

# HOUSEKEEPING AND LAUNDRY SERVICE

## Level-I

Based on March, 2022, Curriculum Version-I



**Module Title: Serving Food and Beverage to Customer**

**Module Code: CST HLS1 M09 1222**

**Nominal duration: 80 hours**

**Prepared By: Ministry of Labor and Skill**

**December, 2022**

**Addis Abeba, Ethiopia**

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## Acknowledgement

Ministry of Labor and Skills and Ministry of Health wish to extend thanks and appreciation to the many representatives of TVET instructors and respective industry experts who donated their time and expertise to the development of this Teaching, Training and Learning Materials (TTLM).

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## Acronyms

TVET: Technical and Vocational Education Training

TTLM: Teaching, Training and Learning Materials

LAP: Learning Activity Performance

F&B: Food and Beverage

ASP: Average Spending Power

SOP: Standard Operating Procedures

OHS: Occupational Health and Safety

EFTPOS: Electronic funds transfer at point of sale

KOT: Kitchen order tickets

POS: Point-of sale System

## Introduction to the module

The food and beverage service is a process of preparing, presenting, and serving food and beverages to customers. Food can include a wide range of styles and cuisine types. These can be classified by country. Beverages include all alcoholic and non-alcoholic drinks. Alcoholic beverages include wines and all other types of alcoholic drinks such as Cocktails, Beer, Ciders, Spirits, and Liqueurs.

Food and beverage services sector contributes a great deal to the profits in hospitality industry. With the increase in importance of business meetings, a range of personal and social events, a large number of customers visit catering establishments frequently. The food and beverage professionals tirelessly work to intensify customers' experience through their service.

The F&B Services providing businesses deliver food and beverages to their customers at a particular location (on-premise) such as hotel, restaurant, or at the customer's intended premises (off-premise).

### This module covers the following units:

- Prepare for Service
- Welcome Customers
- Take and Process Orders
- Serve and Clear Food and Drinks
- Close Down After Service

### Learning Objective of the Module:

- Perform prepare for service
- Apply welcoming customers
- Perform take and process orders
- Perform serve and clear food and drinks
- Apply close down after service

## Module Instruction

For effective use of the module trainees are expected to follow the following module instructions:

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” given at the end of each unit.
5. Read the identified reference books for the module.



## Unit one: Prepare for Service

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

- Understand food and beverage service
- Check cleanliness of furniture and fittings
- Prepare and adjust the environment
- Check and prepare equipment for service
- Setting table according to styles of service
- Display food and beverage items

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

- Understand food and beverage service
- Apply check cleanliness of furniture and fittings
- Perform prepare and adjust the environment
- Apply setting table according to styles of service
- Display food and beverage items

## 1.1. Understand food and beverage service

### 1.1.1 Definition

The food and beverage service is a process of preparing, presenting, and serving food and beverages to customers. Food can include a wide range of styles and cuisine types. These can be classified by country. Beverages include all alcoholic and non-alcoholic drinks. Alcoholic beverages include wines and all other types of alcoholic drinks such as Cocktails, Beer, Ciders, Spirits, and Liqueurs.

Food and beverage services sector contributes a great deal to the profits in hospitality industry. With the increase in importance of business meetings, a range of personal and social events, a large number of customers visit catering establishments frequently. The food and beverage professionals tirelessly work to intensify customers' experience through their service.

The F&B Services providing businesses deliver food and beverages to their customers at a particular location (on-premise) such as hotel, restaurant, or at the customer's intended premises (off-premise).

Food and Beverage Services can be broadly defined as the process of preparing, presenting and serving of food and beverages to the customers.

Food and beverage services can be of the following two types

- **On Premise:** Food is delivered where it is prepared. The customer visits the premise to avail the food service. The premises are kept well-equipped and well-finished to attract customers to avail F&B service. For example, restaurants, pubs, etc.
- **Off Premise or Outdoor Catering:** This kind of service includes partial cooking, preparation, and service at customer's premises. It is provided away from the F&B Services provider's base on the occasion of major events which call for a large number of customers.

### 1.1.2. Types of food and beverage Services Operations

There are two broad types of food and beverage services operations. These are:

- **Commercial:** In this case, F&B Services is the primary business. The most known commercial catering establishments are hotels, all kinds of restaurants, lounges, cafeterias, pubs, clubs, and bars.

- **Non-Commercial:** Non-commercial operations are secondary businesses in alliance with the main business. These F&B services mainly cater to their consumers with limited choice of food and beverages. These establishments often run under contracts. For example, food and beverage services provided at hospitals, hostels, and prisons.

### 1.1.3. Food and beverage outlets

The following are the well-known types of food and beverage service outlets example and their special characteristics:

- **Bistro:** The word “bistro” comes from the Russian word “bystro” which means quickly. It is a small type of F & b service outlet, a restaurant that serves simple, moderately priced meals and wine. The menu consists of dishes that are simple and easily prepared in bulk. Braised meat is a typical dish that is provided in a bistro. It serves coffee as well.
- **Brasserie:** It is a formal restaurant, which serves drinks, single dishes, and other meals. one can have just a drink or coffee. It extends professional service and presents printed menus. The waiters are in the traditional uniform of a long apron and waistcoat.
- **Coffee shop:** It is a Food and beverage outlet that mainly serves snacks and beverages 24 hours a day, however, it may serve all the three meals. Most star hotels have coffee shops to cater to the need of customers at any time of the day. This type of service is also termed as American service or pre-plated service.
- **Specialty restaurant:** It serves specialty dishes which are its strength and contribute to the brand image. The ambiance and décor of the restaurant reflect the theme of the specialty restaurant. Menu of specialty restaurant, it may specialize either in a particular type of food such as fish and chips, pasta, or steaks, or in a particular type of cuisine, for example, Indian, Chinese, Italian, and so on. The dishes of a particular region of a country or a particular set of people are also termed as ethnic cuisine.
- **Fine dining restaurant:** This kind of restaurant primarily caters to the requirement of the affluent market segment which wants to experience fine dining. The restaurants are typically higher and fancier restaurants than any other restaurants of f & b such as a coffee shop, bistro, and fast food. A fine dining restaurant has a formal atmosphere, is almost always a sit-down restaurant, and has a fancier menu than most restaurants. Fine dining restaurants offer wine lists, and sometimes sommeliers, to help you with your food and wine pairing. They

also have dress codes in most cases. Menu, it may either offer dishes of one particular region or country or exotic dishes from various cuisines, wines, spirits, and digestive.

- **Fast food restaurant:** This is also a type of food and beverage service outlet. The fast-food concept was first introduced in the USA and has now become popular around the world. It is characterized by the speed of service and the affordable price of the menu items. Changes in eating habits, non-availability of time to wait at the table and eat. An increase in the number of working women, advancement in food processing technology, growth of the teenage market, and so on, have contributed to the success of the fast-food operation.
- **Rotisserie:** also known as spit-roasting. This method is generally used for cooking large joints of meat or entire animals, such as pigs or turkeys. This type of outlet specializes in grilled or roasted meat, poultry, and fish, which are prepared in front of the guests. The griller is operated either by gas or by electricity. The guest can see the way their chosen cut is being cooked through a glass portion. The cooked meat is served on the plate by the food service staff along with salad, potatoes, and the accompanying sauce. The decor of the restaurant may be moderate. Wine and beer may also be served.
- **Barbeque restaurant:** This kind of F&B service outlet specializes in barbeque dishes, both vegetarian and non-vegetarian delicacies. The marinated pieces of meat, poultry, fish, vegetables, paneer, and so on, are inserted into skewers and cooked over live charcoal or electric griller. Frequent basting with marinades and oil is done during cooking, which fills the area with aroma. It serves as an excellent tool for merchandising. The aroma of barbeque dishes and the way they are prepared and presented make people buy them. It is generally located near a swimming pool, rooftop, lawn, seaside, and so on, and is open during evening hours.
- **Café:** This is an F & b outlet of French origin, mainly serving coffee and snacks. The French introduced café in the French colonies in India, but serve Indian snacks such as vada, samosa, bonda, and so on along with coffee and pastries. Many outlets in India, especially in the south, name their operations as a café even now. Dishes: These cafes serve Indian snacks and meals, sandwiches, burgers, pizzas, pastries, and beverages. The customers are served at the table following the American style which increases the seat turnover, but the average revenue per cover is low due to the lower pricing of dishes.

- **Cafeteria:** The traditional cafeteria system consists of a straight line of counters containing a variety of hot and cold dishes. The customers start at the end of a line, pick up a tray, and move along the length of the counter as they select the dishes they want to have. the cashier who is seated at the end of the counter makes bills for items selected and collected payment. This is not required if the meals are pre-paid. This form of service is widely followed in institutions and industrial catering establishments.

In the modern 'free flow cafeteria' system the counters are segregated according to the type of dishes offered- hot or cold, appetizers, soups, bread, sandwiches, entrees, salads, pasta, and so on. The customers can move at will to any of the service points to select dishes and exit through the payment point. The tables have basic accessories such as crusts, straw holders, napkin dispensers, and water glasses. Cafeterias are situated in railway stations, cinema halls, shopping complexes, college premises, and office premises, and so on.

- **Oyster bar:** It is a Type of F & b outlet that specializes in the serving of fresh oysters. The oysters are opened or shelled behind the counter, within the sight of guests. The counters are made of non-porous materials, usually, granite, which can be easily cleaned. Fresh oysters are served on a bed of crushed ice with oyster cruets, brown bread, and butter.
- **Pub:** This food and beverage service outlet mainly serves various kinds of beer, especially draught beer, and snacks. Originally, they were owned by breweries to sell their beers. In India, cities like Bangalore and Mumbai have some finest pubs.
- **Bar:** This F & b outlet offers all kinds of spirits such as whiskey, gin, vodka, rum, brandy, tequila, wines, and beers. Hotels and restaurants have a separate licensed area to sell these alcoholic drinks. Snacks are also offered. Hotels may also have an additional bar in the food service area/restaurant to dispense wines, beers, and spirits during the service called a dispense bar.
- **Carvery:** This is also an F & b outlet it is also a food and beverage service outlet serving roast meat and poultry, which are carved at the carving counter by a carver in the presence of the guests. Accompanying sauces and vegetables are served with the roast. A survey also serves alcoholic beverages. Table d' hote menu of four courses with roast meat or poultry as the main course is offered.

- **Kiosk:** A kiosk is a small permanent or temporary structure on a sidewalk from which items such as coffee, tea, pastries, chocolate, favorites, and so on, may be sold. The items bought may either be taken away or consumed at tables arranged nearby. Most kiosks do not have seating provisions.
- **Lounge:** Complimentary amenities can include premium alcohol and food, fast Wi-Fi, showers, business centers and much more.

#### 1.1.4. Different types of food and beverage services

Food and beverage services can be classified into the following groups:

- A. Waiter Service / Table service
- B. Self-Service
- C. Assisted Service

##### A. Waiter Service:

In this type of food and beverage service method, food and beverages are served to guests by waiters at the guest's place. It may be at a table in a restaurant, in a hotel room, on a flight, in a hospital, and so on. It is known as table service.

Waiter service is further classified into the following service types:

##### 1. English service:

It is also known as the Silver service. In the English service method, dishes are presented and transferred to the guest's plate using a service spoon and fork from the left-hand side of the guest while beverages are served from the right-hand side.

It is regarded as a formal service. The waiter brings plates and dishes to the sideboard, and places the plate before each guest from his/her right-hand side, moving clockwise.

He/she presents the main dish to the host and serves each guest, starting from the one seated to the right of the host. The server moves counterclockwise while serving food. This kind of service is implemented in upscale restaurants.

##### Points to remember while English service:

- Serve food from the dish/platter onto guest's plate using a service spoon and fork from the left-hand side.
- Conduct clearance from the right-hand side.

### **Advantages of English service:**

- Personalized service.
- Customer satisfaction.
- Waiters have the scope to exhibit their service skills.
- No plate wastage.

### **Disadvantage of English service**

- Calls for a high level of service skills, hence more labor cost.
- More staff is required.
- Low seat turnover.
- Slow service.

## **2. American service:**

In this service style, pre-plated foods are placed to customers from the right-hand side. Now it is widely used for banqueting. This service style is also known as plated service.

### **Advantages of American service**

- Service skill is not required.
- Low labor cost.
- Needs fewer waiters.
- Quick service.
- High seat turnover as service is fast.
- The kitchen staff has scope for demonstrating their plating skills.

