary restaurants.

1.4.4. Multi-cuisine Restaurant

These restaurants deal with more than one cuisine like Indian, Chinese and Continental etc. They are not as exclusive as the specialty restaurants. There is no emphasis on adherence to the culture and tradition of a particular area, region or community. They may be attached to a hotel or may independently exist. They generally have specific time of operation when attached to a hotel. They may be operating on a straight shift from morning till night when independently existing. They are not as highly priced as a specialty restaurant.

1.4.5. Bar

These food and beverage outlets deal with the alcoholic beverages only. They may be attached to a hotel or independently existing. They have certain specific hours of operation and the law strictly governs the operation. Their hours of operation, inventory, location and client to whom they should serve etc. are governed and regulated by the law enforcing agency.

1.4.6. Room Service

This food and beverage outlet is attached to a hotel and caters to the F&B requirements of the guests who are staying in the hotel only. These F&B outlets cannot independently exist. The service in room service is always in trays and trolleys. In a five star hotel the room service operates round the clock. The prices in the room service are generally more than the coffee shop.

1.4.7. Banquets

This is generally attached to a hotel or restaurant. This outlet generally caters to a huge gathering of people who assemble in the banquet hall for events like reception, marriage party, birthday, conference, seminar etc. The service is generally from a buffet when a lot of guests have to be served within a short span of time. Sometimes formal lunch, dinner etc. also takes

place in banquet halls. This is the highest revenue producing F&B outlet in any commercial hotel. Sometimes banquet halls can independently exist where an outside contractor does the catering part.

1.5. Preparing equipment for service.

Service Equipment means any equipment, Software, systems, cabling and facilities provided by or on behalf of Verizon and used to facilitate provision of the Services at a Customer Site. Ownership of the Service Equipment does not pass to Customer. Service Equipment does not include Verizon Facilities

Service Equipment means equipment (including but not limited to any data collection and call routing devices, routers, switches, handsets and other telecommunications equipment) which Company (or a third party on Company's behalf) may from time to time deliver to and / or install at the Customer's Premises for the purposes of providing the VOIP Service, as specified in the Commercial Schedule, remains the property of the Company at all times;

Service Equipment means the hardware, software, systems, cabling, and facilities provided by Telcom at the Customer Site in order to make available the Service to the Customer (or any third party to which the Customer resells the Service). Service Equipment shall not include the Network or any hardware or software which is the subject of a separate supply contract between Telcom or Telcom Affiliate and the Customer.

The mise-en-Scene is the arrangement and entire cleanliness of the environment and tools.

The duties should proceed in a certain order so that they may be carried out effectively and efficiently. For example, dusting should be done before the tables are laid and vacuuming should be completed before the tables and chairs are put in place. A suggested order of work might be as follows:

- Dusting
- Accompaniments
- Stacking chairs on tables
- Hotplate
- Vacuuming
- Still-room
- Polishing
- Sideboards/workstations
- Arrange tables and chairs
- Silver cleaning according to the table plan
- Linen trolleys
- Other duties such as preparing

The preparation of a restaurant environment is vital for the efficient and successful running of any meal shift. Things need to be checked, stocked, positioned and cleaned before a restaurant opens to the public, and if a restaurant is unprepared, service may be slow, inefficient and seen as unprofessional by the customer, who then may decide not to return. You need to be ready for service when the doors open. Otherwise you always seem to be playing catch-up, and never get on top of what needs to be done.

1.5.1 Cleaning and checking the restaurant area

All areas need to be checked for cleanliness or cleaned prior to service. Most establishments employ cleaners to do the bulk of the cleaning during the hours the area is closed. However, throughout the day, certain areas must be monitored for their ongoing cleanliness and any problem areas must be rectified promptly.

Areas to check for cleanliness may include:

- Furniture –tables and chairs
- Wall hangings –pictures or displays
- Fixtures –light fittings and door knobs
- Plants –indoor plants and pots
- Glass –windows, panels and doors
- Floor –carpet and tiled areas
- Work stations –waiter’s sideboard
- Toilets –rest areas
- Hostess stand
- Menu display stand
- Buffet line
- Bar.



Figure 1.2 Areas to check for cleanliness

1.5.2 Checking and cleaning customer facilities

Facilities can say a lot about the hygiene levels and standards of an establishment. Customers dislike visiting facilities in a venue that are messy or unclean, and often infer things about other areas of the property based on what they find in these public areas. It is therefore very important to keep these areas clean.

Customer facilities may include the waiting area, the toilets, non-smoking areas and external areas.

a. Waiting area

This area is used to seat customers who may be waiting for a table, or waiting for other guests to arrive. Waiting areas usually have seating, offer written material for customers to read, and have some sort of view to keep customers engaged while they are waiting.

Waiting areas are usually near the front entrance, and are often the first area a customer enters. This first impression of the establishment is very important so cleanliness and tidiness is essential.

In addition, staffs who works here must realize that their dress, actions and demeanor are likewise critical.

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b. Toilets

The restroom area must be kept clean at all times and well stocked with the necessary items. Depending on the number of patrons, some restroom areas can get quite messy during service. The following areas in a restroom must be checked for cleanliness and stocked before service and regularly throughout a shift.

Checks should include:

- Hand soap/hand sanitizer should be provided –and refilled when empty
- Benches –making sure they are free from water, soap scum, tissues and glassware
- Toilet cubicles - checking they are stocked with toilet paper and that the toilet bowl and seat is clean
- Urinal - checking they are clean and in good working order with deodorant blocks supplied where appropriate
- Hand towel dispenser - making sure it is stocked with woven paper towels
- Hand dryer - it is clean and in good working order
- Waste paper basket - emptying it as required and ensuring it is not overflowing, and is fitted with a bin liner that is in good order
- Floor - making sure it is clean and free from rubbish and liquid spillage



figure 1.3 Toilet areas

Making sure the area has a clean and hygienic smell.

c. Smoking areas

The main cleaning of this area should have been done by the cleaning staff but your role may include:

- Checking that the cleaning of this area has been done and arranging for supplementary cleaning where required
- Doing spot cleaning of areas and items that require it. The cleaners may not always clean this area to the standard you want, or which is required

- Placing ashtrays in the area –on tables, on the floor

d. External areas

External areas are areas outside the premises and can include footpaths, gardens and car parks. These areas are often forgotten by staffs who normally work inside the premises, but they are very important because these areas are the ones that customers see before they enter the food and beverage area.

Duties regarding these areas are usually limited to the basics such as:

- Sweeping or hosing an area
- Picking up rubbish
- Collecting any glasses etc. that guests may have taken outside.

1.5.3 Prepare and adjust the environment

The ambience and comfort level of a restaurant must be taken into consideration when preparing for service. It should also be continuously monitored during service to ensure it is in line with policy and requirements. Most venues will have set requirements in relation to:

- The temperature settings on the climate control or air conditioning systems
- The lights that have to be turned on or off
- The level at which sound systems operate.

1.5.4 Comfort and ambience

Some of the factors in achieving a high level of customer comfort and creating the required ambience include:

- Restaurant temperature set at a comfortable level taking into account the outside temperatures. Some properties set a constant level year round.
- An accepted temperature range for dining areas is 20°C - 26°C, while other properties will make the room cooler during summer and warmer during winter
- Generally speaking, the temperature level should be a ‘set and If the temperature has to be altered, permission to do so may be required from management before adjustments are made

- Lighting adjusted according to the time of day and the establishment style. Checks must be made to ensure:
 - ✓ No blown globes
 - ✓ No flickering fluorescents
 - ✓ Dimmers are set at the correct setting
 - ✓ Lights are on or off as required
- A fresh smell. Sometimes it may be necessary to turn on the air conditioning for a short time to clear away stale air and smoke. In some cases the property may use a commercial product to remove bad smells.
- Music organized as appropriate. The type of music played must be in accordance with establishment policies, themes, special events and preferences. For example, Irish music on St Patrick's Day is appropriate
- Volume of the music should be set at a relatively low level at the start of a session and be adjusted upwards as patron noise and cutlery and crockery noise grows during service. The music should aim to:
 - ✓ Provide a background to the dining experience
 - ✓ Mask conversations of other patrons
 - ✓ Create atmosphere



Figure 1.4: Comfort and ambience dining areas

1.5.5. Adjusting the environment during trade

Customers sometimes show signs that they are not comfortable in their surroundings. You need to be aware of the body language being sent by customers. Careful observation will let you know if people are too cold, too hot, or if the music is too loud, or the lights too low. It is a fact of life in dining areas and restaurants that getting the air conditioning or music 100% right for everyone is very difficult, if not impossible.

1.6 Legislative requirement for display food & beverage.

Mise-en-place means to put in place service equipment before starting service. After the restaurant's general cleaning and preparation of service equipment is completed, restaurant staff make sure that their stations are ready for service. This is done not only before starting the service day but also after serving each table. The following items are necessary for table set-up:

- Tablecloths
- Napkins
- Crockery
- Cutlery
- Glassware
- Cruet set (salt & pepper)
- Oil + vinegar pots
- Flower vase
- Toothpicks
- Ashtrays
- All service areas are ready for service.
- **Cover**

A place setting for one guest is commonly used to indicate the numbered of guests, covers. The settings today as in for these covers will vary depending on the menu, the reservations and specific customer requests.

- **A la carte setting**

A la carte is the term used for a menu that has individually priced dishes. These dishes are divided into entrées, salads, mains and desserts. A la carte means **‘from the card/menu’**.

This type of setting is popular and usually consists of:

- ✓ Main course knife
- ✓ Main course fork
- ✓ Side plate
- ✓ Side knife
- ✓ Water glass
- ✓ Napkin



Figure 1.5 A la carte table setting

Centre pieces –salt and pepper shakers, table numbers, vases or tent cards. A table d’hôte menu is a menu that has a set of courses. ‘

- **Table d’hôte’ table** means of the entire **‘host’** Courses are included in the price and must be paid for by the guests even if they don’t consume. A typical eat set menu every course.

May have two to four choices of an entrée, two to four choices of a main and two choices of a dessert

The setting for this menu would be:

- ✓ Main course knife
- ✓ Main course fork
- ✓ Entrée gear- entrée knife and fork
- ✓ Dessert gear - dessert spoon and fork
- ✓ Side plate
- ✓ Side knife
- ✓ Wine glass
- ✓ Napkin
- ✓ Centre pieces –salt and pepper shakers, table numbers, vases or tent cards.



figure:1.6 table d' hote setting

If a soup was the first course, a soup spoon would be set instead of the entrée gear. If a soup was one of the two first course choices, it may or may not be set depending on house policy. If fish was offered, a fish knife and fork would be included.

• **Function/Event settings**

Settings for functions may be simple working lunches through to elaborate weddings. The hospitality industry can deliver a range of different function styles for customers including:

- ✓ Breakfasts
- ✓ Lunches
- ✓ Dinners
- ✓ Seminars, workshops and conferences
- ✓ Cocktail parties
- ✓ General parties –birthdays, celebrations of various sorts
- ✓ Weddings/receptions
- ✓ Anniversaries
- ✓ Annual general meetings

- ✓ Training seminars
- ✓ Graduations and award nights
- ✓ Press receptions
- ✓ Fashion shows
- ✓ Special events

- **Food and beverage items**

Food and beverage outlets display their items especially where they believe they can use the concept of ‘selling by and Where food items are displayed for service, they must be handled in such a way that complies with internal requirements and externally imposed legal obligations.

- **Table setting**

Table setting refers to the way to set a table with tableware - such as eating utensils and dishware - for serving and eating. The arrangement for a single diner is called a place setting. The arrangement varies across various cultures. The rules for laying a table are not rigid. They are followed to facilitate dining and making the table neat.

