

Domestic work Level II

Learning Guide-30

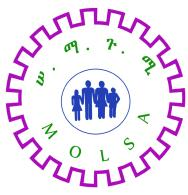
Unit of Competence: Serve food and beverage

Module Title: Serving food and beverage

LG Code: LSA DWR2 M09 L01-LG-30

TTLM Code: LSA DWR2 TTLM 0419 v1

L01: Prepare dining area



Instruction Sheet

Learning Guide 30

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

- Cleaning dining area
- Checking furniture in the dining area.
- Setting and adjusting dining environment
- Selecting Utensils, glassware, cutlery and table appointments for use.

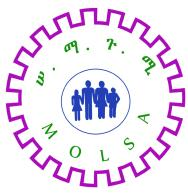
This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, upon completion of this Learning Guide, you will be able to:

- Ensure Cleanliness of dining area.
- Check furniture in the dining area for safety, comfort and cleanliness.
- Set and adjust dining environment to ensure comfort and ambience.
- Select Utensils, glassware, cutlery and table appointments for use.

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below 3 to 6.
3. Read the information written in the information “Sheet 1, Sheet 2, Sheet 3 and Sheet 4”.
4. Accomplish the “Self-check 1, Self-check t 2, Self-check 3 and Self-check 4” in page -6, 9, 12 and 14 respectively.
5. If you earned a satisfactory evaluation from the “Self-check” proceed to “Operation Sheet 1, Operation Sheet 2 and Operation Sheet 3 ” in page -15.
6. Do the “LAP test” in page – 16 (if you are ready).



Information Sheet-1

Cleaning dining area

1.1. Cleaning dining area

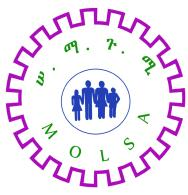
Cleaning:-is the removal of dust, dirt and any foreign matter such as dead flowers stains, the content of waste paper...etc

Cleaning: It is necessary for hygienic reasons and for the sake of good appearance. If staffs are to work efficiently, and cleaning standards are to be maintained, then suitable equipment and cleaning materials must be known and used efficiently. Cleaning materials must be easier for the staff, save time and obtain satisfactory result.

- **Dining area:** - a room in which meals is eaten, as in a home or hotel, especially the room in which the major or more formal meals are eaten.
- **Condiments:** - including tomato sauce, mustard, Worcestershire sauce and Tabasco sauce. The waiter will need to check with the kitchen for any septic accompaniments for menu items, such as apple sauce for roast pork. Condiments may be served in sauce bowls or small jugs; they should be only half-filled for the ease of employer. Sauce boats and jugs should be changed between each shift and the contents replaced daily.

- **Dining environment**

The employer's first impressions of a dining area are the most important and these are largely determined by the professionalism of the service staff and their preparations prior to service. These pre-service preparations are known as *Mise - en-scene* and are vital in that they create the right and pleasing environment by the setting and controlling of temperature, lighting and equipment. The service should follow a sequence and have a plan of action based on the practices of the professional domestic industry. The service staff should be expert performers of certain tasks before, during and after service. Diligent and courteous service would certainly transform a satisfied employer.



- **Dining area preparation**

Dining area is the place where food and beverage which has been carefully prepared is to be served. In a food and beverage service establishment, care must be taken to prepare and arrange the dining area such that efficient service to employer can be rendered. The best food and beverage may lose its appeal when served in a poor manner.

- **Preparation before Service/Mis-en-scene**

Mis-en-scene: - is the *French* term, means to prepare the environment of the outlet before service in order to make it,

- ✓ Pleasant
- ✓ Comfortable
- ✓ Safe and Hygienic

The domestic worker should check the following before service:

- The tables and linen are clean.
- Tablecloths are evenly spread on the table.
- Chairs are dusted and properly arranged.
- 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 dining and back areas 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.