### **Disadvantages of American service**

- No personalized service.
- Chances of plate wastage.
- Food may become cold.
- More kitchen time and labor.

## **3. French service:**

French service is also called family service. In French, this service is found in family pensions and banquets, where the dish is presented to each guest from the left-hand side to help himself/herself. For a small party of two to three guests, dishes ordered by them are placed on the table with service implements and plates for the guests to help themselves.

This method is widely practiced in ethnic restaurants, especially in Chinese and Indian restaurants. Indian bread and accompanying dishes are kept on the table for guests to help themselves. If assistance is required, the waiter may help the guests in passing and serving the dish.

#### **Advantages of French service**

- Service skills are not required.
- Low labor cost.
- Quick service.
- No plate wastage.

#### **Disadvantages of French service**

- Service staff will not be able to demonstrate their service skills.
- Food may go cold.
- Guests may spill or burn themselves.
- Needs more area on the table.
- Guests may feel neglected.

#### **4. Russian service:**

This is a very elaborate service. In this Russian style of service, large joints, roast poultry, whole fish, and so on, that have elaborate garnish, are neatly arranged on a platter, presented to the host, taken back to the sideboard, carved, portioned, and so on, that have elaborate garnish, are neatly arranged on a platter. After serving, dishes are kept on a hot plate on the side plate to keep them warm. Each course is served from the side plate. This service is not practiced much at this time.

#### **5. Guerdon service:**

Guerdon service is one of the methods of serving food. It is also known as the Trolley service or Cart service. It refers to a mobile service table or trolley, from which a dish may be dressed, prepared, carved, and flamed in the presence of guests near their table.

This type of food service operation is implemented in fine dining restaurants where the à la cart menu is offered and the average spending power (ASP) is higher.

#### **Approaches to Guerdon Service:**

For guerdon service, food orders are very similar, and all the dishes must be presented to the customer's table before the actual service of the food and especially before any portioning.



### **Procedure for Guerdon Service:**

- a) Guerdon service is essentially a chef and commis service. There must therefore be complete liaison and teamwork between them and the other members of the team.
- b) Always push the guerdon, never pull it. This helps to control and steer the guerdon in the right direction and avoid accidents.
- c) The trolley is kept in one position for the service of a complete course and not moved from customer to customer.
- d) The commis must always keep the guerdon clear of dirties.

### **Advantages of Guerdon service**

- Highly personalized service.
- Good merchandising device.
- Wait staff can exhibit their culinary, carving, and service skills.
- High average spending power (high revenue/cover).

### **Disadvantages of Guerdon service**

- Slow service.
- Low seat turnover.
- The chances of accidents are more.
- More investment in in-service equipment.
- Cooking in the service area may leave an odor.

### **6. Tray service:**

In this form of food and beverage service in the hotel, dishes ordered by guests are neatly portioned and arranged on a tray with necessary culinary and taken to their rooms/beds/seats by waiters. Special trays are available to retain the temperature of dishes.

This style is practiced in-room service, hospitals, flights, and institutional catering. Customers' orders are taken by room service order takers, and dishes are arranged on a tray and served quickly in their rooms. Orders can be collected either from the kitchen or floor pantry.

### **Advantages of Tray service**

- Service skills are not required, hence low labor cost.

## Disadvantages of Tray service

- The tray area may not be adequate to accommodate more dishes unless the number of dishes and portion size is predetermined, as in the case of flight catering.
- Waiters will not be able to exhibit their service skills.
- No personalized service.
- Food may go cold unless insulated trays are used.

## B. Self-service:

The main form of Self-service is found in Cafeterias. In this form of service, customers collect a tray from the beginning of the service counter, move along the counter to select their meal, pay, and then collect the required cutlery for their meal, together with ancillary items.

Menus should be prominently displayed at the entrance to the cafeteria or food service area so that customers may decide as far as possible what meal they purchase before arriving at the service points. This saves time and ensures that customer turnover is as quick as possible.

The menu offered may show a wide range of dishes from simply hot and cold snacks and beverages to full meals.

Cafeterias often have a straight line counter where customers queue in line formation past a service counter and choose their menu requirements in stages before loading them onto a tray and then proceeding to a payment point at the end of the counter. Where customer turnover is particularly high within a very narrow period of time, and when space is limited, then variations on the cafeteria straight line counter type service may operate.

For example of Self-service:

- **Free Flow:** Selection as in the straight line counter type service, but the customer may move at will to random service points. These customers will then exit the service area via a payment point.
- **Echelon:** Series of service counters at angles to the customer flow within a free flow area, thus saving space and time. The advantage of this system is that selecting a full meal does not hold up customers who require just a sandwich and a hot drink.
- **Supermarket/shopping mall:** Island service points within a free-flow area.

### C. Assisted service:

The main form of assisted service is found in carver-type operations. The customer is served part of the meal at a table and is required to obtain part through self-service from some form of display or buffet. Customers are able to obtain part through self-service from some form of display or buffet. Customers are able to help themselves with carved joints and other dishes, usually with the assistance of a carver or server at the buffet. This form of service is also used for breakfast service.

**Assisted service is further classified into the following types:**

**1. Single point service:** The main forms of single-point service are found in the following:

- **Takeaways:** The customer orders and is served from a single point at a counter, hatch, or snack stand, the customers consume off the premises although some takeaway establishments provide dining areas.
- **Vending:** Provision of food and beverage service by means of automatic retailing.
- **Bars:** Order, service and payment point, and consumption area in licensed premises.

**2. Cafeteria service / counter service:** Within the seating area, an allowance of about 0.5 to 1 m per person is sufficient to take into account table space, gangways, and access to counters.

A tray stand is placed at the beginning of the service counter or at the entrance to the service area so that each customer can collect a tray before proceeding along the counter.

The length of the counter will generally be determined by the size of the menu offered, but should not be too long as this will restrict the speed of service.

Payment points are sited at the end of the counter or at the service area exit so that customers may pay for their meal before they pass to the seating area.

Cutlery stands should be placed after the cashier, together with any ancillary items that may be required, such as napkins and accompaniments. This helps to ensure that the throughput of customers along the service counter remains continuous.

Another advantage of placing the cutlery stands and ancillary items here is that the customer can return to collect these items, should they initially forget to do so, without interrupting the main queue of customers.

### Advantages of Counter service

- Quick service.
- Service skills are not required.
- Less staff is required.
- Low labor cost.
- High seat turnover.

### Disadvantages of Counter service

- No personalized service.
- No scope for talented wait staff to show their skill.

**3. Room service:** Room service types vary from basic tea and coffee-making facilities in the room and possibly a minibar, to vending machines on floors or the service of a variety of meals in rooms. The extent of service in hotel guest rooms will depend on the nature of the establishment.

**4. Lounge service:** Lounge service may include service of continental breakfast, morning coffee, luncheon snacks, afternoon tea, dinner or late evening snacks, as well as alcoholic beverages. The Lounge is very often the front window of the establishment, so the standards of service should be high. In a first-class establishment, lounge service staff may operate from their own service pantry. Lounge staff may have access to a dedicated storage area that holds a basic stock of items they may need in case of emergency.

## 1.2. Check cleanliness of furniture and fittings

Dining room equipment and service ware make the server's job easier, and complement any decorations that are appropriate to the style of service.

**Furniture:** is an important part of any food and beverage services outlet. It needs to be strong, easy to use and clean. The furniture plays an important role in bringing the look and creating an ambience of the outlet. The furniture, fixtures, and fittings are fixed commodities.

**A fixture:** is any item bolted to the floor or walls. For example, air conditioners, electric plugs, sinks and toilets, art pieces, and television screens mounted on wall are fixtures.

**A fitting:** is any free standing item or an item that can be hung by a nail or hook. For example, paintings, mirrors, curtain rails, and lamps are fittings.

**Checking furniture and fittings for cleanliness and condition prior to service are:**

**1. Completeness:**

- All needed utensils, china wares, glasses, and other equipment are set up on the table prior to serving orders. If pre-set up is required, the additional cutleries are to be added to set up, once the order has been taken. This must be done prior to serving order.
- Set up of a restaurant varies depending on the type of service. Fine dining usually require pre-set up of tables before service begins. Pre-ordered menus will require a complete table set-up before the arrival of guests.

**2. Cleanliness and tip top condition of equipment:**

- All pre-set up equipment must be immaculately clean, sanitized with sanitizing detergent, wipe dry, and free of spots or water marks.
- No wobbly tables or chairs are used.
- No chipped/stained glasses are used.
- Linen is fresh, clean and without spots or stains and not wrinkled.
- Placemats are clean and without foul odor.

**3. Balance and uniformity:**

- There is even spacing between chair and each covers. The ideal linear requirement is 24 inch.
- Cutleries are spaced at least 1-2 inch from the edge.
- Cutleries are aligned properly half (1/ 2) inch from each other.
- Water goblet should be placed one (1) inch on top of the dinner knife.

**4. Order:**

- All service equipment is placed on the appropriate side of the cover.
- Fork and side dishes on the left except the cocktail fork which is placed on the right side.
- The glasses, cups with saucers, spoon, knife, and cocktail fork are placed on the right side.
- Required condiments as well as flower vase are placed at the center of the table.
- The cutleries are arranged in proper sequences following the order by which they will be serving.



**Figure:4 order of service**

## 5. Eye appeal

- The whole set up should be look presentable.
- Presidential and buffet tables are skirted for banquet function.
- Appropriate color combinations are used.
- No eyesore is seen in the dining area.



**Figure: 5 eye appeal**

## 6. Timeliness:

- Set up is completed on time at least one(1) hour prior to the start of operations or two (2) hours for banquet functions.





**Figure : 6 Timeliness of service**

### 1.3. Prepare and adjust the environment

Prepare and adjust the environment is the process of preparation of restaurant to ensure comfort and ambience for customers.

#### 1.3.1. Mise-en-scene

Mise-en-scene is a French term which refers to prepare the environment of restaurant and make it presentable. Food and beverage outlets should be pleasant, comfortable, safe and hygienic to ensure better environment to accept guests. Mise-in-scene involves cleaning of service areas, tables, chairs, side station, food trolley/cart, brushing and cleaning of floor, vacuuming/hovering of carpets, doors and windows, etc. Before each service session, the restaurant should be made presentable enough to receive the guests. The supervisor or team of waiters should ensure the following mise-en-scene:

- Carpets are well brushed or hovered.
- All tables and chairs are serviceable.
- Table lights or wall lights have functioning bulbs.
- Menu cards are presentable and attractive.
- Tent carts or other sales material are presentable.

- Doors and windows are thrown open for some time to air the restaurant. This should be followed by closing the windows and doors and setting the air-conditioning or heating to a comfortable temperature.
- Exchange dirty linen for fresh linen.
- Table cloths and mats are laid on the tables.
- Replace wilted flowers with fresh flowers.
- Adjust room temperature and prepare decorations and displays.
- Recycling, minimizing waste and responsible disposal of waste.
- Efficiently use energy and water and also keep privacy, music and background noise.

Mise-en-scene function generally precedes mise-en-place.

## 1.4. Check and prepare equipment for service

### 1.4.1. Mise-en-place

Mise-en-place is a French term which means to “putting in place”. Before starting the actual work in the restaurant, everything should be in its place at the right position in a correct way. It is a preliminary preparation, which includes getting ready both food and beverage equipments and Surroundings so that the serving of food and beverage can be carried out efficiently. Performing mise-en-place should involve keeping ready in advance the customers’ arrival in the restaurant.

#### Mise-en-place involves:

##### A. Preparation before Service

The service staff should check the following before service:

- The tables and linen are clean.
- Table cloths are evenly spread on the table.
- Chairs are dusted and properly arranged.
- All glassware, placements, menus and winelists are clean.
- Display materials, coat hanger, computerised ordering system and point-of-sale (POS) equipment are clean.
- The table set up is appropriate and pleasing.
- The silver is polished and the china and crockery are spotlessly clean and be fitting the occasion.



- Cruet sets, sugar bowls and flower vases are filled and placed on the table suitably.
- The floor / carpet is clean and dry.
- The restaurant and back area are in a state of readiness before the service session commences.

The side station is fully equipped for service and the following should be checked:

- Condiments tray is cleaned and refilled.
- Napkins are folded and kept handy for the particular session.
- Salvers, extra linen, cutlery and service equipment necessary for the session are stacked up
- Water jugs and ice buckets are filled and kept ready.
- Coffee pots ready with freshly brewed coffee / tea.
- Sugar cubes, butter and butter plates ready.