The basic rules for laying the tables are given below:

- ✓ **Table Linens:** - Table linen has to be laid properly. A white cloth is preferred but not mandatory. The only rule is to make sure those linen patterns and china patterns don't clash.
- ✓ **Chargers:** - Chargers or dinner plates should be placed on the table first. Chargers are decorative elements that are placed underneath plates to add color or texture to the table. Each plate should be set in the center of the place setting and each place setting on the table should be set equidistant. The rest of the components used to set a formal table will be set with the dinner plate in mind.
- ✓ The charger will generally be removed just before the main course.



Figure 1.7 charger/show plates

- ✓ **Napkins:** - Linen napkins should be folded elegantly and placed in the center of the dinner plate. Today, there are large varieties of napkins available in different colors and materials. Paper napkins are used majorly for informal dining whereas for formal dining, linen napkins are preferred. Napkin can be folded in a number of attractive ways. They can be shaped as a flower, a character, or some object. A well-folded and well-placed napkin on the plate grabs the attention of the guests.

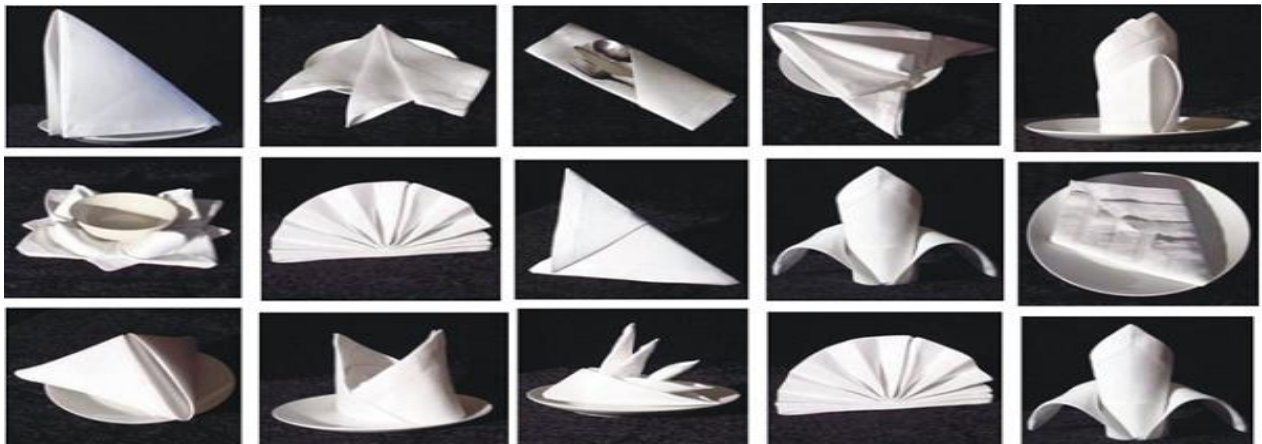


Figure 1.8 types of napkin

- ✓ **Silverware:** - Silverware is to be placed in order of use. In other words, the diner will start at the end and work his way in. The first course will use silverware farthest from the dinner plate, while the last course will utilize the silverware closest. Place all silverware an inch from the table's edge.



Figure1.9 silverware

- ✓ **Knives:** - Set knives on the table to the right of the dinner plate. Technically, one should only use a knife if one is cutting meat; however, up to three knives can be placed on the table, in order of use. Blades should face inside, towards the table setting.
- ✓ **Forks:** - Forks are to be set to the left of the dinner plate in order of use. In most cases, there are three: one each for seafood, the main course and the salad.
- ✓ **Spoons:** - Spoons are set to the right of the knives in order of use. If there is a melon course, this spoon will be set closest to the plate with the soup spoon on the end. If there is a dessert spoon, this will be set above the plate. Coffee spoons are set on the saucer when it's time for dessert.
- ✓ **Glasses:** - Glasses are set above the plate to the right in order of use. From left to right: Water glass, red wine glass, white wine glass, champagne flute (if ordered).
- ✓ **Dessert Plates:** - Dessert plates and coffee / tea cups will be set out after dinner. If a fork is to be used with dessert, this will be placed on the dessert plate. A dessert spoon should have already been set above the dinner plate. Coffee spoons should be placed on the saucer. Coffee / tea mugs aren't used for a formal dinner.

Self-Check -1	Written Test
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Test-I Multiple choice

Instruction: Select the correct answer for the given choice. (3points)

- Which of the following is professional attributes of the waiting staffs?
A. Good memory B. personnel hygiene and Appearance C. punctuality D. All
- _____ refers to the way to set a table with tableware - such as eating utensils and dishware - for serving and eating.
A. Center piece B. table linen C. Napkin D. Table setting

Test II: Matching

Instruction: Select the correct answer for the given choice. (3point)

Column"A"

Column"B"

- | | |
|------------------------|--|
| _____ 1.cutlery | A. captain |
| _____ 2.crockery | B. salt and pepper shakers, table numbers, |
| _____ 3.show plate | C. spoon, fork and knives |
| _____ 4. Centre pieces | D. charger |
| _____ 5. Chef De Rang | E. Cups, dishes from earthenware/chinaware |

Test III: Instruction: Give short answer for the following questions listed below. (4point)

- Define the meaning of mise en place
- Define the meaning of mise en scene
- What are the Key Character of Ala carte menu & Table d' hot Menu?
- List and explain food and beverage departments
- List all food and beverage service outlets
- Explain the main duties of food and beverage service manager

Table set up for A la carte

OPERATION SHEET 1.1

- **Operation title:** Procedures of set up for A la carte
- **Purpose:** To practice and demonstrate the knowledge and skill required in table setting of Alacarte set-up
- **Instruction:** Use the given tools and equipment for table setting of Alacarte set-up.

For this operation you have given 30 minutes

- **Tools and requirement:**

1. Main dish knife and fork
2. Napkin
3. Water glass
4. Condiments
5. Flower vase
6. Bread and butter plate and knife (BB Plate and BB knife)

Step 1. . Prepare every equipment required as per the menu

Step 2. Check cleanliness of that equipment

Step 3 Conduct mis en place

Step 4. Check table is not wobbling

Step 5 Clean top of the table

Step . Lay table cloth on the top of the table

Step 7 Lay slip cloths on the top of the table cloth

Step 8 Put customers' chair centered to all side

Step 9 Put under-liner plate for every chairs you have to the center bottom of the table

Step 10 Put the side plate to the left.

Step 11 Put main dish knife to the right of the plate

Step 12 Place the main dish fork to the left of the plate

Step 13 Place the water glass above the tip of the knife.

Step 14 Place bread butter knife on the bread butter plate to the left of main dish fork

Step 15. Place the napkin.

OPERATION SHEET 1.2 **Perform table d'hôte setup**

Operation title: Perform set up for table d'hôte

Purpose: To practice and demonstrate the knowledge and skill required in table setting of table d'hôtel

Instruction: Use the given tools and equipment for table setting of table d'hôte set-up.

For this operation you have given 30 minutes

Tools and requirement:

1. Main dish knife and fork
2. Salad knife and fork
3. Soup spoon
4. Dessert fork and spoon
5. Show plate/charger
6. Napkin
7. Water glass
8. White wine glass
9. Red wine glass
10. Condiments
11. Flower vase
12. Bread and butter plate and knife(BB Plate and BB knife)

Step 1. Prepare every equipment required as per the menu

Step 2. Check cleanliness of that equipment

Step 3. Conduct mis en place

Step 4. Check table is not wobbling

Step 5. Clean top of the table

Step 6. Lay table cloth on the top of the table

Step 7. Lay slip cloth on the top of the table cloth

Step 8. Put customer's chair centered to all side

Step 9. Put under-liner plate for every chairs you have to the center bottom of the table

- Step 10. Place folded napkin on the top of the plate
- Step 11. Put main dish knife to the right of the plate
- Step 12. Place the main dish fork to the left of the plate
- Step 13. Place salad fork to the left of main dish fork
- Step 14. Place soup spoon next to the main dish knife
- Step 15. Place salad knife to the left of soup knife
- Step 16. Place bread butter knife on the bread butter plate to the left of main dish fork
- Step 17. Place dessert fork to the top of under liner plate
- Step 18. Place dessert to top of dessert fork
- Step 19. Place water glass on the top of main dish knife
- Step 20. Place white wine glass to the right of water glass
- Step 21. Place red wine glass to the right of white wine glass
- Step 22. Place center pieces on the center of the dining table

OPERATION SHEET 1.3

Perform Napkin Folding

- **Operation title:** performing napkin folding
- **Purpose:** To practice and demonstrate the knowledge and skill required in different napkin folding
- **Instruction:** Use the given tools and equipment for different napkin folding.

For this operation you have given 30 minutes

- **Tools and requirement:**

1. Different size and color Linen cloth



This sophisticated cloth napkin design benefits from stiff material or light starch. A hot iron will also make it easier to be exact



Step 1. Lay the napkin face down in front of you.



Step 2. Fold the napkin in half diagonally.



Step 3. Orient the napkin so the open end points

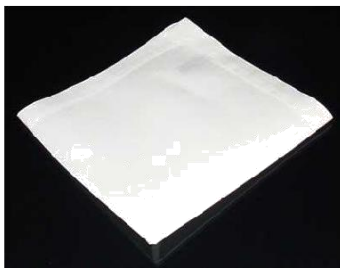
away from you.



Step 4. Fold the far right corner up diagonally so that the point rests on top of the far corner. The edge of this new flap should lay right on the centre line.



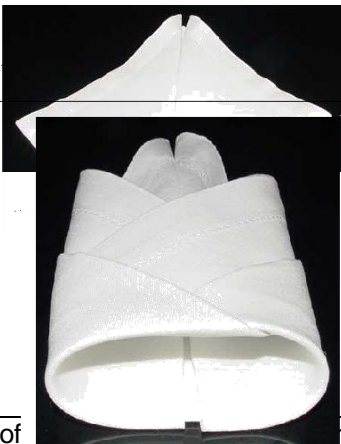
Step 5. Repeat step four on the other side, bringing the left most corner up to meet the far corner, creating a diamond shape.



Step 6. Flip the napkin over while keeping the open end pointing away from you.



Step 7. Fold the bottom of the napkin up about three quarters of the way as shown and press the fold down well.



Step 8. Flip the napkin over.

Step 9. Curl both sides up so they meet in the middle and tuck one into

the other.



Step 10. Stand it up and straighten it out. If you have trouble keeping the points even, break out the iron and back track to the folds that mess up your alignment.

LAP Test	Practical Demonstration
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, workshop, tools and materials you are required to perform the following tasks within 3 hours.

Task 1: Perform table set up for A la carte menu

Task 2: Perform table set up for table d hot menu

Task 3: perform napkin folding

Unit Two: - Welcoming customers

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Greet customers on arrival
- Provide information to customers

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Greet customers on arrival
- Provide information on arrival

2.1. Greet customers on arrival

When customers arrive, it is the responsibility of the service staff to promptly meet them. This normally includes a smile and an appropriate greeting at the door. Remember that customers like to feel important and they should always be treated accordingly.

- **Greet and check reservations**

When guests arrive in your dining area, the first two steps should be:

- ✓ To greet or welcome them
- ✓ To enquire whether or not they have a reservation or booking.
- ✓ Check at your workplace to see if this is Standard Operating Procedure or not.

Where guests say that they have a reservation, you should confirm this in your reservations book, to identify the table they have been allocated on the table/floor plan.

Check with them the number of guests expected. Often there can be an extra one, and sometimes there is one or two who will be cancellations. Where there are cancellations, the chair and cover should be removed from the table so that the table is not embarrassed by empty places.



Figure 2.1 reserved table

Way of welcome to your guests may be determined by house policy with certain

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required statements and facts to be covered, or you may simply be expected to use your common sense and good judgments on a person by person or party by party basis as indicated by:

- The weather –a genuine cold today?” can be great ice-breaker and help strike up a conversation
- A special in-house event –“Welcome Grand Winery Tour Dinner, it will be a night to remember!”

In some establishments, guests may be able to leave their overcoats, umbrellas etc. at the reception area. If this is the case, ask the guests if they would like you to take their coat etc. Greeting guests on arrival and accompanying them to their table to seat them is known in the industry as ‘greet and seat’.

2.2. Provide information to customers

Most customers who visit a food and beverage establishment will not have the same level of knowledge about the menu offering as staff. It is part of the standard service by any outlet for staff to help customers choose a food or beverage item that will suit both their preferences and match appropriately with what they are eating or drinking.

Combinations of food and beverages may relate to:

- Customer preferences
 - Traditional combinations of foods, and food and beverages
 - Balance of textures, color and nutrition.
- **Giving information on food Describe specials**

Your next task is to inform the customer’s o or deletions to the menu.

Items that may need to be covered include:

Soup of the day

- ✓ Fish of the day
- ✓ Roast of day
- ✓ The vegetables for the session and how they are cooked
- ✓ Any other specials those are available.

- **Making recommendations**

Many guests will be able to work out what they want to eat, but there are usually some who have difficulty deciding and ask you recommend?" When basic options:

- ✓ Recommend what it is you like. This can be less than useful because this may not suit them or be to their liking
- ✓ Recommend what is popular. Again they may not like this style of dish but the benefit of this approach is that you know it is popular with a large cross-section of diners
- ✓ Recommend whatever it is that the kitchen have asked you to push. Again, this may not suit them but will benefit the venue
- ✓ Ask some questions first to determine whether they are after a big meal or a snack etc. and then recommend an appropriate dish that complies with their responses.

A. Escort the customer on arrival

To make guest feel welcome and important, whenever any guest arrives, it is the responsibility Of the service staff to approach and meet the guest with a smile, maintain eye contact and with proper body posture greet the accordingly at the door.

Follow these basic steps when escorting guest to their seats:

- Check the master list for their reserved table of the guest. Escort them by saying "This way please."
- If no reservation is made, check the dining area for available tables.
- Accompany the guest and his/her companions to the clean and available table.
- Always position yourself walking before the guests.



Figure 2.2. Escort the customer on arrival

B. Seat and offer pre-meal services

The following are industry acceptable standards for greeting and seating guests.

Of course, house rules should take precedence where they differ from the following.

- Promptly acknowledge the guests and welcome them with a greeting. An example of this may be: “Good welcome to and Grill”



Figure 2.3. Assist customer Seat

- Establish if the customer has a reservation. A number of customers—they don't are have-ins' called. If the guests do have a reservation, check the number of guests to determine if a table is available
- Hats, coats, umbrellas or parcels and presents should be taken from the customer if this is standard house policy, or if guests request they are
- Show guests to their table, while walking at a rate that would be comfortable for the guests to keep up with. It may be appropriate to engage them in some form of light conversation while doing this
- At the table, pull out one chair to signal to the guests that they are free to claim a seat and sit. Assist guests with being seated, and pushing in chairs.

- **Further action**

After the guests have been seated, various other rituals are observed. An accepted sequence is:

- ✓ Lap napkins if required –from the right-hand side, remove the napkin that has been provided as part of the setting and unfold it. Re-fold it into a triangular shape and drape it across the guest’s lap, pointed guests will prefer to place their own at all times, and certainly don’t force this service on “Excuse me, sir” may be appropriate
- ✓ Ensure any special needs are taken care of such as a high chair for children

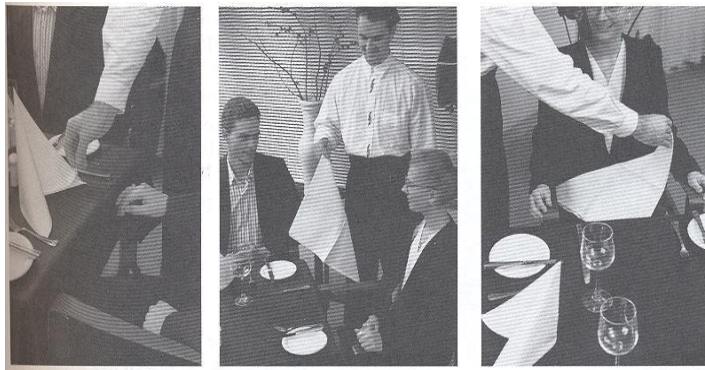


Figure 2.4 Lap napkins

- **Special needs customers**

Some guests may have special needs and simple observation will identify to be asked if you think there is a special need. Get proactive and offer:

- ✓ Alternative easy access to their table because of a disability
- ✓ A high chair for infants
- ✓ Warming of a bottle for babies
- ✓ Appropriate food for those with special dietary needs as indicated in the reservations book
- ✓ Privacy for romantic couples, and business people to the best extent possible given other bookings

SELF-CHECK 2

Test I Say “True” if the statement is correct and say “False” if the statement is not correct.

1. On arrival time ask customer if they have for reservation is not necessary.
2. Combinations of food and beverages balances depend on texture and color.
3. Lap napkin from the left-hand side.

Test II Give short answer for the following questions.

1. Explain how to welcome guests on arrival
2. Identify steps to seating guests at nominated or designated tables
3. Identify the range of pre-meal services that are available to customers
4. Identify types of service advice and information that can be given to customers

Test III Choose the correct answer the following questions

1. Which of the following not correct in combinations of food and beverages?
 - Customer preferences
 - Traditional combinations of foods, and food and beverages
 - Balance of textures, color and nutrition.
 - Escorting customer on arrival
2. Which one is guests special needs:
 - A. Alternative easy access to their table because of a disability
 - B. A high chair for infants
 - C. Warming of a bottle for babies
 - D. All

Operation Sheet 2.1 Perform How to Welcome Customers
--

Operation title: how to welcome customers

Purpose: To practice and demonstrate the knowledge and skill required in welcome customers

Precaution: neatly fold the napkin

Instruction: For this operation you have given 40 minutes

Step 1 promptly acknowledge the guests and welcome them with a greeting.

Step 2 If the guests do have a reservation; check for their reservation

Step 3 Escort the customer on arrival

Step 4 Show guests to their table.

Step 5 pull out one chair to seat and sit

Step 6 napkin

LAP Test	Practical Demonstration
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, workshop, tools and materials you are required to perform the following tasks within 40 minutes.

Task 1: performing how to welcome customer

Unit Three: Taking and Processing Orders

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Providing glassware, service ware and cutlery.
- Making recommendations to Customers
- Taking Order
- Special dietary requirements

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Providing glassware, service ware and cutlery.
- Making recommendations to Customers
- Apply Taking Order
- Using Special dietary requirements

3.1. Providing glassware, service ware and cutlery.

3.1.1 Glassware

Food and beverage service outlets use a variety of glasses for different types of drinks which call a huge investment in delicate and fragile equipment. The style, quality, and sparkle of glass selected portray the profile of the restaurant. Glasses are named by the drinks served in though there are many glasses for different drinks, it is better to go for limited types of glasses the may be suitable for all kinds of drinks.

- Classification of glassware according to their parts
 - ✓ Stemware
 - ✓ footed ware
 - ✓ Tumbler

Stemware: It is basically a bowl without a stem or foot. Its sides may be straight, widened, or curved. Examples: Rock glass, old-fashioned, highball, Collins, juice glass, and so on

Footed ware: In this type, the bowl sits directly on a base or foot without the stem. Bowl and base may come in a variety of shapes. Examples: brandy balloon, beer goblet.

Stemware: It refers to glasses that have all three parts-bowl, base, and stem. In this type, the stem connects the bowl with the base or foot. Examples: red wine glass, white wine glass, Champagne saucer, Champagne flute, Cocktail glass, and so on.

3.1.2. Tableware

The term tableware refers to all pieces of flatware, cutlery, and hollowware.

Flatware: Flatware in catering parlance means all forms of spoons and forks. However, cutlery is the common term used frequently in the hotel industry to refer to spoons, forks, and knives used for eating.

Cutlery: Cutlery denotes all types of knives and other cutting equipment used in the dining area.

Cutlery is available in various designs in silver, and stainless steel material.

Holloware: This refers to all tableware other than cutlery. It includes pots, jugs, platters, a buffet dish, finger bowls, wine chiller, straw holder.

Silverware: The silverware is made of Electro Plated Nickel Silver (EPNS). These are made from an alloy of brass, zinc, stainless steel or nickel with silver plating of 10 to 15 microns. Silverware includes spoons, forks, knives, hollowware, drinkware, tongs, an ice bucket, and a salver.

Once guests have been seated it is now time to present menus and drink lists to customers. This is a fairly straightforward activity but it needs to be done in a timely manner. When distributing menus and drink lists to customers there are a number of tips to remember:

3.1.3. Menu

Alit of the dishes that may be ordered (as in a restaurant) or that are to be served (as at a banquet). A comparable list or assortment of offerings menu of television programs

A list shown on the display of a computer from which a user can select the operation the computer is to perform. The dishes available for or served at a meal Ensure there are adequate menus for everyone to read Provide menus suitable for the customers. For example you may wish to provide menus in different languages or children's appropriately. If there are limited menus, you may request that customers share them until others become available Distribute menus to the guests from their right-hand side leave the wine list with the host or place in the Centre of the table The wine list is often presented after guests have decided what they want to eat, but many establishments present the menu and the wine list together so that guests can better match their food and wine combinations Ask customers if they would like any starters, if applicable and according to available menu items Serve any complimentary starters if appropriate Point or direct customers to other menus that may be applicable. This can include fixed menus on walls, daily specials or tent card displays on tables



Figure3.1. Menu presenting

The method of taking orders may vary from establishment to establishment, and can vary within the one business. Staff may be required to:

- Remember orders relying solely on their memory, as is the case at most bars and in some restaurants
- Record orders on paper-based order forms such as waiter's pads
- Record orders using electronic means such as small hand held computers (PDAs – Personal Digital Assistants) which also send the orders to the kitchen or bar and interface with point-of-sale registers to facilitate account tracking, processing and payment.



Figure 3.2. Digital order taking method

- **The role of the order**

- ✓ The order serves four different purposes:
- ✓ Informs the kitchen or bar staff of the order so that they can produce the items required by the customers
- ✓ Informs the service staff of any changes needed to the cutlery. Some may need to be removed, some may need to be added or exchanged
- ✓ Identifies who is eating or drinking the items ordered so that the right item can be served to the correct guest
- ✓ Provides the basis from which an account can be made up and presented to the customer at the end of the dining experience.

Whatever the method used, orders should be taken promptly and accurately with minimal disruption to the customers. You need to pay attention to what is being said, and use positive body language and verbal communication when taking the order.

- **Guidelines for taking the order**

There are a number of rules you should try to follow when taking and recording an order:

- ✓ Be aware of signs given by the guests that they are ready to order - guests looking around for attention, guests who have closed their menus, guests looking anxious
- ✓ Ensure all orders are recorded accurately and legibly using the appropriate

terminology and abbreviations and making sure that the written order does not:

- ✓ Omit any important parts of the order such as how the steak is to be cooked (see below), whether the main course is to be entrée size or the fact that the main meal is to be served with mash potato rather than French fries
- ✓ Confuse the person reading or having to in from the kitchen if there are three fish dishes on the menu. Similarly, just asking the bar for ‘a beer’ doesn’t tell them the size, b one or a draught one



Figure 3.2. Order taking

3.2. Making recommendations to Customers

All ways speak clearly recommendations at all time when we take many orders will go directly to the kitchen or bar through the use of a software system. Regardless of whether or not an electronic or manual ordering system is used to take an order, there are many times when waiter staff will need to speak directly to the person preparing items, normally the chef or bartender, to explain special requests and to clarify the order.