#### **B. Preparation during Service:**

- When the guests arrive greet them warmly, by wishing them the time of the day.
- Escort the guests to the table and seat them promptly by pulling the chairs out to ease seating. If need be, the table should be moved so that very little inconvenience is caused to guests when they seat themselves.
- Ensure that children have high chairs and special attention is paid to the elderly.
- Remove extra covers, if any.
- Serve water and present the menu card, if the captain is busy.
- If the order has to be taken, offer suggestions to the guests on the choice of food and beverages and repeat the final order to avoid possible errors.
- Do not leave the station unattended, as nothing annoys a guest more than not being able to find a waiter, when something is needed.
- If the table cloth has to be changed during service, the table top should not be exposed. Any articles on the table should be cleared to the side station and not placed on chairs or on the next table. The soiled cloth should be brushed using a service cloth and a crumbing tray or plate.
- Do not neglect little things such as lighting a guest's cigarette, responding to a request and showing interest in the guest's needs.
- Ensure that service is fast, efficient and pleasant.

- Before serving dessert, clear and crumb the table

### C. Preparation after Service

- Pull out the chairs or the table to enable guests to move out comfortably.
- Wish them warmly and request them to visit again, saying do visit again, sir / madam.
- Clear the table immediately and reset for the next guest.
- Have the side station cleared and restacked for the next sitting.

Side stations should be stacked with sufficient covers for resetting the restaurant after the first sitting is over. Extra linen, crockery, cutlery, glassware and ashtrays should be kept handy so that they are readily available for use.

- Cruet sets should be cleaned and filled on a daily basis.
- Sauce bottles should be filled and the necks and tops of the bottles wiped clean.
- Butter, condiments and accompaniments for service should be kept ready for use when needed.

### D. Dressing the table

#### 1. The Table Covering:

- The table may or may not be covered depending on its appearance. A table may be completely covered with a table cloth when the surface is not attractive.
- When table cloths are used, silence cloths must be used underneath.
- In setting table cloth, it should be well pressed and with no creases except for the center fold

#### 2. Overhung:

- The table cloth is laid so that the overhang is the same on all sides.
- An overhang of 12-15" is sufficient for sit-down meals. It may be floor length for buffet tables.
- In order to have an even overhang all around, tablecloths are cut so that the points are rounded.

#### 3. Under liners

- For lace cloth, underliners need not be used unless you want to bring out the effect of the lace. Then the underliner must have another color for a more color background.

#### 4. Top Cloths

- Top cloths over the table cloth may be used to avoid constant laundering of large pieces of material.
- These top cloths are small pieces of material placed over the table cloth. Like Table cloths, top cloths must be well ironed out.
- They need not have an overhang, instead may just fit the table size of the table surface.
- For a decorative effect, a different color or design of the top cloth may be used.

#### 5. Mats and Runners

- Runners are long strips of material laid across the length or width of the table, such that they provide the background for the covers.
- Mats and runners are used with or without table cloths, especially when the table top is of special finish.
- Since mats and tables are available in different shapes and sizes, certain principles are followed in setting the mats.
- In general, mats are placed on the table at a distance of 1-1 1/2 in. from the edge. Also regardless of hemming and fringes, mats look better when flushed with the edge of barrow rectangular tables.
- Round and oblong mats are placed an inch away from the edge of these tables.
- On round tables, rectangular mats are placed so that the corners are flushed with the table edge.
- Round mats are flushed with the table edge or placed such that the parts of it overhang the table.

#### E. Table setting

Table setting refers to the way to set a table with table ware 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. If a charger is used, soup and melon bowls will be placed on top. The charger will generally be removed just before the main course.
- **Napkins:** Linen napkins should be folded elegantly and placed in the center of the dinner plate.
- **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.
- **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. When dining formally, salads are generally served at the end of the meal.
- **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.

### Points to be remember when laying a table:

1. The table on which a table cloth is to be spread, should be first covered with a baize base cloth, for the following reasons:
  - To protect the diner's wrists and elbows from the table's sharp edges.
  - To keep the tablecloth firmly in place.
  - To protect the surface of the table and prevent the rattling of crockery and cutlery.
  - To absorb moisture in case liquid spills on the table.
2. Based on the size of the table, appropriate linen should be used. The central fold of the table cloth should be in the middle of the table and all the four edges should just brush the seats of the chairs. Soiled or torn linen should not be used. Three types of table cloths namely cotton, linen and damask are used. of these, damask is the best.
3. If a bud vase is used as a central decorative piece, it should not be very large or tall as that obstructs the view of guests sitting opposite each other. Heavily scented flowers should be avoided, as they affect the flavour of the food.
4. Each cover should be well-balanced. A cover is the space required on a table for laying cutlery, crockery, glassware and linen for one person to partake of a meal.
5. Only the required cutlery, crockery and glassware should be placed on the table. On a normal dining table, the space required for one cover is 60 cm x 38 cm. The cover on the opposite side should be exactly similar, so as to give a well-balanced look.
6. Cutlery should always be laid from the inside to the outside of the cover, since the order of sequence in which they are to be used is always from outside to inside.
7. Knives and soup spoons should be placed on the right-hand side of a cover, while forks should be placed on the left-hand side. Dessert spoons and forks should be placed on top of the cover. The side knife should be placed on a quarter plates and kept on the left side of the cover. The cutting edge of all knives should face to the left.
8. Water tumbler should be kept to the right of the cover, at the tip of the large knife.
9. Napkins should be placed in the centre of the cover, in between the cutlery. Normally during a dinner session, napkins are arranged in empty water tumblers.
10. Cruet sets, a butter dish, an ashtray, meal accompaniments and a bud vase should be placed in between the covers at the centre of the table.

11. Crockery and cutlery should be spotlessly clean and the glassware well polished.
12. Chipped or cracked equipment should not be used.
13. All cutlery and crockery should be placed about 1-2 inch from the edge of the table so that they are not accidentally tipped over.

## 1.5. Setting table according to styles of service

### 1.5.1. Standards of table set-up (Setting table)

In resetting tables the following standard criteria are to be observed:

#### 1. Completeness:

- All needed utensils, china wares, glasses and other equipment are to be set up on the table prior to serving orders. Coffee/Tea must go with sugar and milk creamer.
- Placemat is set up when the table is not covered with table cloth. It is placed at the center of the cover.
- Required condiments are set up before service.
- Client requirements as stated in the event order are properly installed before the start of the function.
- If pre-set arrangement is made, the additional cutleries are completed prior to start the function

#### 2. Menu:

Menu is the statement of food and beverage items available or provided by food establishments primarily based on consumer demand and designed to achieve organizational objectives. It represents the focal point around which components of food service systems are based. The menu is designed carefully what the outlet wants to cater for, keeping in mind the type of clientele. The main advantage of a well-planned menu is that it leads to consumer satisfaction. It also helps to motivate the employees for a responsible and successful service.

#### Major types of menu

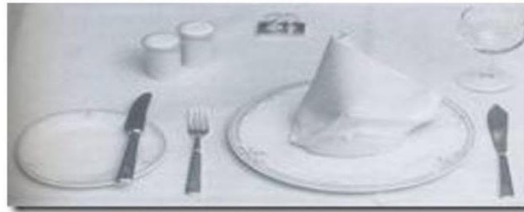
1. **A La Carte Menu:** A La Carte menu is a multiple choice menu, with each dish priced separately. If a guest wishes to place an order, an a la carte is offered, from which one can choose the items one wants to eat. Traditionally, the original menus that offered consumers choices were prepared on a small chalkboard, a la carte in French; so foods chosen from a bill of fare are described as à la carte, "according to the board." In an a la carte menu all

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

### For A la Carte Menu:

This a table setting normally laid in a good class restaurant, dining room or hotel in readiness for serving of either lunch or dinner. It would usually consist of the following:

- Main Plate
- Napkin
- Main knife
- Main fork
- Side plate
- Side knife
- Water or wine glass.



**Figure:2 Alacarte menu table setup**

2. **Table D'hôte (tabl dowl):** Table d'hôte is a French phrase which literally means "host's table". It is used to indicate a fixed menu where multi-course meals with limited choices are charged at a fixed price. Such a menu may also be called prix fixe or fixed price. It usually includes three or five courses meal available at a fixed price. It is also referred to as a fixed menu. Because the menu is set, the cutlery on the table may also already be set for all of the courses, with the first course cutlery on the outside, working in towards the plate as the courses progress. A table d'hôte menu comprises a complete meal at a predetermined price. It is sometimes printed on a menu card or as in the case of banquets, it is agreed upon by the host of the party.







**Figure: 2 tabled'hot menu table setup**

## Menu planning factors

There are numerous factors that affect menu planning:

- Budget available. (Main factor)
- Staff capability
- Availability of raw materials
- Available equipment
- Adverse health factors such as poultry affected with bird flu
- Demand (special requirement)
- Pricing of the menu. (Main factor)
- Profit margins
- Color of menu
- Use menu language that customers understand.
- List of food items and quantity of meal.
- Time required to prepare the meals etc.
- Balancing of Menu. (Nutritional)
- A number of courses.
- A sequence of course.etc.



# Lunch & Dinner



**21. Fish with vegetables and rice.....\$15.99**



**22. Doro Wot (chicken sauce).....\$10.99**



**23. Whole Trout fried fish with rice and salad.....\$16.99**

**24. Beef Cutlet.....10.99**  
*Thinly sliced breaded beefsteak fried Italian style, served with spaghetti or rice, bowl of salad or vegetables and bread.*

**25. Dulet.....11.99**  
*Combination of beef and liver with seasoned butter, Ethiopian spices, onions, garlic, and green peppers.*

**26. Chicken Cutlets.....10.99**  
*Thinly sliced breaded boneless chicken breast fried Italian style, served with spaghetti or rice, bowl of salad or vegetables and bread.*

**27. Spaghetti.....10.99**  
*Spaghetti in red sauce, ground beef and an assortment of spices.*





## Drinks

### Cold Drinks

Bottle Water.....\$1.50

Can Soda.....\$1.50

Bottle Soda.....\$2.50

Bottle Juice.....\$3.50

Perrier.....\$2.50

Ambo Water.....\$3.50



### Hot Drinks




Cappuccino.....\$3.00

Spiced Tea.....\$2.50

Coffee.....\$2.00

Small Latte.....\$2.00

Figure:2 food & drinks menu sample

### 1.5.2. Styles of service /methods of service/

The styles of services are internationally recognized:

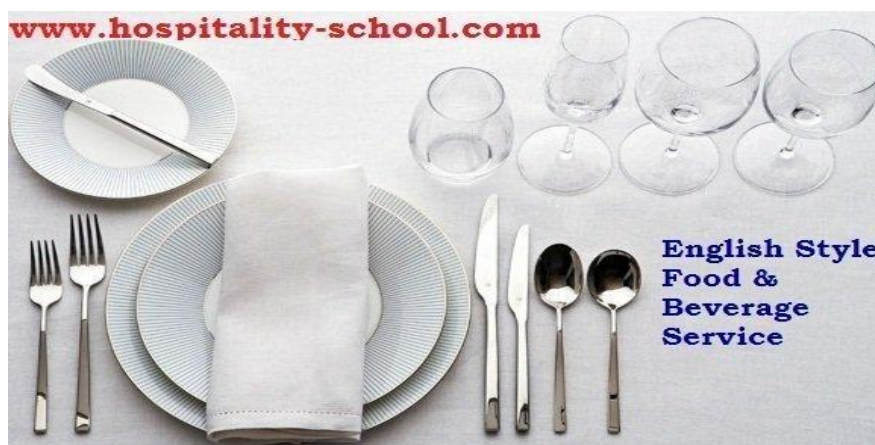
**1. Table service:** Table service refers to the varied ways in which food is presented and served at the table and the objects utilised at the table such as dishes, glasses, plates, silverware and table linens.

A. **American table service:** is when your order is plated up in the kitchen and brought out to you, so you are not able to choose the portion size you simply get what you are given.