3.2.1 Relaying recommendations manually

In the event that a manual system is used, it is imperative that:

- ✓ Orders are given directly to the person responsible for its preparation
- ✓ Ensure they receive the order
- ✓ Ensure they understand the order
- ✓ Explain any special requests relating to an order

3.2.2. Recommendations Technical suggestions

It is your role to increase revenue for the outlet and the organization as a whole. When

Customers are ordering food, don't be shy about suggest meal. Some examples include:

- ✓ Side salads, vegetables or French fries
- ✓ Starch foods like wedges, fries, rice or other potato formats
- ✓ Beverages to compliment meals
- ✓ Additional sauces or condiments
- ✓ Desserts.

- **Upsizing/upgrading meals**

Many food companies now sell different sizes of the same item to offer a greater choice. With the incentive of a larger meal for a small increase in price, many customers like this option.

- **Package meal deals**

Many popular fast food companies employ this concept where for a set price you get three or more Food and beverage items. Not only does this make ordering and preparing food easier, it also guarantees a minimum of three items being sold.

- **Suggestive selling**

In addition if customers are sure about specific dish, whilst you may not directly suggest the highest Price dish, many attendants know of item that have a higher profit margin, which they may be trained to suggestive sell.

- **Considerations**

When selling menu items it is important that your efforts:

- ✓ Align with sales endeavors with kitchen and management priorities
- ✓ Adhere to enterprise policies and procedures regarding implementation of selling techniques

- **Food and wine combinations**

You should also be sufficiently familiar with the wines on the drink list to make intelligent recommendations to compliment the food.

- **Wine to complement food**

When complementing food with wine, try to select wines that will harmonize well with the dishes and their ingredients general guidelines are:

- ✓ Reds Whites with fish, chicken, veal and pork
- ✓ with dark meat
- ✓ Reds with cheese
- ✓ Delicate wines with delicate food

- ✓ Full-bodied wines with full-bodied food
- ✓ Sweet wines with sweet food
- ✓ Champagne can generally go with anything and with any course.

- **Wine to contrast with food**

‘Contrasting’ relates to selecting a wine that food being eaten and is viewed as a separate taste experience. It’s best to stick w style of wine goes well with a style of food and then fine tune your selection from that point, taste- testing dishes and wines, and taking professional advice from wine experts.

- **Customer questions on menu items**

Customers should need correct answers from the waiters for their questions raise about the service area of the service that provided to them.

As part of the ordering process, customers will identify which item they desire and a preferred preparation style, be it a food or beverage item.

- **Food preferences**

It is important to note on the order how the guest wants their steak cooked.

- ✓ Blue - steak is seared on both sides then served
- ✓ Rare - steak is served when browned on both sides, and meat still contains blood
- ✓ Medium rare - steak has less blood than a rare steak, though blood is still just present
- ✓ Medium to well-done - steak is cooked all the way through, no sign of blood
- ✓ Well-done: steak is cooked very well –a little burnt on the outside and definitely no sign of blood.

- **Beverage preferences**

Most food items will be specifically identified on a menu, however many people will order a drink without referring to a menu. At times customers will indicate a specific drink in a generic manner.

- **Taking and recording orders using the format.**

Most employers will provide training in how to take orders and operate their system even if the System is a paper-based system. Where the system is electronic, there will definitely be in-house training (unless you have indicated you have experience with that system on your job application or

at the job interview).

Table 3.1...ways of order taking

What to Do? Steps	How to Do It? Procedures	Why Does it? Rationale
1. Approach the table and stand at the right Side of the host.	Stand erect. Look at each customer, smile and greet them by name (if known to you) or address them with sir/ma'am.	A pleasant expression can easily win the rapport and goodwill of the customer.
2. Present the menu.	Present with cover facing the customer if it is a book type, if not, present it open, starting with the ladies, then the gentlemen, lastly, the host.	Ladies should always be given preferential attention.
3. Take the food order.	Ask the customers if they are ready to order as you say, "May I take your order now?" Take their order beginning with the ladies, then the gentlemen, and lastly the host.	If there is an honoree give him/her preferential attention Before anyone else.
4. Take some effort to sell a complete meal	Suggest appetizers, soups and salads to complement the main dish. Offer variety of items; suggest wines that will best complement the meal.	To increase sales, take efforts to make appropriate suggestions. A waiter is not merely an order taker but also a salesman.
5. Suggest appropriate substitute for out of stock items	Make suggestions that are suited to the age, taste and needs of the customer. If the order is meat, suggest other meat items; if fish, mention available fish or seafood. Never make a guest wait for An order that is not available.	Avoid merely saying, "Out of stock" as this will close the door to merchandising.
6. If applicable, find out the manner of Preparation desired	If the order is meat ask how he wants it to be done as you say, "How would you like the steak done?"	To make sure that the Preparation meets the preference of the customer.

by the customer.	If the order is eggs, ask “How would you like the eggs done?”	
7. Write down the order.	Write it down in an order slip, in triplicate copies – 1 copy for the kitchen, 1 for the waiter and 1 for the cashier. Use a coding method in identifying whoever orders each item. Don’t forget to write your name, table number, number of guests, and date.	For control purposes, no order will be prepared Without the order slip. So that the right order will be served to the guest.
8. Repeat order to the customers.	Mention the items ordered, number of orders and the manner of preparation as you say: “May I repeat your order sir/ma’am?”	To avoid any misunderstanding
9. Get the menu back	Say thank you as you leave the table	

• Skill of ordering system.

Where customers make special requests in relation to the dining requirements, whether these are based on personal preference, dietary needs or cultural requirements, it is important that these special requests are communicated clearly to the relevant person.

The relevant person may be:

- ✓ The head waiter –to determine whether or not the special requests can be accommodated
- ✓ The head chef –to inform them of the specifics relating to the food order that is being placed
- ✓ The bar manager or a nominated bar attendant –to clarify the order

• Relaying information

When delivering the order to the kitchen or bar, details about any special orders must be passed on to the appropriate person quickly and unambiguously. You need to bear in mind that the person you will be speaking to will have more staff than you to deal with; you are likely to be just one of many. For this reason you have to take the time and make the effort to get your message across correctly, first time, every time.

- Information that may need to be relayed involves:
 - ✓ Timing issues. You may need to inform the kitchen/bar of those who are in a hurry, or those who want to stretch their meal out over several hours
 - ✓ Co-ordination of service. Tell the bar about the food that a table has ordered so that wines selected to accompany certain dishes can be presented, opened and served before the food has been served.
 - ✓ Cultural issues. Notify the kitchen/bar of cultural food and drink needs. Sometimes patrons expect you to know what these needs are, but in other instances individuals will advise you of what they want
 - ✓ Dietary requirements
 - ✓ Special requests in relation to serve size, additions or deletions or a special way of cooking that is not listed on the menu

- ✓ How steaks are to be cooked
- ✓ Entrees required as main courses or vice versa

3.3. Taking Order

The ordering system in operation where you work must be used in accordance with enterprise procedures and, where appropriate, in compliance with manufacturer's instructions

Methods of order taking essentially there are four methods of taking food and beverage order from customers. These are: -

Triplicate order is taken; top copy goes to the supply point (kitchen); second copy is sent to the cashier for billing and the third copy is retained by the server (waiter) as a means of reference during service. This method is widely used in the majority of medium and large first-class establishments.

Duplicate order is taken; top copy goes to supply point and second copy retained for service and billing purposes.

Service with order is taken; customer is served and payment received according to that order; for example, bar service, take away service or single point service.

- ✓ individually for example room service breakfast order
- ✓ Hospital tray service system
- ✓ Function service /banquet service

All order-taking methods are based up on these four basic concepts. Even the most sophisticated electronic system is based on one of them. To ensure efficient control the waiter (server) must fill the following information's This Information's includes: -.

- ✓ Table number
- ✓ Number of covers
- ✓ Date
- ✓ Signature of server (waiter) who takes order

The Restaurant Order Entry is the screen where the waiters will punch in orders related to a particular table. This screen makes it easy for the waiters in your restaurant to punch in orders from various tables. When the guest places an order, the waiter will select the table number and add the items in the Order Entry. This can be changed until it is time for the bill. Unless you bill a table, you can change the items and they will automatically appear when you select the table ID.

Servers should offer the guests a beverage at all meal periods on the first approach to the table. At breakfast, server offers orange juice, at lunch server offers bottled water and at dinner server offers wine. At dinner, bottled water is offered to the table before leaving with the main course orders. All servers should be trained so that they are knowledgeable of and able to explain the entire menu and also are capable to make recommendations to guests.

The Up Menu platform also comes with a product availability feature that goes hand in hand with the food ordering system. This feature allows you to quickly react and take menu items off for which you may not have the ingredients.

For example, you've run out of an ingredient essential for making a specific dish. Simply open your Up Menu account on your smartphone or tablet and take that dish off your menu so you're no longer selling it. Doing so keeps buyers from ordering meals you can't offer, which helps you get out of an uncomfortable situation. Once you restock on ingredients, you can return to selling that dish again.

Taking and managing online food orders is one of many features of Up Menu. In addition, your system comes equipped with several tools to help you generate sales reports, track business performance, and much more.

Up Menu comes with several integrations that make the platform more advanced than most restaurant apps. One of these integrations is with receipt printers, which can connect to the ordering platform via Bluetooth. This makes it possible to print online orders automatically as soon as you accept them. Once printed, the receipt goes to your chef with all the order details, so you don't have to adjust food and beverage service equipment after the order has been taken and a copy transferred to the kitchen, either manually or electronically, the service staff will have to make any necessary changes to the cover to reflect the dishes that diners have ordered.

It is now time to adjust the setting with certain items of cutlery, glassware and service wear depending on the dishes and drinks they have ordered.

Adjusting cutlery

Always remember that cutlery should be carried to and from the table on a clothed service plate. It is a requirement that all covers are adjusted before any menu items are delivered to the table. If the guest doesn't order the cutlery stays on the cover until the table is cleared. Your copy of the order for the table provides the basis for determining what needs to be adjusted for each diner.



Figure 3.1. Adjusting cutlery

Adjusting the cover may mean you have to:

- ✓ Remove cutlery for courses that have not been ordered
- ✓ Exchange cutlery where necessary such as swapping the main course knife for a steak knife where steak has been ordered and swapping the main course gear for fish gear where fish has been ordered
- ✓ Add cutlery for dishes that have been ordered where no suitable cutlery has been set. For example, if the cover did not include a soup spoon and the guest ordered soup, there would be a need to adjust the cover by adding a soup spoon.

• Process for adjusting settings

The process requires you to:

Identify what needs to be removed from each cover

Identify what needs to be added to each cover

Obtain the necessary items, which should be stored in

Load them onto a clothed service plate ready for carrying to the table

Carry the clothed plate with all the required items to the table



fig 3.2 table adju.

On arrival at the table, begin adjusting the items by starting at the Number One guest, working clockwise around the table. Change to place the cutlery down on the table so that it is parallel with all others

The knives should be removed or replaced from the right-hand side of the guest, and the forks from their left-hand side. Never place cutlery by leaning across in front of a guest.

3.4 Special dietary Requirements

With dietary restrictions, modern etiquette for culinary services has changed dramatically. Any invitation to dine or drink at your client's home or special venue is an invitation to be cared for and treated like family.

Today, that personalized care has to take into consideration a host of dietary restrictions and allergies people deal with, from vegetarians to gluten-free or soy-free, and paleo-diets. For event and catering professionals, there may be a minefield of things to avoid and be aware of when planning a menu.

But catering effectively for customers with food intolerances and special requests can help set your business apart, potentially increasing your bottom line. It will also reinforce the high level of customer service you provide, which is always a win in a competitive industry. Here are five tips to navigate food sensitivities and dietary restrictions, and rise to the challenge.

3.4.1. Make Dietary Restrictions a Key Part of Your Client Communications

Catering to a number of different dietary requests takes time, planning and advance notice. You need to deliver a fantastic, delicious experience for everyone at the event. To make that happen, you can't be caught off-guard at the last minute with special diet demands. Ask the client in your initial meetings if there are any special dietary needs while explaining the importance of knowing the needs in advance.

As the host, it's crucial for the client to find out any dietary needs and communicate them to you as soon as possible. Give your client a deadline for this, put it in your contract, and let them know that if a request comes in after deadline, you will make every effort to accommodate it, but can't guarantee the same level of gourmet quality and finesse of the meal.

3.4.2 The common special dietary requirements

There are many reasons for dietary constraints and they differ from person to person. Some of the more common ones include:

- ✓ Food allergies and intolerances — such as dairy free, fish and shellfish allergies, nut free and gluten free
- ✓ Special dietary requirements — vegetarian, vegans and pregnancy
- ✓ Religious reasons — halal

As one of the leading corporate catering companies in the UK, we provide literally thousands of breakfast, morning teas, lunches and events catering across a vast array of cuisines and special diet concerns. In order to help you with your office catering endeavours, we've put together this comprehensive special diet guide so that you can learn more about the most commonplace intolerances and allergies, and what foods or ingredients cause them. We'll also offer some helpful tips and meal ideas to ensure everyone has plenty to enjoy.

Here are the common types of special diets we'll cover in this guide:

- Gluten free and coeliac
- Dairy free and lactose free
- Vegetarian
- Vegan
- Paleo
- FODMAP
- Tree nut and peanut allergies
- Fish and shellfish allergies
- The Ketogenic diet

3.3.3 Restrictions All Event Planners

Food allergies or sensitivities, religious practices, and ideological beliefs are some of the main reasons people rely on specific diets or follow dietary restrictions. some restrictions are meant to prevent life threatening events, others speak to your guest's personal and moral beliefs. Either way, they're equally important.

• **Lactose intolerance**

Lactose intolerance is a digestive disorder caused by a deficiency of the enzyme lactase, which helps digests lactose — the main type of carb in milk (1Trusted Source, 2Trusted Source).

However, about two-thirds of the world’s population stops producing the enzyme after weaning. Thus, they become lactose intolerant (2Trusted Source, 3Trusted Source).

Having lactose intolerance means that symptoms like bloating, abdominal pain, flatulence, and diarrhea, may occur after consuming lactose-containing foods, including milk and milk products (1Trusted Source, 2Trusted Source).

However, studies suggest that some people with lactose intolerance may consume up to 12 grams of lactose per day without showing symptoms — roughly the amount of lactose in an 8 ounce (240 mL) cup of milk (1Trusted Source, 2Trusted Source).

Current treatments for lactose intolerance include reducing or eliminating its intake or taking lactase pills. Nevertheless, not all milk products are the same, and people may tolerate some products better than others.

Here are some milk product recommendations to consider when planning your event’s menu Lactose-free milk. This milk alternative is simply milk treated with lactase, which digests lactose for you. It’s nutritionally identical to regular milk, only slightly sweeter.

- Fermented dairy products. People with lactose intolerance may be able to tolerate yogurt, kefir, sour cream, Leben, labneh, mursik, and viili due to the partial digestion of lactose via bacterial fermentation.
- Hard-mature cheeses. Cheeses such as Parmesan and Granna Padano are naturally lactose-free and may be tolerated by most people.
- Butter. While butter comprises the fatty fraction of milk, it may contain residual lactose. However, clarified butter or ghee is generally safe for people with lactose intolerance.

Self-Check -3	Written Test
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Test I Multiple choice: Choose the correct answer for the following questions

1. What information to ensure efficient control for order taking?
 - A. Table number
 - B. Number of covers
 - C. Date
 - D. Signature of server (waiter) who takes order
 - E. All

Test II Matching : Match the column “A” with Column “B”

“A”

- ___1. Hospital tray service system
- ___2. Top copy goes to supply point and second copy retained for service and billing purposes
- ___3. From right hand side of the guest
- ___4. From left hand side of the guest

“ B”

- a. Order taking
- b. Napkin folding
- c. Duplicate order
- d. Preorder

F.

Test III Directions: Answer all the questions listed below.

1. When is the best time to present the menu to customers?
2. Enumerate the steps in taking food orders?
3. Write the four order taking systems

Operation sheet 1	Menu presenting to customer
--------------------------	------------------------------------

Operation title: menu presenting to customers

Purpose: To practice and demonstrate the knowledge and skill required in menu presenting to customers

Instruction: For this operation you have given 30 minutes

Tools and equipments

1. Menu list
2. List of wine
3. Pen
4. Order pad
5. Serviette

Procedures in doing the task

Step 1- Ensure there are adequate menus for everyone to read

Step 2- Provide menus suitable for the customers. For example you may wish to provide menus in different languages

Step 3- If there are limited menus, you may request that customers share them until others become available

Step 4- Distribute menus to the guests from their right-hand side

Step 5- Leave the wine list with the host or place in the center of the table

Step 6- The wine list is often presented after guests have decided what they want to eat, but many establishments present the menu and the wine list together so that guests can better match their food and wine combinations

Step 7- Ask customers if they would like any starters, if applicable and according to available menu items

Step 8- Serve any complimentary starters if appropriate

Step 9- Point or direct customers to other menus that may be applicable. This can include fixed menus on walls, daily specials or tent card displays on tables

Step 10- You may tell customers you will be back in a minute to discuss the menu.

Operation sheet 2	Perform order taking
--------------------------	-----------------------------

Operation title: order taking

Purpose: To practice and demonstrate the knowledge and skill required in order taking from customers

Instruction: For this operation you have given 30 minutes

Tools and equipments

1. Menu list
2. List of wine
3. Pen
4. Order pad
5. Serviette

Procedures in doing the task

Step 1- Approach customers from the left

Step 2- Guest should be numbered.

Step 3- Be aware of signs given by the

Step 4- Ensure all orders are recorded accurately and legibly

Step 5- avoid disruption and interruption to guests.

Step 6- Make Recommendations or

Step 7- Repeat the order to the guest to ensure you have got it right.

Step 8- Always ask for clarification if unsure of a particular order



LAP Test	Practical Demonstration
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, workshop, tools and materials you are required to perform the following tasks within -- hours.

Task 1. Perform ways of presenting menu to customer

Task 2. Perform order taking

Unit Four: Deliver services of food and drinks

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Collect food and beverage
- Serve food and beverage
- Delays in service
- Customer satisfaction

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Collecting food and beverage
- Perform serving food and beverage
- Identify any delays in service
- Check customer satisfaction

4.1. Collect Food and Beverage Selections

Collecting ordered items from the kitchen as soon as they are ready for service cannot be stressed too strongly.

Prompt collection of food enhances customer service in two primary ways:

- It reduces guest waiting time. Most customers prefer to receive their food as soon as possible consistent with not being rushed or pressured
- It gets the product to the guest improve while they stand waiting to be served.

The two service areas –cold larder and hot section –must be attended and monitored at all times to ensure prompt pick up of food.

- If food is not picked up promptly the following may apply:

- ✓ Hot food could go cold and spoil
- ✓ Cold food could lose its chill factor
- ✓ Risk of food contamination increases
- ✓ Customers have an unnecessary wait
- ✓ Room to place down newly prepared items becomes restricted.



figure4.1 collecting order

Before any food is taken out to the table it must be checked in the same way that Drinks are checked prior to be taken and served.

- Checks should include:
 - ✓ Checking that the right meal has been prepared and any requested preferences have been accommodated. Dishes must reflect the order that was taken at table and given to the kitchen
 - ✓ Checking the plate to make sure there are no marks, spills or drips. Advise the chef and ask for the plate to be cleaned where these are identified
 - ✓ Checking the quality of the item
 - ✓ Checking with the chef to identify how a particular item has been cooked
 - ✓ Which is the medium steak and which is the medium rare?
 - ✓ Checking if special condiments need to go with the order
 - ✓ Checking to make sure there is uniformity between dishes. If three people on a table are having the same menu item then all three plates should look the same

- ✓ Ensuring correct temperature of the dish. Hot dishes should be hot, and cold dishes must be cold.

4.2. Serve food and beverage

The correct way to serve food and beverage are probably unknown to your customers, vital to you. This technique requires you place the dishes in front the proper side. Professional waiter to place the right meal down in front of the right person, without having to ask the guest identifying which meal is to be placed in front of a particular guest

Commonly, plates may be carried in the hands using various plate carrying techniques. Alternatively, plates may be loaded onto rectangular food trays which are station carried where they are either unloaded into the hot box or delivered straight to the table.

The actual food that the guests consume is only part of the total dining experience. The service of those items is another vital part of the experience.

Two keys when serving food and beverage are:

- ✓ Do it quickly without giving the guest they are being rushed or you are in a hurry
- ✓ Do it professionally. Serve the correct items to the correct diners, be polite, identify items as they are served, communicate and interact with guests, smile, answer any questions that are asked, check that the items presented are acceptable to the guests.



Figure 4.1 seving food

4.3. Delays in service

Service Delay means any delay or combination of delays that result in a train arriving or departing any station platform late and is not considered on-time in accordance with the Operating Agreement with the Railroad operating the delayed train, which shall trigger the notification procedures. All service staff must monitor patrons during service for signs of dissatisfaction. This means keeping alert for non-verbal cues that indicate displeasure, and listening for negative comments that can be overheard. Checking customer satisfaction must apply to both food and beverages.

Service Delay means any delay or combination of delays that result in a train arriving or departing any station platform late and is not considered on-time in accordance with the return to Service Delay Charges will not be covered by contractual maintenance agreements.

In the case of Quality of Service (Delay), the supplier diagnose recognizes chronicle and emits the event to its repairer (fault: Quality Of Service, fault type: Delay, flow in it = 8 and flow end = 8, see first column).

The different patterns of distributed chronicle are used to diagnose the failures (in this case, we have shown the Quality of Service (Delay) and Timeout chronicles). Comparison of total future Level of Service Intersection Approved

The term "Service Delay Period" means, for any Service Agreement, the period between (a) the Dates set out as the Service Availability Date in the applicable Service Index and (b) the In-Service Date. Notwithstanding the foregoing, in no event whatsoever shall the Employer be liable for any additional tax, interest or penalty that may be imposed on a Participant by Code Section 409A or any damages for failing to comply with Code Section 409A.(b) Separation from Service; Delay Period for Specified Employees.

The Traffic Impact Study should include a clear and factual summary of findings that easily identifies the impact of the project in terms of Level of Service, Delay and Queue Lengths, and their relation with the roadway network, geometry and traffic flow.

The hospital doctors interviewed had a mix of clinical backgrounds and a variety of seniority levels. Develop a complaints handling policy. It should include reassuring customers that you value their feedback and you are committed to resolving their issues in a fair, timely and efficient manner

- It should also:
 - ✓ Explain how customers can make a formal complaint

- ✓ Identify the steps you will take in discussing, addressing and resolving complaints
- ✓ Indicate some of the solutions you offer to resolve complaints
- ✓ Inform customers about your commitment to continuous improvement

4.5. Customer satisfaction

Customer satisfaction is important because it helps you solve problems, prevent churn, and identify happy customers that can become your advocates and evangelists. It's an essential step in the process of building customer loyalty, creating customer delight, and generating positive word-of-mouth.