**Figure:1. American service table setup**

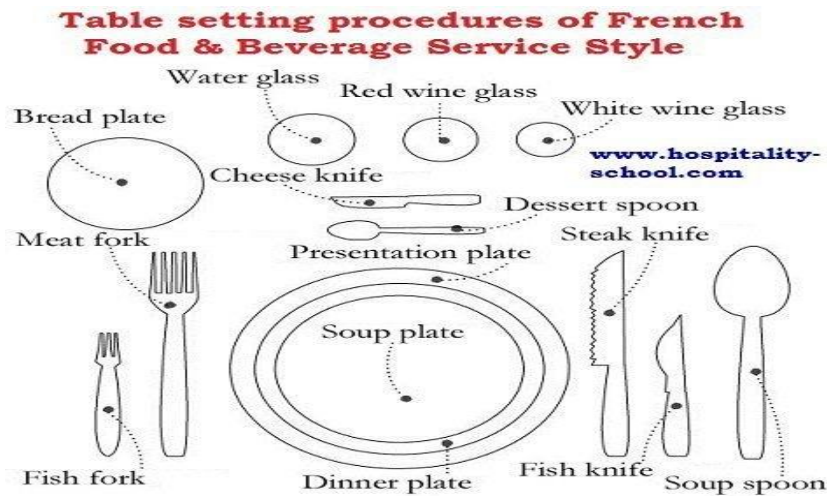
B. **English table service:** English service is also regarded as called butler service. In english service,a special dinner is served for privately organized parties or a meal is served by servants in a private home. It is also followed in some clubs, however, this service is quite uncommon in the united states.



**Figure:1. English service table set up**

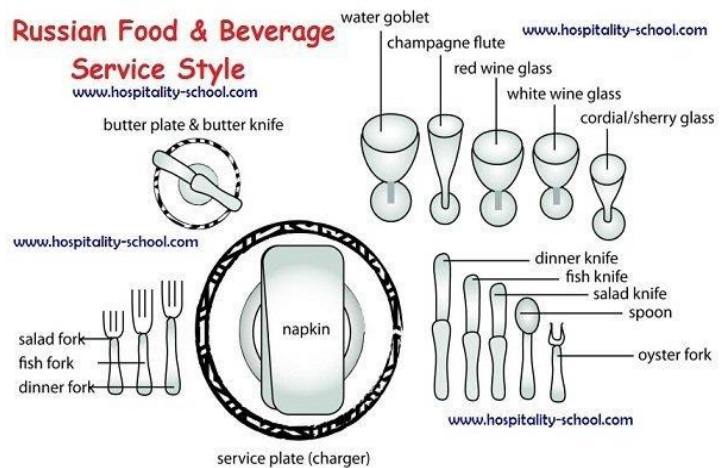


**C. French table service:** French service is also called family service. In French, this service is found in family pensions and banquets, where the dish is presented to each guest from the left-hand side to help himself/herself. For a small party of two to three guests, dishes ordered by them are placed on the table with service implements and plates for the guests to help themselves.



**Figure:1. French service table set up**

**D. Russian table service:** Russian Service is a very elaborate service and this Russian service is also known as the Sideboard service. In this service style, large joints, roast poultry, whole fish, and so on, that have elaborate garnish, are neatly arranged on a platter, presented to the host, taken back to the sideboard, carved, portioned, and served to the guests with service spoon and fork.



**Figure:1. Russian service table set up**

**E. Guerdon table service:** Gueridon service is a movable service. It is often known as trolley service. It is a special kind of service when a waiter or server prepares food in a table in front of guest sitting beside. Generally foods are precooked in kitchen and then waiter does the final work. Gueridon service needs high skill, great knowledge, pure concentration and years of experiences.



**Figure:1 Guerdon service table set up**

**2. Self service:** The main form of Self-service is found in Cafeterias. In this form of service, customers collect a tray from the beginning of the service counter, move along the counter to select their meal, pay, and then collect the required cutlery for their meal, together with ancillary items.



**Figure :2 self service**



3. **Buffet service:** the food are attractively arranged on the table and classified according to the proper sequence required for a good set up. Usually, this arrangement ranges from the appetizers to the desserts which are final serving. The buffet table also contains dinner plates and saucers which are placed strategically to enable the guests to pick them up quickly then proceed to serve themselves foods at their choice.



**Figure:3 Buffet service**

4. **Single point service:** In this type of service, the guest orders, pays for his order and gets served all at a single point. There may be may not be any dining area or seats.



**Figure:4 Single point service**

- 5. Room service:** Room service or in-room dining is a hotel service enabling guests to choose items of food and drink for delivery to their hotel room for consumption. Room service is a hotel amenity that allows guests to order food and drink to their rooms. Hotel staff arrange the meal with the appropriate dishware and condiments on a room service tray. It's an in-room dining best practice to offer guests a rolling room service table in case they don't want to eat in bed.

**Standard Operation procedures (SOP) order taking tips in room service / in room dining:**

**A. Greet callers warmly:**

- The telephone must be answered within the three (3) first rings.
- Identify your department and introduce yourself by name.
- Announce: Good morning / Good afternoon / Good evening In Room Dining, according to the time of the day, this is (name of the order taker), may I assist you Mr./Mrs./Miss followed by the name of the guest according to the data digitally displayed by the phone system.
- Use good telephone etiquette.

**B. Ask the guest for their names and room number:**

- Even if your digital telephone system displays the guest's name and room number, confirm that you are talking to the registered guest.
- Write down the order clearly in the order book and note the time of call and the room number.

**C. Check the billing instructions of the guest:**

- Do a room enquiry on the POS ( Point of Sale) machine and check the billing instructions entered for this guest by the front office team.
- If the guest is on Cash Only list, then politely explain that the guest will have to pay for order when it is delivered.
- If the guest is not on cash list then take the order without discussing the method of payment.

#### **D. Use suggestive selling:**

- Always update your knowledge of the hotel's activities & promotions, both current and upcoming
- Study the menu thoroughly : you must learn and remember the contents by heart
- Double-check with the kitchen what the daily specials are.
- Check which accompaniments are available and appropriate.
- If the guest seems hesitant or needs suggestions, try to find out what type of food she/he likes, e.g., beef, pork, poultry or seafood
- If the guest announces only main dishes, try to suggest a starter and ask: "May I suggest our special avocado cocktail as your starter, Madam/Sir?" and/or "Would you care for any wine to go with your meal?" the possible combinations for any eventual suggestion are to be provided by the Executive Sous Chef.
- Suggest the most popular and profitable dishes, according to the menu Engineering Report.

#### **E. Take orders:**

- Pay attention to orders, and know the menu thoroughly.
- Ask questions to find out the guest's choice or preferences for service, such as how he or she would like an item cooked or prepared ( eg: medium rare, "on the rocks etc)
- Ask the guest for his or her choice of salad dressings and for any special requests such as fat-free preparation. Etc.
- Write down all information's clearly. Highlight special requests.
- Ask how many guests will be eating and note down the number on the guest check. As this will help the waiter to set the tray/ cart with the appropriate numbers of cutleries and crockeries.

#### **F. Time control system:**

- A time control system takes place as soon as the telephone order has been taken.
- Approximate delivery time is given to the guest according to this time evaluation system established by the outlet manager and the executive chef.

- A timer is set for the given amount of time. If the order has not been sent up by this time, a call must be placed to the guest to apologies and re-evaluate the delivery time. Similar follow-ups must be systematically performed.

#### G. Reconfirm the order:

- Politely read the order back to guests and repeat all details.
- Tell guests the approximately how much time it will take to deliver the order.
- Thanks the guest and only disconnect the line after the guest had hanged up the phone on the other side.

#### 1.5.3. Techniques of service

- **Serving of food with one hand:** This service technique is used only for platter service and involves the so-called long grip. In the long grip, the utensils are held in the right hand. Hold the spoon between the index and middle fingers and the fork between the index finger and the thumb.
- **Serving of food with both hands:** This technique is used when working at a side table or a buffet. When serving with both hands, hold the spoon in your right hand and the fork in your left hand. If the food is prepared in a sauce, always scrape the bottom of the spoon with the fork, to prevent drips and to keep the plate you are preparing clean and neat.
- **Arranging food on the plates:** To the uninitiated, it might seem very simple to arrange food nicely on a plate. Actually, in a refined service, food is arranged according to particular rules that are followed the world over.
- **Pouring Beverages:** Hold glasses by the foot or stem only, to avoid fingerprints. Glasses are always placed to the right of the guest with the right hand. If the glass has a logo, it should face the guest. Beverages are always poured from the right side of the guest. When serving heavy red wines that have been decanted or are in a wine basket, hold the glass, slightly slanted, on the table with left hand and slowly pour out the wine with the right hand, so that the wine sediment is not disturbed. A bottle of wine is first presented to the host. Then the bottle is opened, and a small amount is poured out for the host. After the host approves, the guests are served first and the host's glass last.





**Figure:1.5.3. Pouring Beverages**

- **Sequence of Clearing:** When an aperitif has been served, the empty glasses are cleared only after the wine is served. If a white wine is served with the appetizer, the empty glasses are removed only after the red wine has been poured. The red-wine glasses are cleared after the coffee or after-dinner drinks are served. When guests are smoking, ash trays are always changed before a new course is served. After the guests have finished the main course, any platters or serving dishes on the table are removed first. Then the dinner plates are cleared along with the flatware. Finally, any smaller plates, bread plates, and finger bowls are removed. Before dessert is served, the table is totally cleared, except for flowers or other decorations.

#### **1.5.4. Handling serving dishes and utensils**

During service the right and left hands have distinct functions to perform. The left hand carries while the right hand works. Flatware, glasses, cups, and the like are always carried on a tray, never in hands. For safety and to prevent clattering, this tray should always be covered with a paper or cloth napkin. While bringing platters to the side table or guest table, always carry them in both hands. The hand towel should be draped lengthwise over the cloth so you can hold the platter on both ends. If several plates or serving dishes are carried at the same time, place them on the towel so they will not slide. Serving bowls and sauce boats are always placed on a small plate with a paper doily.

### Procedure for carrying plates:

- **Stack of Plates:** A stack of plates is always carried with both hands. Wrap your hand towel around the plates so that you do not touch the plates with your bare hands. Do not hold the plates against your body.
- **One Plate:** Always hold a plate between the thumb and forefinger or index finger. Your thumb should be flat on the rim of the plate, pointing toward the rim, never into the plate.
- **Two Plates:** Hold the first plate between the thumb and index finger. The index finger is placed slightly behind the lower rim. Slide the second plate against the index finger and support it with the other fingers from beneath. The first plate is held with the thumb and index finger. With that hand turned slightly upward, balance the second plate on the lower forearm and the ball of the thumb. Support the upper plate with the other fingers
- **Four plates:** The procedure for carrying four plates is as follows:
  1. Seize the first plate between the thumb and the forefinger
  2. Place the second plate between the forefinger on the top and the two fingers major and ring finger under.
  3. Place the third plate over the basis of the thumb and the little finger.
  4. The fourth plate is carried in the right hand, this will be the first plate placed on table.



**Figure:1.5.4. carrying four plates**

- **Clearing of plates**

The basic technique is the same as carrying two plates from above. After picking up the first plate, arrange the flatware on it. The handle of the first fork is under your thumb. This will secure the remaining flatware. Then slide the knife in at a right angle under the fork. Now

pick up the second plate with the flatware, and place the flatware on the first plate, fork beneath the thumb and knife below. The remaining plates are stacked on the second plate, while the flatware is arranged on the first plate. In an elegant service, no more than four plates are cleared at one time. Small food remnants on the plates can be pushed to the lower plate; be sure to turn away from the guest when doing this. When the plates contain a lot of leftovers, they must be scraped away from the table. Clear only two plates at a time and sort-out in the waiter's pantry.



**Figure:1.5.4. Clearing of plates**

#### **1.5.5. Basic principles in food & beverage service that a waiter must know & follow**

Women are usually served first. If it is an honorary dinner, of course, the guest of honor is served first. Otherwise, age and status of the guest determine the sequence, with older or more distinguished guests served first. The host is always served after his or her guests. When children are present at the table, serve them as quickly as possible to maintain peace.

1. Place and remove all beverages, including water, from the right of the guest.
2. Never reach in front of a guest, nor across one person in order to serve another.
3. Do not place soiled, chipped, or cracked glassware and china or bent or tarnished silverware before a guest.
4. Do not lift water glasses from the table to fill or refill. When they cannot be reached conveniently, draw them to a more convenient position.
5. Set fruit juice and cocktail glasses, cereal dishes, soup bowls, and dessert dishes on small plates before placing them in the center of the cover between the knife and the fork.