If you don't measure customer satisfaction, you can't identify unsatisfied customers that could churn or leave you negative customer reviews. You also can't identify happy customers you could activate as evangelists or referrers. Finally, you can't predict, prevent, and proactively plan to prevent customer churn without metrics to analyze.

4.5.1. Benefits of Customer Satisfaction

1. Customer satisfaction helps you understand where you excel.

By tracking and measuring customer satisfaction, you can understand what your business does well, and thus continue doing it. But you can't find out unless you carry out customer satisfaction surveys.

Growing companies prioritize customer success, and an essential way to identify satisfied customers is through customer feedback.

Results will let you know who these customers are and what you're doing that's leaving them satisfied with their experiences with your brand. When you have this information, you can continue doing the things they like in the hopes of inspiring customer retention, and you'll reap the following benefits:

- It's cheaper to retain an existing customer than it is to acquire a new one.
- Repeat, loyal customers spend more.
- Satisfied customers engage in word-of-mouth marketing, helping you with free acquisition.

4.5.2. Customer satisfaction helps you understand where you can improve.

Where do you fall short? The gaps in customer satisfaction can help you find out where you can improve in your customer service strategy.

If you don't understand why your customers are unhappy, you can't make changes to your product or services that make them happy and align with the experiences they desire.

Ensure you're sending out customer satisfaction surveys, analyzing the results, and acting on negative customer feedback. This is especially important if the feedback is tough to hear, as it will help you ensure that you take steps to prevent customer churn, negative reviews on your product pages or social media, or negative word-of-mouth reviews to family and friends.

4.5.3. Customer satisfaction leads to higher customer loyalty and advocacy.

If your business has positive customer satisfaction, then you have customers who are loyal to your brand. These customers will refer new leads to your company and generate more testimonials for your marketing team. You can create customer advocacy programs for these users and encourage them to advertise on your business's behalf.

Customer advocacy programs reward customers for referring your business to potential leads. Customers are given incentives to join the program, then receive gifts or offers in exchange for reviews and testimonials. This creates a mutually beneficial relationship that rewards your best customers and keeps them loyal.

4.5.4. Customer satisfaction increases customer retention and reduces churn.

It should be no surprise that the happier your customers are, the better your customer retention will be. After all, happy customers won't have much reason to turn to competitors, so long as you keep them satisfied. On the other hand, unhappy customers will have plenty of reasons to churn, and it'll be up to your team to convince them otherwise.

By measuring CSAT, you can look at individual customer needs and create personalized offers for users who are likely to churn. Since 32% of customers would stop doing business with a brand they loved after one bad experience, you may only get one opportunity to stop someone from churning. Customer satisfaction optimizes your chances by providing you with relevant information about the customer's experience with your brand.

4.5.5. Customer satisfaction leads to a longer customer lifetime value.

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Customer lifetime value (CLTV) refers to the expected profit you can make from a single customer for as long as they stay with your business.

If a customer is unhappy with your products and services, they'll likely never return to your business after that initial purchase. That customer's lifetime value is low, so you'd miss potential revenue opportunities.

If your customers are satisfied, however, they'll likely stay with your business for a longer time, making repeat purchases and leading to a boost in profits.

It's clear that customer satisfaction is important for improving service metrics and ensuring your company is delivering the best experience possible. But how does it impact other teams?

Customer satisfaction depends on quality of service at a restaurant. Throughout the meal the opportunity arises to offer additional food and beverages. Selling additional items is what the employer expects you to do, and providing these items can also meet customer expectations in terms of service needs. Offering and providing additional items that are not being sold is part of the service provision that creates customer satisfaction and meets expectations in terms of high levels of service delivery.



Fig4.2. check customer satisfaction

Self-Check -4	Written Test
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Test I Directions: say true or for false the following questions

1. Before any food is taken out to the table it must be checked in the same way that drinks are checked prior to be taken and served.
2. Collecting ordered items from the kitchen as soon as they are ready for service be stressed too strongly.
3. Hot dishes should be hot, and cold dishes must be hot.

Test II: Answer all the questions listed below.

1. Discusses the sequences of guest service
2. Write at least five general rule of food and beverage Service
3. Explain how to satisfy our guest.

Test III: choose the correct answer for the following questions

1. One of the following is not correct about customer satisfaction?
 - A. Quality of service
 - B. Service delivery time
 - C. Quality of product
 - D. None of the above
2. Before any food is taken out to the table it must be checked:
 - A. Checking that the right meal has been prepared
 - B. Dishes must reflect the order that was taken at table and given to the kitchen
 - C. Checking the plate to make sure there are no marks, spills or drips.
 - D. Checking the quality of the item
 - E. All of the above

Operation sheet	Perform plate carrying
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Operation title: Perform plate carrying

Page 73 of 103	Author/Copyright : Ministry of Labor and Skills	Serve food and beverage to customers Level - I	Version -1 November, 2022
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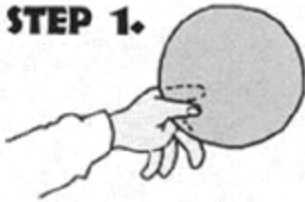
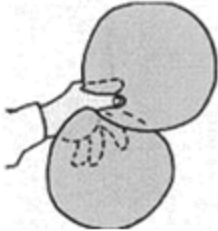
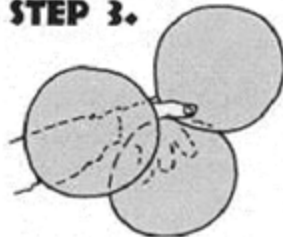
Purpose: To practice and demonstrate the knowledge and skill required in plate carrying

Instruction: For this operation you have given 30 minutes

Tools and equipments

1. Plate
2. Bottle opener
3. Serviette

Procedures in doing the task

Three Plate Carrying	
<p>STEP 1.</p> 	<p>Hold the first plate between your thumb, index finger and the middle finger</p>
<p>STEP 2.</p> 	<p>Place the second plate into the crease of the palm of your left hand under the edge of the first plate, supporting it by your ring and little fingers</p>
<p>STEP 3.</p> 	<p>Carry the third plate on the flat of your forearm and rim of the second plate. A fourth</p>

LAP TEST	Demonstrate practical
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, workshop, tools and materials you are required to perform the following tasks within 1 hour

Task 1: Perform plate carrying techniques

Unit Five: - Clear Tables and Bill Customers

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Remove used items
- Disposing leftover food & Disposables
- Disposing Recyclable items
- Process Customers Accounts
- Thanking and fare-well customers

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Remove used items
- Dispose leftover food and disposables
- Dispose recyclable items
- Process Customer accounts
- Thank and fare welling customers

5.1. Removing used items

Used and unwanted items should be removed from tables throughout the meal. Once meals have been completed it is now time to clear the table. It is never acceptable to allow used or unwanted items to build up on the table and clear the table only at the end of the meal.

The following protocols commonly apply when clearing a table:

- Try to start with the guest who has the most scraps left on their plate. This will act as the base plate for clearing
- Always clear from the right of the guest the same side that you should have served from
- Pick up the first plate, complete with cutlery, with your right hand and transfer and secure it in your left hand
- Secure the end of the fork handle under your thumb
- Slide the knife, cutting end first, under the fork to secure it and stop it from sliding away
- Moving clockwise around the table, clear the next guest hand is held back to avoid being too close to the customer, especially their head and shoulders
- Secure the second plate into position over the wrist, and scrape any food scraps onto the base plate (plate positioning will-plate be as p serving method')
- Secure the knife by sliding it under the securing fork
- Place the second fork parallel to the securing fork
- Continue this procedure until all the plates and cutlery are cleared for that particular course.



Figure 5.1 clearing plate

- **Tips when clearing a table**

- ✓ Clearing must be done at the appropriate time and with minimal disruption to the customers.
- ✓ Clear away all unwanted or unused cutlery when removing matching course plates. If a guest has not used their main course knife for instance, it must be cleared when the main course plate is cleared
- ✓ Clear away the side plate and the side knife when clearing away the main meal plate. This is cleared from the guest's-hand side left so as not to reach across in front of the guest
- ✓ Clear away anything that is unwanted or unused on the table at that stage

This may include directions regarding whether a tray should be used to carry these items to the waiter's stations, or whether or not items should be cleared kitchen or bar.

5.2. Disposing leftover food and disposables

Food waste can lead to physical and bacterial contamination and can attract pests such as flies and rats if it is not disposed of properly. There should be separate bins for indoor and outdoor use.

As with all outlets, there will be a wide variety of items that must be discarded during and at the end of a shift. Each organization will have policies and procedures on how to handle common types of disposables.

5.2.1. Dispose of leftover food

Throughout the dining session and at the end of trade you may be required to dispose of leftover food used during service. Correctly disposing of these items helps to maintain food safety and the operational effectiveness of the property. Whenever food handlers handle rubbish, it is a legal requirement that they wash their hands properly before handling food or food items or utensils again.

In terms of the requirements of safe food handling no food or beverages that are returned from a guest can be re-used. They must all be thrown out. Food that is left over in terms of portion controlled butters, sugar etc. can be re-used providing the package has not been damaged, it looks presentable and (for high risk food) has not been stored in the Temperature Danger Zone for longer than 4 hours. Butters and dairy products must be stored under refrigeration at 5°C or

below.

5.1.2 Leftover food

The kitchen will be responsible for dealing with leftover food. That is, food that has been displayed for sale but which has not been served. It is perfectly legal to re-use leftover food provided the appropriate safe food handling practices are followed. Your role may include returning these items, from bain-maries or buffet tables, to the kitchen for processing.

The basics in relation to dealing safely with left over foods are:

- No high risk foods can be re-used if they have spent 4 hours or more in the temperature Danger Zone (5°C - 60°C). High risk foods are foods that are high in protein and include all meats, poultry, seafood and dairy products
- Foods that are left over must be covered, labeled and refrigerated and kept refrigerated until next required for service
- Leftover food should be used first at the next service session. Stock rotation is important
- Leftover food that is to be served hot should be reheated prior to service to 75°C for one minute

Disposables are these 'single are items intended use 'for one use items only after which. They cannot be re-used and must be discarded. Disposables may be used as part of eat-in dining but are more prevalent where take-away food sales occur.

Examples of disposable items include:

- ✓ Plastic cutlery
- ✓ Drinking straws
- ✓ Paper serviettes
- ✓ Containers for serving take-away food, such as aluminum foil and plastic containers, take- away coffee, milk shake and other drink containers and pizza boxes. The lids to any take-away containers are also included.

5.3. Disposing Recyclable items

Many properties have adopted policies that enable them to become



environmentally responsible.

- The basis for these policies revolves around the need to:
 - ✓ Reduce - asking people to generate less waste
 - ✓ Re-use - encouraging the use of a product more than once before it is discarded
 - ✓ Recycle - suggesting that products can be re-made into something else.

These policies can apply not only to food and beverage items but to all waste produced by the venue. In relation to actual food and beverages there is little that can be done in the way of recycling. These are usually disposed to get rid of its waste.

- Current waste management practices include the sorting of waste into the following categories in order to facilitate recycling:
 - ✓ Paper –cardboard, newspapers and cardboard containers
 - ✓ Plastic –soft drink, milk, juice and cordial bottles and packaging, bags
 - ✓ Glass –bottles (clear, green and amber), jars and clear sauce bottles
 - ✓ Steel cans –food cans and aerosol cans
 - ✓ Aluminum –cans and foil
 - ✓ Food waste –unusable waste scraps, trimmings and plate waste.

- **Disposing of cleaning chemicals**

As environmental considerations have become increasingly important, so too has concern over the disposal of chemicals gained in significance.

There will be a need to dispose of cleaning chemicals when:

- ✓ Chemicals have become dated
- ✓ Containers have lost their labels and what's inside guessing at what it is and risk using it inappropriately and unsafely
- ✓ You decide to discontinue using a certain product.



This disposal of chemicals must be done safely and according to safe environmental practices.

5.4. Process Customers Accounts

Accounting is defined as an information system concerned with collection, analysis and communication of financial information useful for decision-making. Used to exchange information among interested parties concerning the financial performance, financial position and related issues of an organization, it is also commonly known as the “language of business”.

Hotel accounting is important because by recording and monitoring cash flows both in and out, you can better forecast for the future, have a more realistic idea of your hotel’s projected costs, and ensure that yearly budgets are maintained. Hotel accounting allows you to track cash flows, budget more adequately, manage payroll, and be sure your hotel is complying with local tax laws. It’s perhaps one of the most important areas of the hotel in order to ensure profitability and to make data-driven decisions. It is fundamental to the proper running of a hotel because it carries out key roles like financial reporting, budget management, payroll processing, expense tracking and financial auditing. These areas must be closely monitored in order to ensure the correct running of a hotel.

- **Cash:** The account where all business transactions pass. This is an important account that often bookkeepers use two journals, cash receipts and cash disbursements, to track the activity.
- **Accounts Receivable:** If your business sells products or services and you don’t collect money immediately, then you have receivables. This account tracks the money due from customers. This needs to be kept up-to-date so you can send accurately and timely invoices.
- **Inventory:** The account where you account for all of the products you have in stock. The numbers you have in your books should be tested by doing physical counts of inventory on hand.
- **Accounts Payable:** The account that allows you to see what money is leaving or has left the business - and when. This account gives you a clear view of everything you need to pay and makes sure that you don’t pay anyone twice.
- **Loans Payable:** The account which tracks and breaks down everything that you still owe and when payments are due for anything that you’ve borrowed.
- **Sales:** The account where you track all of your incoming revenue from sales transactions. This is another important account, as recording sales accurately and in a timely manner helps to know where your business stands.

- **Purchases:** The account where you track any materials or goods that you have bought for your business. This is a key component of calculating Costs of Goods Sold which you subtract from Sales to find your business' gross profit.
- **Payroll Expenses:** The account where you track salaries and wages paid to your employees. This is often the biggest cost of all for many businesses. Keeping this accurate is essential for meeting tax and other reporting requirements.
- **Retained Earnings:** This account tracks any of your company's profits that are reinvested in the business and aren't paid out to the owners. The earnings here are cumulative, so they appear as a running total of money that's been retained since the company started. It's a good way of tracking how well your business has done over time.
- **Balance Sheet:** A report which breaks down your business' financial situation. It includes the assets, liabilities and the capital of the business. Its purpose is to help show what your business owes and owns.
- **Chart of Accounts:** A full list of accounts used in your business to categorise financial transactions. This can include assets, liabilities, equity, income and more.
- **Expense:** This is the fixed, variable, accrued or day-to-day costs that a business may incur through its operations.
- **Trial Balance:** A business document where all ledgers are compiled into debit and credit columns. This is to make sure a company's bookkeeping system is mathematically correct.
- **Profit and Loss:** A financial report which shows the revenue and expenses over a period of time.

Food and beverage attendants may be required to establish and manage accounts for meals and drinks purchased by customers.

At all times the house rules and standard procedures for processing these transactions must be strictly adhered to. These will vary between properties so it is vital to determine what applies where you work.

It is also important to remember to optimise customer service at this point so the guest enjoys a positive experience when they are paying for what they have bought.

- **General procedures for processing accounts**

Processing a customer account refers to:

- ✓ Creating an account for the customer or table
- ✓ Updating the account as items are ordered or purchased
- ✓ Finalising the account by accepting payment.
- The following technique must be adhered to:
 - ✓ Checks/ bills must be presented only when asked.
 - ✓ The waiter must bring the check/bill -in a neat and tidy folder
 - ✓ Guest comment card should be in the folder.
 - ✓ A pen must be given along with the check folder. (when a guest is room guest and need to pay in credit)
 - ✓ When a guest is paid in cash and has change, return the change.
 - ✓ When the guest is leaving the folder must be removed very discreetly.
 - ✓ Tips must never be solicited (ask for or try to obtain).

There are a number of ways in which a customer account may be settled. This section will explore these different ways.

Regardless of the method used, it must be done accurately to ensure that the correct charges are posted and that the correct payments are made.

This ensures that both the organisation and the customer are both happy.

- **Account settlement options**

Depending on the services and facilities provided by your organisation customers commonly settle their account by:

- ✓ Paying cash



- ✓ Paying via credit card through using a manual or electronic system
- ✓ Using EFTPOS facilities – ‘Electronic Funds Transfer at Point Of Sale’.
- In selected situations customers may settle their accounts by:
 - ✓ Charging to their room figure 5.1. credit card
 - ✓ Charging a house account – used for functions or corporate events
 - ✓ Presenting vouchers – for nominated amounts and/or items/services

5.5. Thanking and fare-welling customers

The fare welling of customers is an important part of the service cycle and one that is arguably more important than the greeting the customer receives because the farewell is often the last thing they have to remember us by.

Farewell is as crucial as welcoming the guest and must be thanked. Eg: "Look forward to welcoming you back to the restaurant", "We hope that you visit us soon"

You should also bear in mind that many customers who leave a hospitality venue, leave with nothing but have paid money for that privilege! To illustrate this, it means that most people leave a property after having slept there, eaten there, drank there or after attending a function or entertainment event. Leave having paid for an item they take with them and can use at home.

All guests should be fare welled in accordance with establishment standards and policies. Some establishments may require their staff to walk the customers to the entrance and hold the door open, before thanking them and bidding them farewell.

Other establishments may require a more casual approach such as a smile, a wave and a simple Thanks the guests as they are departing.

Whatever the standard or policy, guests should be acknowledged when they leave. Their final experience with you must be a positive one.



Figure 5.4. Thanking and fare-welling

Self-Check -5	Written Test (Rearrangement)
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Test I say true or false the following questions

1. All guests should be fare welled in accordance with establishment standards and policies.
2. Leftover food that is to be served hot should be reheated prior to service to 75°C for one

minute

3. Checks/ bills must be presented after clearing main course service.

Test II Choose the correct answer for the following questions

1. Customers commonly settle their account by:
 - A. Paying cash
 - B. Paying via credit card through using a manual or electronic system
 - C. Using EFTPOS facilities
 - D. All
2. Which one is not correct on waste management?
 - A. Recycle B. reuse C. dispose D. Reduce E All of above

Test III Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. how to performed when closed down after service
2. Describe how to assist guest in leaving table
3. Write types of end of service assistance that can be provided to customers
4. Identify activities associated with fare-welling guests
5. Examples of when coordinated timing of beverage service to match courses/menu is required
6. Identify how to compile a guest account ready for presentation
7. identify how to present the account to a guest
8. identify how to accept and process payment for the account

Operation sheet 1	Perform clearing a table
--------------------------	---------------------------------

Operation title: Perform clearing a table

Purpose: To practice and demonstrate the knowledge and skill required in clearing a table

Instruction: For this operation you have given 30 minutes

Tools and equipments

1. Service tray
2. Serviette

Procedures in doing the task

The following protocols commonly apply when clearing a table:

Step 1- Try to start with the guest who has the most scraps left on their plate.

Step 2- Always clear from the right of the guest

Step 3- Pick up the first plate, complete with cutlery, with your right hand and transfer and secure it in your left hand

Step 4- Secure the end of the fork handle under your thumb

Step 5- Slide the knife, cutting end first, under the fork to secure it and stop it from sliding away

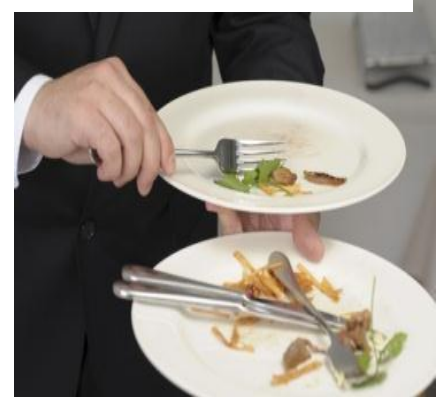
Step 6- Moving clockwise around the table, the left hand is held back to avoid being too close to the customer, especially their head and shoulders

Step 7- Secure the second plate into position over the wrist, and scrape any food scraps onto the base plate

Step 8- Secure the knife by sliding it under the securing fork

Step 9- Place the second fork parallel to the securing fork

Step 10- Continue this procedure until all the plates and cutlery are cleared for that particular course.



Operation sheet 2	Demonstrate fare-welling guest
--------------------------	---------------------------------------

Operation title: Perform clearing a table

Purpose: To practice and demonstrate the knowledge and skill required in clearing a table

Instruction: For this operation you have given 30 minutes

Procedures in doing the task

Step 1- Pull back chairs for customers

Step 2- Get wheelchairs or other aids as required

Step 3- Thank customer for their patronage

Step 4 wish for guest good day and back come to again

LAP Test	Practical Demonstration
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, workshop, tools and materials you are required to perform the following tasks within -- hours.

Task1: Clearing table

Task 2: Perform farewell customer

Unit Six: - Close Down after Service

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Suite furniture and equipment Clearing, Cleaning, dismantling & storing furniture
- Set up for next service
- Evaluate the service
- Sharing relevant information.

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Identify furniture and equipment Clearing, Cleaning, dismantling & storing furniture
- Prepare set up for the next service
- Evaluating the service
- Provide relevant information.

6.1. Suite furniture and equipment Clearing, Cleaning, dismantling & storing furniture

Various areas in a restaurant need to be cleaned, cleared or dismantled at the end of service sessions. These procedures must be completed in accordance with establishment standards and comply with all safety requirements. Sometimes cleaning staff perform these functions and sometimes waiting and bar staff do. In some cases, these tasks are completed at the end of the shift, and in other cases, the duties are left until the start of the next shift.

- Some of those areas may include:
 - A. Stripping tables. This includes removal of all table items, and the tablecloth. Part of this process may include checking the seats of chairs to ensure they are clean and tidying the area immediately around each table. In some cases you may be required to put the chairs on the tables to facilitate a full clean of the floor by cleaners



figure6.1.cleaning furniture

Around the coffee machine where coffee grounds and spillage are common, and there is normally a need to do a tidy’.

Where required, replacements and top-up of items such as coffee, sugar, crockery etc. should occur

- B. Furniture. Basic requirements may include:
 - Relocating tables and chairs to their
 - Taking table tops off tables. Where the venue adds table tops to tables, it is a standard requirement that these table tops are removed and stored at the end of the session
 - Removing extra chairs that have been brought in. A dining area that normally seats 80 may have had an additional 6 chairs brought in for a session to cater for special needs. These 6 chairs have to be put back where they were taken from
 - Removing high chairs. Where patrons have requested a high chair it is standard practice to replace these chairs back into storage

- C. Fixtures and fittings. A check on these should be made which may include:
 - Checking for damage
 - Watering plants as required
 - Clearing papers or rubbish and used glasses etc.
- D. Windows and doors –spot cleaning as required and checking to ensure they are closed and locked
- E. All floor areas –picking up loose rubbish and checking to identify areas that require special attention
- F. Displays –including re-stocking display items and securing items
- G. Guest waiting area and reception –spot cleaning and tidying
- H. Garbage area –removing garbage from internal rubbish bins and replacing bin liners.