6. Place individual serving trays of bread and rolls above and to the left of the forks. Place a tray or basket of bread for the use of several guests toward the center of the table.
7. Place the cup and saucer at the right of the spoons, about two inches from the edge of the table. Turn the handle of the cup to the right, either parallel to the edge of the table or at a slight angle toward the guest.
8. Set tea and coffee pots on small plates and place above and slightly to the right of the beverage cup. Set iced beverage glasses on coasters or small plates to protect table tops and linen cloth.
9. Place individual creamers, syrup pitchers, and small lemon plates about and a little to the right of the cup and saucer.
10. Place a milk glass at the right of and below the water glass.
11. Serve butter, cheese, and cut lemon with a fork, serve relishes, pickles, and olives with a fork or spoon, not with the fingers.
12. In service always walk on the right side.
13. Never make an abrupt stop whilst walking (The waiter behind you may run into you).
14. Always walk forward not backwards.
15. The service napkin is either on the service station or in the vest pocket.
16. The left hand holds the plate, the right hand serves it.
17. When food is served by the waiter at the table from a platter onto a guest plate, the service is done from the left.
18. When food is pre-plated the service to the guest is usually done from the right, though modern convention permits service from the left also.
19. Beverages are served from the right.
20. Soups are served from the right unless it is poured by a waiter from a large tureen into a soup cup in which case it is done from the left of the guest.
21. Bread & butter are served from the left.
22. The fish bowl is served from the left.
23. Ladies are always served first, the oldest before the youngest.
24. Never reach across a customer. when a guest is present at the table, all items & equipment on the right of the guest must be placed from the right & items on the left from the left.
25. Always clear plates when all customers have finished eaten.

26. During clearing or moving food to another plate, slightly turn away.
27. Clearing is done the same way then serving, clockwise & from the right.
28. Never turn your back to the guest whilst talking or working in front of him.
29. Hot dishes from the menu are served on a hot plate, cold items from the menu is served on a cold plate.
30. For birthday, anniversary or honorable events in general, the honored person is always served first. But if it is a hosted dinner, the host is always served last.
31. Kids are always served first when accompanied by their parents.
32. Always serve Cutlery & glasses from a service tray.
33. Each drink is served in its respective glass type.
34. Never carry more than four plates when clearing tables.
35. Bread plate, butter, salt & pepper is cleared after main course, unless cheese is served for dessert.
36. If cheese is ordered, clean cutlery is to be set.
37. After main course is cleared always use a table crumbler. (Table crumbler)
38. The host or person ordered the wine always tastes the wine, unless the person wishes that another guest tastes the wine.
39. White wine & Champagne is opened on the table or for Champagne in the hands but never in the wine cooler.
40. White wine & Champagne is served with a wine/ service napkin to avoid temperature increase & for protection.
41. The label faces always the guest when opening a bottle.
42. If wine is served out of a wine rack/ holder (not decanted wines), wine glasses are taken out touched on the stem & slightly turned before pouring.
43. Wines are to be tasted by the host before decanting.
44. An ashtray is full & to be cleared after one cigarette bud.
45. For Guèridon service; always use both hands to serve each item on the guest plate.
46. For banquets; always remove the napkins after coffee service.
47. Never ever place a service tray or cleared plates on a set, clean or by guests used table.
48. Dome covers are removed straight back to the kitchen & not left on the guest table.
49. Always use large spoon & fork for service cutlery (service by platters, on buffets).

50. Sauces, condiments or bowls are always served with an under plate & doily.
51. Wine capsule is opened below the lip.
52. Don't turn the bottle when opening the bottle with a corkscrew.
53. Always remove all empty glasses before coffee is served.

## 1.6. Display food and beverage items

Food and Beverage service display refers to any walk up displays of food beverage in an establishment for consumer self-service or served to the consumer by waiter. Food and Beverage service displays as defined here include but are not limited to displays of food and beverage found at hotel, restaurant, cafeterias, salad bars, smorgasbords, deli operations, buffets and self-serve retail bulk food dispensers. Food and Beverage services are served, including soft drinks, ice cream, milk, milk drinks, ices and confections. Foods includes but is not limited to sandwiches, individual portions of cured and pickled food sold from bulk containers, hard boiled eggs, hot ready-to-eat soups, individual pastry items sold with a beverage, raw or cooked processed foods, sold or served in portions, or ingredients prepared, served or sold at hotel, restaurant, cafeteria, etc. for guests.

**When display food and beverage items to be considered the following legislative requirements:**

- Liquor, including responsible service of alcohol serving.
- OHS: Occupational health and safety.
- Hygiene practices
- Consumer protection and trade practices
- Duty of care service for guests.



## Self-check-1

**Directions: give answer for the following questions**

**Part-I choice best answer the following questions.**

- When display food and beverage items to be considered the legislative requirements in the hotel.
  - Liquor
  - Hygiene practices
  - OHS
  - Consumer protection
  - All
- Which one of the following is the general rule of service?
  - Women served first
  - Food clear from left of guests
  - Food serve from left of guests
  - Older guests served first
  - All
- Which one of the following is table or waiter service?
  - American service
  - English service
  - Russian service
  - French service
  - All
- Which one of the following is pre-plated service?
  - Tray service
  - American service
  - Russian service
  - single point of service
  - All
- Which one of the following is fixed price menu?
  - Alacarte menu
  - Beverage menu
  - Cyclic menu
  - Table d'hot menu
  - Buffet menu
  - All

**Part-II gives short answer the following questions**

- Write food and beverage service types?
- Write the types of waiter /table/ service styles?
- Write the types of menu?
- Write the difference between mise-en-scene and mise-en-place?

## Operation sheet-1

Operation title: Room service procedure

Purpose: To practice standard operation of room service.

Conditions or situations for the operations: Well organized demonstration area.,

Equipment tools and materials :

Flat wares, dinnerware and glass wares, tables covered with table cloth, waiter friends and telephone.

Procedure:

Mary Jones: \_\_I would like some breakfast, please.

Room service: —Good morning. What would you like break fast? Which room No?

Mary Jones: —Good morning. This is room No 113. I'd like some breakfast, please.

Room service: —Right. Excuse me. Mrs. Jones?

Mary Jones: —That's right.

Room service: —What can I do for you?

Mary Jones: —I'd like some grapefruit juice, marmalade, two scrambled eggs with two sausages, toast, and a pot of black coffee, please. How long will it take?

Room service: —Just a few minutes, ma'am.

Mary Jones: —Great. Thank you.

Precautions

- Make sure that flat wares, glass wares and dinner wares are spotless and free from fingerprints.

Quality criteria:

- Knowledge assessment
- Practical assessment
- Oral assessment



<b>LAP test-1</b>	<b>Practical demonstration</b>
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Name: \_\_\_\_\_

Date of started: \_\_\_\_\_ date of finished: \_\_\_\_\_

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

Task 1: Perform table dressing?

Task 2: Perform table set up for break fast and American service style table set up?

Task 3: Perform table set up of table do hot menu?

Task 4: perform room service demonstration?

## Unit two: Welcome Customers

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

- Greet customers on arrival
- Provide information to customers
- Make recommendations and suggestions to customers
- Answer customer questions on menu items

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

- Apply greeting customers on arrival
- Perform providing information to customers
- Apply making recommendations and suggestions to customers
- Perform answering customer questions on menu items

## 2.1. Greeting customers on arrival

### 2.1.1. Definition

Greeting customers is an opportunity to create an unforgettable customer experience. The proper greeting can convert one-time guests into loyal repeat guests/ customers and generate powerful word-of-mouth advertising. This 'How to' is designed to ensure all staff welcome guests into the hotel with the same warmth and enthusiasm as they would do a visitor to their own home. It's often said that first impressions are the last impressions. The provision of a warm welcome and ongoing attentiveness can be one of the things that set you apart from the competition, ultimately helping to drive loyalty with customers. That's why when guests choose to dine at your restaurant the welcome is important. The way they receive this welcome will set the tone for the rest of the dining experience. Your host needs to make guests feel welcome in their initial interaction, and it needs to continue throughout the whole experience. The reputation of your venue could depend on it. We have put together some tips to make sure you, and your staff, are welcoming and greeting guests in your restaurant in the best way possible.

- **Greeting guest upon arrival time:**

- A. By hostess / Maitre D':**

- ✓ Welcome the guests.
- ✓ When guests arrive, welcome them with the local greeting.

- **Appropriate greetings:**

Address them with the appropriate greeting for the time of, as follows:

- ✓ 00.00 – 11.59 - Good morning
- ✓ 12.00 – 17.59 - Good afternoon
- ✓ 18.00 – 23.59 - “Good evening”
- ✓ Greet the guests warmly by wishing them the time of the day
- ✓ Escort the guests to the table & seat them promptly by pulling the chairs out to ease seating
- ✓ Ensure that children have high chairs & special attention is paid to the elderly
- ✓ Remove extra covers if any
- ✓ Serve water & present the menu card

**B. By waitress / Waiter:**

- **Appropriate greetings:**
  - ✓ Welcome the guests with a smile.
  - ✓ When the guest has been seated by the hostess, approach the table and welcome her/him with a smile.
  - ✓ Greet guests as soon as they are seated.
  - ✓ Introduce yourself by name. Eg: Welcome to XYZ /restaurant. I' am James, your Waiter / Cocktail server etc.
  - ✓ Tell guests about the specials.
- **After seating the guests:** Once the guests are seated, implement the above tips. Provide the guests with the menus and offer to take a drinks order. Before the host leaves, ask if there is anything else they need and wish the guests a pleasant evening. At this point, a service staff member will take over and complete the next steps.

### 2.1.2. Standard operation procedure (SOP) of welcoming guests

Food and Beverage Operations	
SOP:	Welcoming the guest
Objective :	
<ul style="list-style-type: none"> <li>To ensure our guests have a positive first experiences</li> </ul>	
Policy:	
<ul style="list-style-type: none"> <li>All guest to receive a warm and friendly welcome</li> <li>Acknowledge regular guests</li> <li>Ensure guest satisfaction is maximized</li> </ul>	
PROCEDURE:	
<ul style="list-style-type: none"> <li>Welcome the guest(s) with a polite and friendly manner</li> <li>When guests arrive, welcome them with the local greeting.</li> <li>Use positive body language - eye contact, friendly smile, stand up straight.</li> <li>Address them with the appropriate greeting for the time “Good Morning/Good Afternoon/Good Evening”.</li> <li>Try to call the guest by her/his name: e.g., “Good morning Mr. XXX, how are you?”</li> <li>If the guest is a regular guest or VIP, greet by name (if known).</li> <li>Check for any reservation.</li> <li>Politely ask if they have a reservation. If yes, ask for the guest’s name and guide her/him to the reserved table.</li> <li>If no, ask if the guest requires a non-smoking table/smoking table/window table.</li> <li>Guide the guest to her/his table.</li> <li>Do not walk too fast when showing the way to the guest. Say to the guest: “This way, Madam/Sir” with palms open.</li> <li>Once at the table, ask if the table is to the guests’ satisfaction.</li> <li>Pull the chair out (ladies first).</li> </ul>	

### 2.1.3. Importance of a pleasant welcome

The personal skills shown by the food and beverage staff go a long way towards selling an establishment and making a guests feel at home in a friendly and relaxed atmosphere.

This aspect of service is often neglected and all employees should impress upon their staff at regular intervals the great importance attached to customer contact.

**Proverb:** A pleasant welcome to a guest can gain a sale;

A poor welcome will lose a sale.

First impression count the last.

## 2.2. Providing information to customers

Hotel customer service is the care provided by hotels to guests before, during, and after their stay. Because hotels rely heavily on loyal customers and good word-of-mouth marketing, hotel customer training is an integral part of a hotel's customer service strategy. It's difficult to get it right, but doing so will lead to guests who return, again and again. Hotel customer service refers to the assistance provided to customers or guests before, during, and after their stay at your hotel. Guests can need help selecting rooms, making online reservations, canceling their bookings, or making other arrangements during their visit. By providing the best hotel customer service, you can ensure that guests get their queries resolved in real-time. Delightful guests are more likely to return for future stays and help your brand with word-of-mouth marketing.

Information provided to customers are including:

- menu choices, options and availability
- information about food and beverages services.
- specials requests
- information about the unusual location or area
- location of customer facilities/ facilities of location
- information about main tourist facilities etc.

The waiters should be familiar with the hotel products, facilities & services to be able to provide information to customers Inform the customer in advance of any information that are important him to know.**E.g.** during order taking mention out stock items change of standard accompaniment Never settle a question with I don't know answer refer to the right person or

department if not familiar with the item asked another approach is to call the concerned department for the needed information before responding to inquiry.

## 2.3. Making recommendations and suggestions to customers

### Provide local recommendations and suggestions:

One of the reasons that services like alternative rentals are so popular these days is that they also equip visitors with localised recommendations for food, attractions, and hidden gems in the area. There is no reason why you can't offer the same local suggestions on arrival.

For instance, consider having a welcome book waiting for guests in their room. It can include tips on the best places to eat, the most popular attractions, and underrated sites that you can't read about online. Make sure that your staff is also knowledgeable about the local areas and can answer questions and share directions if needed.

The customer may ask assistance or information about the menu or the offerings:

- specialties of the day & special promotions as briefed by your supervisor or manger
- For each dish the main ingredients & summary of how it is made
- Dishes that take a long time to prepare & those which might suit someone in a hurry
- Dishes available for vegetarians & those with special diets or with allergies to certain foods
- What variations to dishes are possible
- Price of dishes not on the menu

## 2.4. Answering customer questions on menu items

Greet customers and answer their questions about menu items and specials. Take food or drink orders from customers. Prepare food and drink orders. Scheduling emoloyeement and receiving reservations.

Here are customers' most frequently-asked questions to restaurant waiters and our suggested answers. Because apart from treating them with respect, friendliness and a smile, you also need a strategy. Take note!

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

## Example

**Q1:** Which is your favorite dish?

When faced with this question, the best thing for a waiter to do is to answer naturally and honestly and to lusciously describe their favorite dishes or drinks, since it shows that they are human beings and that they also enjoy the restaurant's food. The problem with this question is that the customer is expecting a recommendation that they would truly love, and it is risky since two people may not share the same tastes. The waiter can then openly ask them what they are in the mood to eat and, based on their answer, recommend popular dishes and drinks that most people like and would definitely satisfy the customer.

**Q2:** What types of wines or beers do you have?

Although the customer will find a detailed list of drinks on the menu, it is very likely that they will likewise ask the waiter about the types of products that they have. Here, too, is it crucial that staff ask the customer what they are in the mood for at the moment, e.g. something refreshing, bitter, strong, sweet, mild and, by doing so, give them a direct recommendation based on their description, because what tends to happen is that after spending a long time looking at the entire list of beers, for instance, the customer ends up ordering the most commercial offering.

**Q3:** Can I change this on my order?

Another common request is changes in meals. The important thing is for staff to perfectly know which types of changes are allowed and which are not so that they can answer confidently and courteously. Generally, if they are simple changes like swapping vegetables for fries on the side or not adding sugar to a drink, the answer is simple.



## Self-check-2

**Directions: give answer for the following questions**

**Part-I** choice best answer the following questions.

1. Which information provided to guests?
  - A. Menu choice
  - B. Food and beverage service
  - C. Location facilities
  - D. special requests
  - E. all
2. Providing local recommendations and suggestions for guests are:
  - A. Food
  - B. Beverages
  - C. Attractions
  - D. Hidden gems in the area
  - E. All
3. Greet the quests warmly by wishing them the time of the day.
  - A. False
  - B. true
  - C. Both
4. What the importance of a pleasant welcome of guests to hotels?
  - A. Poor welcome gain a sale
  - B. Pleasant welcome lose a sale
  - C. pleasant welcome gain a sale.
  - D. Poor welcome lose a sale
  - E. All
5. Use positive body language is eye contact, friendly smile, stand up straight.
  - A. True
  - B. False
  - C. All are not answer.

**Part-II** gives short answer the following questions

6. What are the standard procedures for welcoming guests?
7. Write powerful word-of-mouth advertising when welcoming guests?

## Operation sheet-2

Operation title: Welcoming guests

Purpose: To practice standard operating of welcoming guests..

Conditions or situations for the operations: apply welcoming procedures

Equipment tools and materials :flat wares, dinner ware and glass wares, tables covered with table cloth.

Procedure :

- Welcome the guest(s) with a polite and friendly manner
- When guests arrive, welcome them with the local and international greeting.
- Use positive body language - eye contact, friendly smile, stand up straight.
- Address them with the appropriate greeting for the time “Good Morning/Good Afternoon/Good Evening”.
- Try to call the guest by her/his name: e.g., “Good morning Mr. XXX, how are you?”
- If the guest is a regular guest or VIP, greet by name (if known).
- Politely ask if they have a reservation. If yes, ask for the guest’s name and guide her/him to the reserved table.
- If no, ask if the guest requires a non-smoking table/smoking table/window table.
- Guide the guest to her/his table.
- Do not walk too fast when showing the way to the guest. Say to the guest: “This way, Madam/Sir” with palms open.
- Once at the table, ask if the table is to the guests’ satisfaction.
- Pull the chair out (ladies first).

Precautions: make sure that flat wares, glass wares and dinner wares are spotless and free from fingerprints.

Quality criteria:

- knowledge assessment
- practical assessment
- oral assessment

<b>LAP Test-2</b>	<b>Practical Demonstration</b>
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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 standard operation procedures of welcoming guests?

### Unit three: Take and Process Orders

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

- Handling guest order
- Receive information on special requests
- Arrange glassware, service ware and cutlery
- Process guest accounts and receive payment

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

- Apply Handling guest order
- Perform receive information on special requests
- Apply the arrangement of glassware, service ware and cutlery
- Perform process guest accounts and receive payment

### 3.1. Handling guest order

#### 3.1.1. Definition

Correct order taking is crucial in the service process and for the satisfaction of the guest. It is therefore very important to ensure that the concerned F&B employees know how to fill in a guest order in a professional manner and by respecting the Hotels Standard Operating Procedures. Materials needed for taking an order is an order taking pad or scribbling pad and a pen. Now with the New Age Point of Sale systems orders can be directly taken on handheld devices like Tablet, smartphone etc.

The waiter or server should know the daily specials and should be able to explain them to the guests. Always explain to the guest about specials and chef's choice items, such as the soup of the day, before the guests ask.

#### **During handling order taking the waiters should:**

- Approach the table & stand at the right side of the host
- Present the menu
- Take the food order take their order beginning with the ladies then the gentlemen & lastly the host
- Take some effort to sell a complete meal suggest appetizers soups & salad to complement to the main dish.
- Suggest appropriate substitute for out of stock items make suggestions that are suited to the age taste & needs of the customer.

#### 3.1.2. Standard operating procedure (SOP) to record guest order

##### **A. Write down all the points on the order pad:**

- Date of order
- Time order was taken.
- Server's name.
- Table number.
- The number of covers.
- Seating positions.

- Know the numbering system for the chairs at each table. For Example, chair number 1 at each table is typically the chair closest to the door or some other landmark in the restaurant.
- Always take the orders of children first, then women and then men.

**B. When you are writing, you must ensure that it's:**

- Neat and clear.
- Write the order of for the in char no.1 on the first line of the order form.
- Readable.
- Accurate.

**C. Setting up the order pad:**

- Split the order pad with a horizontal line through the middle.
- Write the orders in the corresponding places on the order pad.
- Beverages in the upper half of the order pad.
- Food items in the lower half.
- Do not forget seat numbers.
- Be familiar with the hotel's list of abbreviations used.
- Always take the orders in a clockwise pattern.
- Always stand up straight as you take orders.
- Do not rest the order pad on the table.
- Look at each guest when he or she is ordering.
- Watch for any hesitation in making a decision and offer suggestions if required.

**D. write down taking food orders:**

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 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 varieties 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 by the customer:
  - If the order is meat ask how he wants it to be done as you say, how would you like the steak done? If the order is eggs, ask how would you like the eggs done?
  - To make sure that the preparation meets the preference of the customer.
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

### E. Write down taking beverage orders:

Beverage orders should be taken as soon as guests are comfortably seated is it at the bar, or in a lounge or at a table in a restaurant. Remember the following points:

1. When taking the orders verbally or in writing, make sure you clearly understand them and that they are precise, so that the guests receive what they have ordered. If you are not quite sure, clear what you have been ordered, do not hesitate to confirm it with the guests.
2. If there are several guests, write down the orders in logical order as the guests are seated, or with some other clear identification so that you place the drinks correctly when they are served.
3. Avoid the use of abbreviations; they can easily cause confusion.
4. Different venues have different methods for recording sales. Whatever the system in use – handwritten lockets, a cash register or a computer system. it is essential that you record all items sold in the appropriate way.
5. In a restaurant, the wine order is usually taken after the guests have selected their food. Additional orders for wine may be taken throughout the meal; indeed, if the guests' glasses look nearly empty, discreetly ask the host whether another bottle of wine should be brought.
6. The order for after-dinner beverage items such as port brandy or liqueurs should be taken prior to the service of coffee, so that the drinks can be served with the coffee.
7. Do not leave the guest for a long-time reading the menu 5 minutes is usually ample.
8. Use a pink triplicate order pad and a good quality ballpoint pen. Write clearly.
9. Identify each guests by clothing, never by removable items e.g. glasses or personal features

### 3.2. Receive information on special requests

As a service to the guests, hotels provide a variety of items that the travelers need but are not kept in the rooms as a standard. The F&B service department takes care of the special requests of the guest and these items are loaned to the guest at no charge. Such items are generally placed with the housekeeping department control desk. These are also known as 'Guest Loan Items'. Some of the items which may be requested by the guest are: iron & iron board, an extra chair, hot water bag, baby cot, indoor games, hairdryer and special pillows etc.



### Steps to handle special requests:

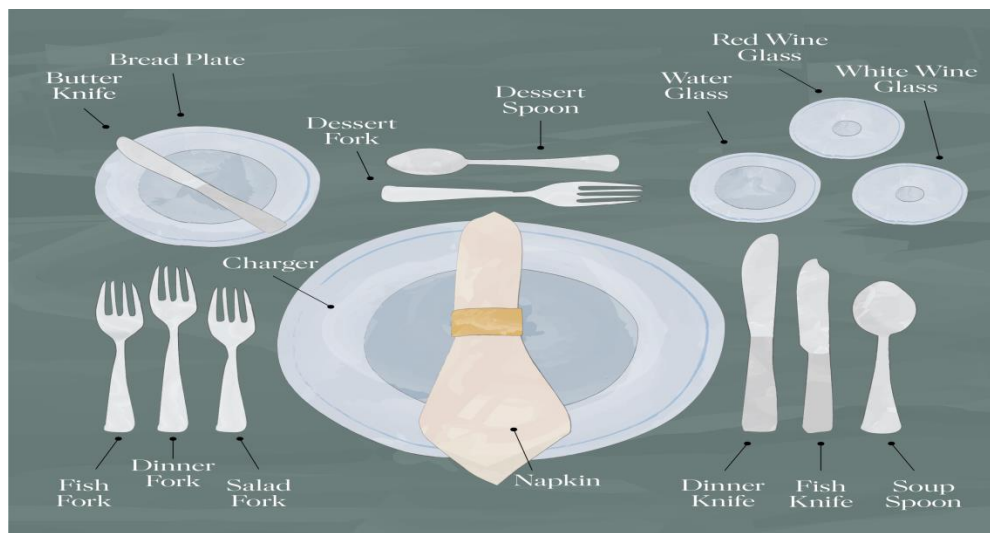
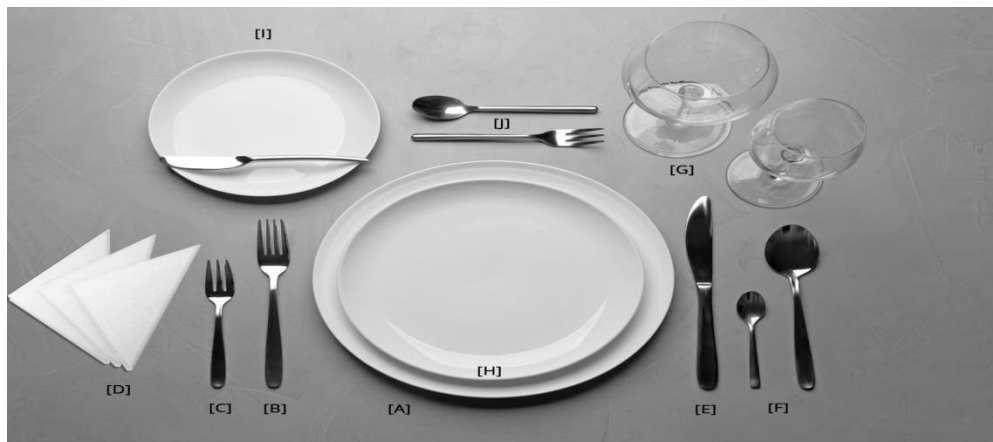
- Listen to get the facts.
- Probe in to the needs of guests by asking questions to clarify his/ her requests.
- Explain what you can do or offers alternatives.
- Confirm with the guest that this is satisfactory.
- Use positive words like: certainly; I will be happy or glad to the service.
- Take personal responsibility to do it. Do not give guest a run around or passing on request to other departments.
- Follow up the guest/ requests.
- Give information to the guests:
  - ✓ Provide directions to the guest when asked.
  - ✓ Be sure that you are given the correct information.