- **Crockery and cutlery**

Most premises use a dish washing machine to wash crockery and cutlery and machine-specific training should be provided to you on the job.

- The basic cleaning procedure is:
 - ✓ Remove visible food debris. For example, scrape the plates
 - ✓ Rinse with warm water to remove loose dirt
 - ✓ Wash with a detergent
 - ✓ Rinse again to remove the detergent and debris
 - ✓ Apply a sanitiser. Sanitizers are chemicals designed to

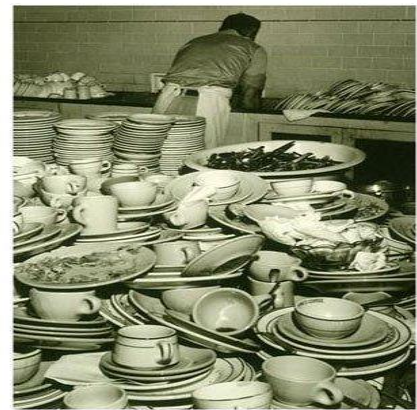


Figure 6.2. Crockery and cutlery

kill bacteria

- ✓ Rinse to remove the sanitiser
- ✓ Allow to air dry.

Air drying is the preferred option as it eliminates using a cloth to dry surfaces, which may inadvertently introduce bacteria to the surface that has just been cleaned and sanitised.

- The procedure for washing eating utensils and dishes by machine is as follows:
 - ✓ Scrape and rinse items prior to stacking in trays. Use the right racks for the right

items

- ✓ Wash for a minimum of 60 seconds at a temperature between 66°C and 71°C
- ✓ Rinse for a minimum of 10 seconds at a temperature of at least 77°C.

In some circumstances there will be no dishwashing machine. This is common in small businesses, and it is quite legal to use a double bowl sink providing certain requirements are observed.

- When using a double bowl sink to wash eating utensils and dishes:
 - ✓ One bowl must contain water at 45°C and detergent, for washing
 - ✓ One bowl must contain clean water at a minimum of 77°C for sanitizing
 - ✓ Sanitizing must involve soaking the items for a minimum of 3 minutes. It is not acceptable to just run hot water over items to remove the suds
 - ✓ A thermometer must be on hand to check water temperature.

- **Dismantling items**

Where necessary, staff may be required to dismantle:

- ✓ Post-mix stations for cleaning
- ✓ Espresso machines for cleaning
- ✓ Table tops to return table tops top storage
- ✓ Bain-maries for cleaning.

- **Storing cleaning equipment away after use**

After cleaning duties have been completed, all cleaning items, equipment and chemicals must be stored away in the appropriate manner so that others can use them when required. Usually, items will simply be replaced back to the area from where they were obtained. Things to note when storing items away after cleaning tasks include:



Figure 6.3. Table setup

6.2. Set up for next service

At the end of each shift, the dining area may need to be set up for the next shift. Sometimes

this is left for the next shift to do. Set up may involve minimal work if the next shift is going to be serving guests with the same or similar type or style of menu and floor plan..

- **Setting up for a breakfast shift**

Sometimes the evening shift service staff will have to partially set up for the breakfast shift the following morning. This may include having to:

- ✓ Re-lay all tables and set covers for a breakfast menu
- ✓ Place breakfast menus on tables or at other designated locations in the room
- ✓ Place sealed portion-control condiments (such as sugar, jam and honey) onto service areas or customer tables
- ✓ Set up the breakfast buffet with the appropriate equipment, displays and non-perishable food items such as cereals, etc.
- ✓ Re-stock refrigerated and non-refrigerated items that will be needed to service the breakfast menu.

- **Setting up for a function**

Sometimes staff may have to set up the dining area for a function. These requirements will vary depending on the type and style of menu, service style, and other requirements to meet the demands of the guests, host, or client for the function. A 'Function Sheet' used to direct activities which may include a need to:

Rearrange all tables and chairs

- ✓ Set covers on tables according to the menu
- ✓ Set up a buffet and equipment needed to service it
- ✓ Stock specific food and beverage items
- ✓ Clear an area for entertainment or displays.



- **Enterprise procedures and requirements**

Regardless of the set up activities that are taking place, it is essential that any organizational procedures and policies be followed by all staff. Whilst these will vary for different organizations and for different shifts, some common requirements include;

- ✓ Ensuring safety of premises and furniture, equipment etc.
- ✓ Preserving food safety
- ✓ Ensuring security of the premises during set up.
- ✓ Following identified sequences for room preparation. Properties will normally have a staged way of setting up a room so following the identified procedures is a necessity
- ✓ Communicating with others to integrate total property needs
- ✓ Completing necessary documentation such slips, maintenance requests etc.



- **Storing and preparing equipment**

As previously mentioned, there are various pieces of equipment and different service items that must be prepared, cleaned, maintained and attended to before and during a shift. At the end of the shift, specific and regular tasks may be required. These pieces of equipment and items may need to be:

- ✓ Cleaned and left out ready for the next shift
- ✓ Cleaned and stored away ready for use some time in the future
- ✓ Turning off specified electrical items or adjusting them in line with house requirements



- Equipment and other items that may require such attention include:

- ✓ Coffee machines
- ✓ Tea making facilities
- ✓ Bain-maries

- ✓ Toasters
- ✓ Menus and wine lists
- ✓ Condiments and sauces
- ✓ Cutlery
- ✓ Crockery
- ✓ Glassware
- ✓ Linen.

- **Collect, sort and count linen**

Regardless of whether linen is owned or hired by the hotel it must be:

Collected they are normally collected and placed in one location, central to all tables Sorted into different types of linen including:

- ✓ Napkins
- ✓ Table linen
- ✓ Service cloths
- ✓ Cleaning cloths

- Checked.

As part of the sorting process any linen deemed to be damaged or requiring special cleaning will be identified

- Counted.

Once items have been separated by category, they must be counted to ensure that they are all there. It is quite common for some linen to be thrown away or used by staff for general cleaning

- Separated.

Linen that is owned by the hotel must be separated from that which has been hired for the occasion Forwarded to the appropriate location, whether an internal laundry or a secure waiting area for external companies to collect.

Linen is very expensive and therefore great effort needs to be taken to ensure that it is accounted for and handled in the correct manner.

Once all equipment has been cleaned, it is now time to store and restock items.

6.3. Evaluating the services

Evaluating and reviewing is a debriefing session at the completion of every service session. The debriefing is a short meeting (5 –10 minutes) where management and staff can review and evaluate the previous session with a view to congratulating staff on their work and effort, and identifying areas where improvements to service can occur.

6.3.1 Reviewing and evaluating the service session

- Prime concerns at this meeting should be:
 - ✓ Communication between food and beverage staff
 - ✓ Communication between food and kitchen staff
 - ✓ Cooperation between staff in all food and beverage areas
 - ✓ Integration of service between food and beverage staff.



Figure: 6.3. Reviewing and evaluating the service

- The supervisor leads the session where the food and beverage staffs have separate supervisors, the two supervisors conduct the debriefing jointly and:
 - ✓ Congratulate staff on work that has been well done during service. This can be generic in nature or it may single out individual staff who performed really well
 - ✓ Highlight and lead discussion on problems and issues that arose with a view to determining what went wrong or how a similar event can be avoided in the future
 - ✓ Provide the staff with feedback from their perspective of how the session went and provide feedback they have captured from others such as customers, management or other departments
 - ✓ Review the quality of service delivery provided with a view to identifying changes that

could lead to possible improvements in service delivery

- Encourage staff to identify issues of concern to them including identification of problems they have found with equipment, suspicious persons, procedures that are not working effectively, lack of cooperation etc.
 - ✓ Present issues and details of what can be expected in the next session such as pre-warning staff about a function, a revised starting time for the next shift, expected customer numbers, proposed special events etc.
 - ✓ Thank staff for their efforts and contribution.

A handover is a situation where the department remains open but the staff working in that department change. It is uncommon and often inadvisable for all the staff to change when there is a handover as it is best if there is some continuity of staff. However, this situation can sometimes occur especially where there is only one staff member running a department.

Providing handover

There may be times when a shift has to be handed over to an incoming colleague. During such times, all relevant information should be shared with incoming staff.

The intention should be to achieve the handover without the guests even being aware that it has happened, or with a minimal disruption to them.

- Prior to doing a handover, the outgoing shift should ensure:
 - ✓ The department is clean and in good order. This includes all areas including floors, tables, chairs, storage areas, waiters stations, equipment
 - ✓ Available stock has already been put away. New, in-coming staff should not be responsible for this unless there has been an extremely busy session that has prevented outgoing staff from doing this
 - ✓ Where the department handles cash payments, there must be change in the register sufficient for the next shift to at least start their shift without experiencing a shortage of change. Where necessary change should be ordered to supplement what is already there.

6.4. Sharing relevant information

- Information that may need to be addressed and passed on could include:
 - ✓ Status of the customer's - see what's been served, happening in the kitchen or bar in relation to the order.
 - ✓ Availability of beverage products and supplies – what is running low, what has run out
 - ✓ Changes or alterations to the menu. This should include sharing details items that have been added at the last minute or just for today including items that the kitchen wants promoted
 - ✓ Any customer complaints. This includes who has complained and about what, any complaints that seem to be part of a trend and information about what action has been taken in response to these complaints
 - ✓ Roles for incoming staff members so that individual workers know exactly what they are to be doing for the up-coming shift.
 - ✓ Information about specific pieces of equipment or utensils with attention to issues such as malfunctions, damage or lack of equipment
- Discussing financial transactions including identification of:
 - ✓ Who has already paid
 - ✓ Tables/guests where advanced deposits have been received
 - ✓ Any guests who have indicated that they alone and no-one else at the table are to get the account
 - ✓ People who may be dining on vouchers

Self-Check -6

Written Test(Add at least one more Item type)

Test I Directions: say true or false for the following statements.

1. Sometimes the evening shift service staff will have to partially set up for the breakfast shift the following morning
2. Congratulate staff on work that has been well done during service.
3. The debriefing is a short meeting before starting service.

Test II: Directions: choose the correct answer for the following questions.

1. Which one of the following is not linen type?
 - A. Napkins
 - B. Table linen
 - C. Service cloths
 - D. Charger
2. Which statement is correct on arrangement of tools and equipment?
 - a. Set covers on tables according to the menu
 - b. Set up a buffet and equipment needed to service it
 - c. Stock specific food and beverage items
 - d. All of the above

Test I: Directions: Answer all the questions listed below.

1. Explain the steps of cleaning plates.
2. Explain how to store, stock and replenish, where necessary, for next service session
- 3.

Operation sheet 1	Demonstrate how to washing glass by machine
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Operation title: Perform how to washing glass by machine

Purpose: To practice and demonstrate the knowledge and skill required in washing glass.

Instruction: For this operation you have given 30 minutes

Tools and equipments

1. Glass
2. Washing machine
3. Detergents
4. Towels

Procedures in doing the task

The basic procedure is to use a glass washing machine with the procedure being:

1. Empty glasses and other containers of all contents
2. Load the glasses into a glass washing tray. They have to be put in upside down
3. Wash the glasses in the machine when required or when the trays are full. Use the wash cycle preferred by the establishment
4. Take the glasses out of the machine and either allow to air dry or hand-polish according to house requirements
5. Put the clean glasses in their nominated storage areas ready for use.

LAP Test-6	Practical Demonstration
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, workshop, tools and materials you are required to perform the following tasks within 3 hours.

Task 1: Demonstrate preparation of next service.

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