**NB:** Guests are the main reason on which the hotel performs, hence any request from the guest even abnormal requests have to be sorted out and must be fulfilled to the maximum, giving the guest maximum satisfaction in the services of the hotel.

### 3.3. Arrange glassware, service ware , cutlery and crockery

When providing and arranging these tools are:

- All service utensils are placed on the appropriate side of the cover
- The glasses, cups saucers, spoon, knife & cocktail fork are placed on the right side
- Fork & side dishes are placed on the left side of guests.
- Folded paper napkin is on the left side under the fork.
- Water glass is set on the right side about an inch (1) on top of the main dish knife.
- Required condiments as well as flower vase are placed at the center of the table
- Cutleries are arranged in proper sequence following the order by which they will be served.



**Figure: 3.3. Glassware, service ware and cutleries**

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### 3.4. Process guest accounts and receive payment

You can apply payments to guest accounts using the Post Payment option. This lets you apply credit card, cash, checks, and other forms of payments to any of billing.

#### Processing guest accounts to be:

- Depositing money in cash register, processing and giving change
- Processing credit cards or electronic funds transfer at point of sale (EFTPOS)
- Handing account to another person to process

E.g. From canopy hotel restaurant Ato Dagnachew has used the following food and beverage items at launch time. Chicken roast& dessert at birr 600 and red wine at birr 350. Then, process the guest account to receive the payment.

**Table: 3.4. Guest bill format**

Hotel name: <u>Canopy hotel</u> Hotel phone No: _____ Hotel street address: _____ City state ZIP: _____ Voucher receipt						
						Receipt No: XXXX_ Date: <u>30/03/2015</u>
Bill to: Ato Dagnachew Customer name: <u>Ato Dagnachew</u> Address _____ City state ZIP: _____ Phone NO: _____						
No	Item	Quantity	Price per unit	Debit	Credit	Balance
1	Chicken roast	1	600			
2	Red wine	1	350			
	Sub total			807.20		
	VAT=15%			142.80		
	Total sales revenue			950	<b><u>950</u></b>	
Customer name & signature: _____				Cashier name & signature _____		
Date: _____				Date: _____		

## HOTEL RECEIPT

Receipt Number: \_\_\_\_\_

Date: \_\_\_\_\_

Hotel Name: \_\_\_\_\_

Hotel Phone Number: \_\_\_\_\_

Hotel Street Address: \_\_\_\_\_

City/State/ZIP: \_\_\_\_\_

**Bill to:**

Name: \_\_\_\_\_

Company Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City/State/ZIP: \_\_\_\_\_

Country: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Room Number	Price/Night	# of Nights	Additional Charges	Line Total

Subtotal: \_\_\_\_\_

Sales Tax: \_\_\_\_\_

Total: \_\_\_\_\_

Payment Method: \_\_\_\_\_

Card/Check No. \_\_\_\_\_

### Self-check -3

**Direction: Give answer for the following types of questions.**

#### Part-I choice best answer the questions

1. when you take the guest order on an order pads:  
A. Date of order   B. Time of order   C. Table number   D. server's name   E. All
2. During handling order taking the waiters should:  
A. Stand at the right side of guest   C. Take order ladies first  
B. Present menu   D. Suggest additional sale   E. All
3. When you handle guest special requests are:  
A. Listen to get the fact   C. Confirm guest's satisfaction  
B. Use positive words   D. Take personal responsibilities   E. All

#### Part-II give short answer for the following questions

4. Write the necessary steps of taking food orders?
5. Write the necessary steps of taking beverage order?
6. Write the necessary information taking on the order pads?

### Operation sheet-3

Operation title:- take and process orders

Purpose: To practice how to take orders of food and beverage from guests

Conditions or situations for the operations: organized well equipped materials

Equipment tools and materials : Order slip, small notebook, ball pens, menu card, restaurant set-up

Procedure:

A. The following roles are assigned. Each one acts out his/her own roles to play.

1. Three guests seated on the table.

2. The waiter

B. The waiter demonstrates the following as the guests reacts accordingly.

1. Taking order for beverage

2. Taking order for food

3. Taking order for coffee

4. clear and close the order

Precautions: make sure that flat wares, glass wares and dinner wares are spotless and free from fingerprints.

Quality criteria:

- Knowledge assessment
- Practical assessment
- Oral assesment

<b>LAP Test-3</b>	<b>Practical Demonstration</b>
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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 20 minutes.

Task: 1 perform the guest account process and receive payment?



## Unit four: Serve and Clear Food and Drinks

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

- Collect food and beverage selections from kitchen
- Serve food and beverage service courteously
- Recognize and follow up delays of service
- Apologize and reassure customers delay service or problem
- Check customer satisfaction
- Remove used items
- Dispose of leftover food
- Dispose of recyclable items
- Thanks and welfare customers courteously

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

- Perform collect and food and beverage service from kitchen.
- Apply recognizing and follow up any delays of services.
- Perform advising and reassuring customers any delays or problems
- Apply check customer satisfaction
- Perform remove used items.
- perform disposal of leftover food and disposal of recyclable items
- Apply thanks and welfare customers courteously

#### 4.1. Collect food and beverage selections from kitchen

The food and beverage attendant who takes the food from the kitchen to the customer is called a food runner.



**Figure: 4.1: collect food and beverage from kitchen**

The part of the kitchen that you collect food from is called the pass. It is where the kitchen passes the food to the floor staff. Drinks are generally collected from the bar

**Pick up food and drinks promptly from the pass or the bar. This makes sure that:**

- Hot food stays hot
- Cold food does not become warm
- Drinks don't separate
- Sauces don't get a skin on them
- The customer does not wait too long.

You place TWO copies of the docket in the kitchen. The chefs keep one and they put the other one on the pass with the prepared food. You can look at this copy of the docket and see:

- What the order is
- Where it is to go
- How long the customer has been waiting
- Which customer has ordered each dish?

When food and beverage items have been prepared they must be delivered to the customer. This section will focus on the steps associated with collecting and delivering food and beverage to the table, ensuring the customer is happy with the selection

The need to collect ordered food and beverage from the kitchen or bar as soon as they are ready for service cannot be stressed too strongly.

Collecting ordered items from the kitchen as soon as they are ready for service cannot be stressed too strongly. Promptly 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 sections must be attended and monitored at all times to ensure promptly 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.



**Figure: 4.1. Collect 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.

**The waiter should checks the following points:**

- 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.

### **Delivering items to the table:**

1. **Loading a drinks tray:** regardless of whether you are left or right-handed, trays should be carried in the left hand, and the drinks served from it with the right hand. Some premises allow left-handed people to reverse this but many do not because when left-handed people pour a bottle using their left-hand, the left-hand will cover the label of the bottle. Trays should not be held by their rim and they should not be held with two hands; your left hand should be held under the tray. When loading the tray, secure the tray on your left hand. Your hand should be flat and your fingers should be spread out with only the tips of your fingers raised to support the base of the tray.
2. **Carrying the drinks tray:** The right hand can assist in balancing the tray, especially when walking to the table, or when waiting for someone to move past you where there is the potential for them to knock either you or the tray. Try to keep the tray at waist level and close to your body. This will help to avoid knocking into passing traffic and optimizes your control over the tray. Even though carrying the drinks tray high above the head with one hand looks quite spectacular, this method is not recommended as the risk of disaster is quite high. When carrying a tray, always look where you are going, not at the tray
3. **Carrying plates to a table:** Commonly, plates may be carried in the hands using various plate carrying techniques. Plates may be loaded onto rectangular food trays which are carried to the waiter's station where they are either unloaded into the hot box or delivered straight to the table.

All items should be carried in such a way that prevents contamination by making sure:

- You don't put your fingers on to food. You don't place your fingers around the top of glasses
- Long hair is appropriately tied back or controlled.

## **4.2. Serve food and beverage service courteously**

Establish visual contact, but avoid a long look at a person because that could make guests feel uncomfortable. Try giving a fast response to any questions a guest could have, and help

indecisive ones make their order. Take orders in the clockwise direction. First, ask the children, then women, and then gentlemen

Customer service is equal parts communication and genuine attention to your diners. When guests visit your restaurant, you want them to feel welcome. When you treat them with care and respect while providing an excellent food and beverage service they will come back to your restaurant again and again.

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: 4.2. Serving with courtesy manner**

### 4.3. Recognize and follow up delays of service

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 services.

### 4.4. Apologize and reassure customers delay service or problems

#### Deal with problems:

Sometimes there are delays of customer service, something is late or slow or problems with the food or drinks. If this happens:

- Find out what the problem is: check with the chef, your supervisor or a colleague; find out how long it will take to fix it.
- Let the customer know there is a problem and how long it will take.

#### Apologizing to a customer:

When apologizing to a customer:

- Be genuine: Show concern and understanding of their feelings.
- Be brief: Don't make excuses. The customer does not want to know whose fault it is, they just want it fixed.
- Give a time for correcting the situation: Now shortly as soon as possible. When another bottle is brought up from the cellar.

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

#### Reassuring to customers includes:

- 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. Check customer satisfaction

Customer satisfaction depends in large measure on the extent by whom the dining staffs are able to address customer needs & expectations.

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.

Additional items should be offered at appropriate times such as:

- The three-minute check
- When glasses are nearly empty
- When bottles are nearly empty
- When most bread or rolls on the table have all been consumed.

Here are simple ways to satisfy your guests and keep them coming back again:

- Create greet atmosphere
- Small surprises
- Cleanliness
- Great customer service
- Happy staff = happy customer

### 4.5.1. Checking customer satisfaction with food

All service staff must monitor guests 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.

**The 3-minute check:** is when a meal has been served to the customer, it is important for service staff to revisit the table a few minutes later to check that the meals are to the customer's satisfaction. This is commonly known as the three-minute check.

It involves approaching the table approximately 3 minutes after the last meal was placed on the table and making an enquiry along the lines of is everything to your satisfaction? Or How are



your meals? Individual venues may have standard statements for you to use when making this 3-minute check so check with your supervisor and adhere to specific enterprise requirements.

It is assumed that after three minutes, a customer will know if they are satisfied with their food. If they are dissatisfied, then they can tell waiting staff and a course of action can be set in place to rectify the problem.

#### 4.5.2. Checking customer satisfaction with beverages

Commonly there are fewer complaints about drinks than there are with meals.

Common problems may relate to:

- The beer or white wine is warm
- The wrong mixed drink has been served: the ‘rum and coke’ is actually ‘brandy and coke’
- The wine tastes off.

in practice, the 3-minute check provides an opportunity for diners to complain about beverages as well as the food but the monitoring of drinks needs to be more frequent than just this one check.

Tips on checking customer satisfaction with drinks include:

- Monitoring the non-verbal language of drinkers: being alert to facial expressions that indicate something is wrong and being tuned in to customers who beckon you to their table.
- Making eye contact with people when at or passing their tables to encourage them to speak to you if there is a problem
- Making verbal statements. In some ways this is similar to the 3-minute check concept, about their beverages, especially wine, such as how is the Chardonnay?

#### 4.6. Remove used items

- The common sign is when they put the knife and fork parallel or side by side in the center of the plate. This generally means the plate can be cleared.
- Other signs are the customer’s body language such as sitting back, hands folded on lap and how much food is left on the plate. Normally you wait for everyone at the table to finish eating before you clear the table. However, in a café you can clear plates as each customer finishes. Always check before you start clearing.
- If a group orders some food to share, the plate goes in the middle of the table. When this is finished, clear that plate immediately to give the customers more space.

- 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 left side of the guest.
  - ✓ 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 be as previously described in the Two-plate serving methods).
  - ✓ 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: 4.6. Clearing table**

### 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.

### 4.7. Dispose of leftover food

All leftover food that is cleared from tables must be disposed of got rid of. It can't be reused in any way. The only items that can be re-used are things in containers e.g. salt and pepper in shakers, sauces and jams in bottles or jars, and butter or sugar in packets.

Used cooking oil is a hazardous or dangerous waste. It must be disposed of in a way that protects the environment such as land, air and water. It must never be poured down a sink or a gully trap, put into storm water drains or thrown out with normal rubbish. It must be collected in a special kitchen grease trap and taken away by a licensed company.

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.

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.

**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, and 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

**Dispose of other waste:** disposable or single-use items must be thrown out after use. The disposable items are these single-use items that intended use for only one use items, 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 or single-use items are includes:

- Plastic cutlery
- Drinking straws
- Card board pizza boxes
- Paper serviettes
- Takeaway coffee cups
- Plastic or card board takeaway containers: 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.

#### 4.8. Dispose of recyclable items

Recycling is re-using something in another way. It is good for the environment because it reduces the number of new things that must be manufactured and there is less rubbish sent to the tip

A lot of hospitality venues now recycle some of their waste. This means the material may be used again in another way e.g. the paper waste may be broken down and made into cardboard again. 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 kitchen and venue area in order to facilitate the waste can be recycled:

- Paper: card board, newspapers and card board containers
- Plastic: soft drink, milk bottles, juice bottles and cordial bottles and packaging, bags
- Glass: bottles (clear, green and amber), jars and clear sauce bottles
- Steel cans: food cans, soft drink cans and aerosol cans
- Aluminum; cans and foil
- Food waste: unusable waste scraps, trimmings and plate waste.
- Paper and card board: takeaway containers, packaging and boxes
- Food scraps that can be composted (put in a container to rot down into fertilizer): plant based food, including bread, pasta and rice.

Your workplace probably has recycling rubbish bins, where you put bottles and cans in one bin and food scraps in another. There may also be a separate bin for paper and cardboard.

#### 4.9. Thanks and fare welling customers courteously

All food and beverage guests should be thanked and fare welled courteously.

You serve your customers until they leave the venue. It doesn't matter who the customer is

Or how much money they have spent. You should thank and farewell each customer.

##### **You could smile and say:**

- Thank you! I hope you enjoyed your meal. We look forward to seeing you again.
- Thank you! I hope you had a good night. We hope to see you back soon.
- 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 simple Thanks very much to the guests as they are departing. It may be standard practice to wish them Good day or Good night and we look forward to seeing you again, or some similar phrase.

Your final words to a customer can leave a lasting impression and may affect whether they want to come back or tell others to come.

##### **As part of fare welling customers, you might also:**

- Pull out their chair
- Escort (walk with them) them to the door
- Open the door
- Help them with bags, baby prams or any bulky or awkward personal items
- Help with jackets, coats and umbrellas
- Call them a taxi.

Your venue will have its own procedure for fare welling customers.

Thanking and fare welling the customer is more important than greeting the customer. It is the last thing they remember. 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 it.



**Figure: 4.9. Thanks and farewelling customers courteously**



## Self-check-4

**Direction: gives answer for the following types of questions.**

**Part-I choice best answer the following questions.**

- The Pick-up of food and drinks promptly from the pass or the bar is makes that:
  - Hot food stays hot
  - Cold food does not become warm
  - Drinks don't separate
  - The customer does not wait too long.
  - All
- If food is not picked up promptly the following one is occurred in service area:
  - Hot food could go cold and spoil
  - Cold food could lose its chill factor
  - Risk of food contamination increases
  - Customers have an unnecessary wait
  - All
- It is a simple ways to satisfy your guests and keep them coming back again:
  - Create greet atmosphere
  - Small surprises
  - Great customer service
  - Happy staff = happy customer
  - All
- When a meal has been served to the customer, it is important for service staff to revisit the table a few minutes later to check that the meals are to the customer's satisfaction. This is known as:
  - Two-minute check
  - One-minute check
  - Three-minute check
  - Five-minute check
  - All
- Which one is a single-use item that must be thrown out after used?
  - Paper serviettes
  - Card board pizza boxes
  - Plastic cutlery
  - Drinking straws
  - All

**Part-II gives short answer the following questions.**

- List down single use items?
- Write the three recycling management policies?
- Write the word or phrase you say thanks and fare welling customers courteously in the service area?

### Operation sheet-4

Operation title:- Serve and clear food and drinks

Purpose: To practice how to serve and clear food and drinks in the dining room or restaurant

Conditions or situations for the operations: organized well equipped materials

Equipment tools and materials: Order slip, small notebook, ball pens, cutleries, chemicals and utensils

Procedure :

- Collect F&B service from kitchen or bar
- Serve F&B service to customers courteously
- Confirm customer satisfaction with 3-minute check rules
- Clear used items from table and dining room
- Thanks and fare welling customers courteously

Precautions: make sure that flat wares, glass wares and dinner wares are spotless and free from fingerprints.

Quality criteria:

- Knowledge assessment
- Practical assessment
- Oral assessment

<b>LAP Test-4</b>	<b>Practical Demonstration</b>
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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 20 minutes.

Task: 1 Perform thanks and fare welling customers with courteously manner?

## Unit five: Close Down after Service

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

- Complete end service procedures
- Prepare set up for next service
- Complete administration and reporting requirements
- Participate in debriefing sessions with colleagues

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

- Perform complete end service procedures
- Apply prepare set up for next service
- Perform complete administration and reporting requirements
- Perform participate in debriefing sessions with colleagues

## 5.1. Complete end service procedures

At the end of service the restaurant or dining room must be cleared and cleaned so it is ready to go for the next shift or day of services.

**The end of service procedure could include these tasks:**

- Debrief (talk together about what happened) with staff to discuss what went right and what went wrong, and to allocate closing down tasks.
- Strip tables and move them back to their standard position.
- Read the register or POS terminal and reconcile the takings count the money and check the amount is the same as on the dockets.
- Check stock levels and order stock.
- Restock shelves and fridges
- Store furniture e.g. put chairs upside down on tables or move outside tables inside
- Wipe menus and wine lists, and check for damage
- Clean and restock bar area.
- Clean and restock waiters' station.
- Clean and restock coffee machine
- Clean and restock salt and pepper, sugar and other condiments
- Polish cutlery, crockery and glassware
- Sweep and mop floors
- Clean and restock toilet
- Turn off electrical items e.g. music, air conditioning and lighting.
- Safe storage of products, equipment and materials
- Clean work areas and equipment
- Debriefing sessions, including quality service reviews
- Preparation for the next service period

**Occupational Health and Safety (OHS) requirements:** Always follow your venue's procedures and work safely. Some tasks can be hazardous, for example:

- Handling cash
- Using chemicals

- Handling broken or damaged items
- Using electrical equipment.

**Environmental considerations to be at the end of service tasks:**

- Lighting
- Room temperature
- Music
- Decorations and displays
- Privacy
- Background noise
- Recycling and minimizing waste
- Responsible disposal of waste
- Efficient energy use
- Efficient water use



**Figure: 5.1 End of service tasks**

## 5.2. Prepare set up for next service

The hotel restaurant may also require end-of-shift staff to prepare and set up for the next service. This may be done by the next shift of staff before they open or start the service. End-of-shift staff may be required to:

- **Fully set up:** e.g. do a full clean and set up after lunch service so the venue is ready to open for dinner.
- **Partially set up:** e.g. clean and return furniture to standard position, but table set up is done by the next shift according to bookings.
- **Not set up:** the entire set up is done by the next shift.

This depends on your restaurant's procedures, the time of day and the bookings. If there is a large booking you may need to rearrange the restaurant and put tables together.

Food and beverage businesses work to bring out the best possible experience for their guests and customers to achieve maximum customer satisfaction. All operations regarding food and beverage service need preparations by anticipating guest arrival at any time during working hours.

**Mise-en place:** It is the activity of putting things in place to make the subsequent food and beverage services smoothly.

**The serving staff carries out the following duties:**

- Removing all soiled linen and replacing them with the fresh ones.
- General cleaning of surfaces
- Placing equipment in allocated storage areas
- Ensuring that the side board is well-equipped.
- Cleaning equipment, such as coffee machines
- Restocking
- Replenishing condiment containers, shakers, and water jugs.
- Polishing cutlery and glassware.
- Replacing pale flowers with the fresh ones.
- Resetting tables

**Preparing side boards / dumb waiters:**

It is a piece of furniture with numerous compartments and shelves to keep condiments, water jug or bottles, cutlery, food platters, and linens. Side boards are allocated for every station.

**To prepare the side boards, the serving staff must place:**

- The replenished containers of water, butter, and condiments.
- The dinner plates, side plates, glasses, mugs, and finger bowls in the lower shelves.
- The linen, napkins, and dolly papers neatly and stalked.
- The cutlery in the appropriate sections separately according to the type.
- The condiments containers and shakers, water jug, butter dish, toothpick holders, straw holders, on the upper shelf or board.





**Figure: 5.2. Prepare set up for next service**

### 5.3. Complete administration and reporting requirements

The F&B department is a part of the revenue-generating division in hotels. Any outlet serving food or beverage falls under the F&B department.

Most hotels have 3 basic outlets: Restaurant, bar and banquet. But, it all depends on the hotel's classification.

The F&B supervisor shares a consolidated report with the night auditor for making relevant updates.

#### **Restaurant sales report:**

The restaurant sales report comprises revenue generated from the food and beverage sales in a hotel. Sales data of every shift is considered separately. This revenue is divided into different segments such as liquor, food and so on.

Some hotels don't serve alcohol. In such cases, the report consists only the food sales from all outlets. Before generating the report, KOT (Kitchen order tickets) are rechecked for any missing entries.

Many, restaurant POS software even provide an analysis of budgeted and actual revenue.

Here is a basic version of the restaurant report which you can customize as per your convenience.

**Table: 5.3. Hotel restaurant daily sales report**

eZee Royal Palm Beach Resort, Mumbai						
Daily sales report						
Date: 31/03/2021			AM Manager: Joe			
			PM Manager: Stuart			
	AM		PM		Days total	
	Actual	Forecasted	Actual	Forecasted	Actual	Forecasted
Sales						
Food	10,782	12000	15985	18000	26,767	30000
Liquor	8920	10000	12800	15000	21720	25000
Total gross sales	19702	22000	28785	33000	48487	55000
Discounts						
Food	800	0	780	0	1580	0
Liquor	500	0	1099	0	1599	0
Total discount	1300	0	1879	0	3179	0
Net sales						
Food	9982	12000	15205	18000	25187	30000
Liquor	8420	10000	11701	15000	20121	25000
Total net sales	18402	22000	26906	33000	45308	55000
GST	3602	3960	5406	6400	9008	10360
Gift vouchers sold	0	0	0	0	0	0
Gross receipts	14800	18040	21500	26600	36300	44640
Cash to account	14800		21500		36300	
Settlement						
Gift voucher	0		0		0	
Amex	0		0		0	
Visa	5600		3200		8800	
MasterCard	0		5432		5432	
Cash	1055		2350		3405	
UPI	13047		17803		30850	
Total settlement	19702		28785		48487	
Cash over/short	0					

#### 5.4. Participate in debriefing sessions with colleagues

**Debriefing with colleagues:** At the end of service, when all customers have gone, many venues/hotel restaurants hold a short meeting for about 10 minutes. This is sometimes called a debriefing. Staff talks together about things that happened during the service review and look at what went well and what areas need to be improved and evaluate service.

- Thank you every body for a good services. Everything went smoothly, the food came out on time and it was a good standard. Well done kitchen! We had some good feedback from customers.
- Can we just talk about a couple of services issues? Don't forget to offer people the choice of still, tap or sparkling water. We want give the customer as many options as we have, as well as trying to sell our products. Also, remember to announce the food when you place it in front of the customer. This lets them know that they are getting what they ordered.
- Tomorrow we are going to sell the pepper Tree Shiraz at \$5 per glass, so suggest it to customers. We need to get rid of stock. Does anyone have anything else they want to discuss? Once again it was a good service, so well done everybody. Have a good night.



**Figure: 5.4. Debriefing**

## Self-check-5

**Direction: give answer for each types of questions**

**Part-I choice best answer the following questions**

- At the end of the service session, when all customers have gone, many venues/ hotel restaurants hold a short meeting for about 10 minutes. This is known as:  
A. Debrief B. Briefing C. Good feedback D. Talk couple of services issues E. All
- It is a part of the revenue-generating division in hotels. It is known as;  
A. Maintenance department C. The F&B department  
B. Housekeeping department D. front office department E. All
- The end of service procedure could include these tasks:  
A. Strip tables B. Debriefing C. Check stock levels D check order stock E. All
- Which one of the following is a waiter friend?  
A. Information pads C. Cork screw  
B. Kitchen Order Tickets D. Apron E. All
- It is the activity of putting things in place to make the subsequent food and beverage services smoothly.  
A. Mise-en- scene C. Mise-en-place  
B. Prepare restaurant environment D. Set equipment E. C& D F. All

**Part-II gives short answer the following questions.**

- Describe the concept of debriefing?
- List down service activities of end-of-shift staff for next service period?

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