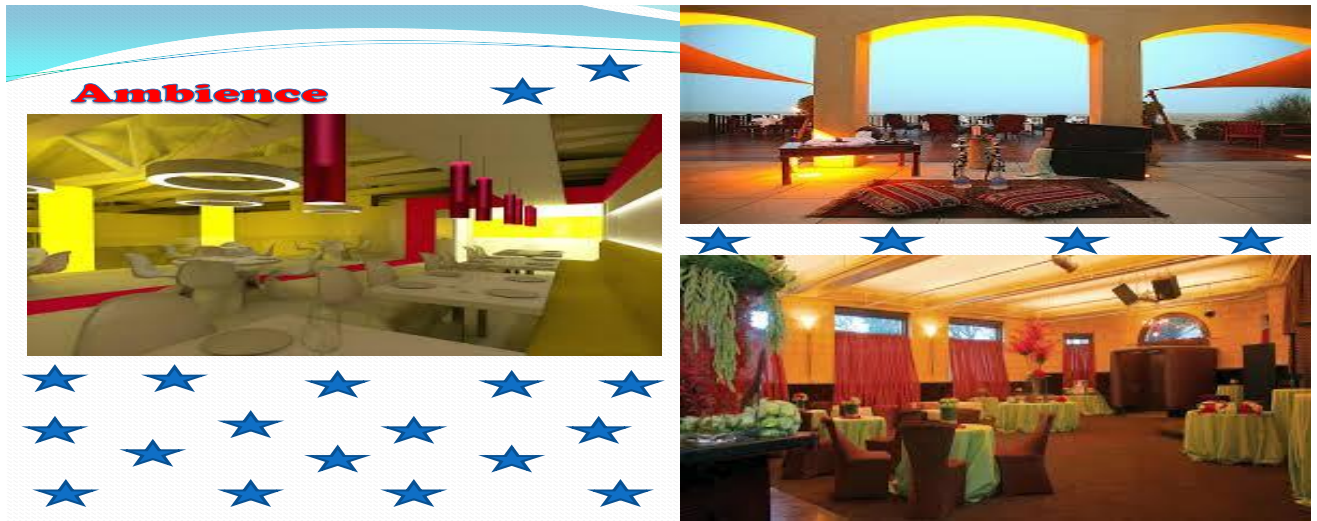
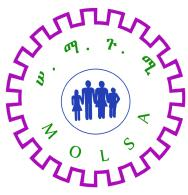


Fig.1.1. Mis-en-scene of the dining area



Self-Check -1

Written Test

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

I. Multiple choices

1. Ambience of a dining room includes :- (1 marks)
 - A. Pleasant
 - B. comfortable
 - C. Hygienic
 - D. all
2. One of the following is an example of Condiments. (1 marks)
 - A. Tomato sauce
 - B. Honey
 - C. Bread
 - D. chicken soup

II. Short answer questions

3. List down at least three examples of table wares. (3 marks)
A. ----- B. ----- C. -----
4. What items should the service staff check before providing food and beverage service? (3 marks)

Note: Satisfactory rating - 5 and 5 points

Unsatisfactory - below 5 and 5 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Name: _____

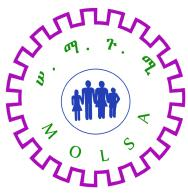
Date: _____

Multiple choices

1. -----
2. -----
3. -----

Short Answer Questions

4. A. -----
- B. -----
- C. -----



Information Sheet-2

Checking furniture in the dining area.

2.1. Furniture in F&B Services

Furniture is an important part of any F&B 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.

- **Indoor Furniture**

It mainly consists of tables, chairs, push-down chairs, racks, and lockers.

- **Outdoor Furniture**

It needs to be sturdy as well as attractive. It includes coffee tables and chairs, bar chairs, dining sets, day beds, loungers, hammocks, and swings.

- **Fixtures and Fittings**

- ✓ 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.

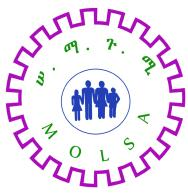




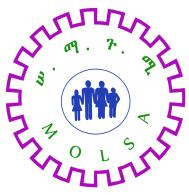


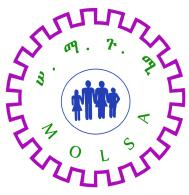


Table 1.1. Dining Room furniture/Equipment/

Type of furniture /equipment	use
 <p>Tablecraft - 600NBK - 6oz Oil & Vinegar Cruet Set</p> <p>curet stand/set</p>	To hold oil and vinegar
 <p>4 In X 12 In X 7 In Black</p> <p>Heater</p>	Heating food
 <p>Cal Mil 284 S 52 3 Tier Wood Display Case Pastry Bakery</p> <p>wooden pastry display</p>	For displaying pastry product
 <p>Classic Brass 4.1 Qt Rectangular Chafer</p>	To keep food hot



chafing dish	
	Just to seat and to be served
	Used to seat



Arabian salon

Used for living room



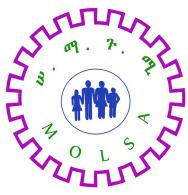
guridion trolley

Used to prepare food in
front of employer

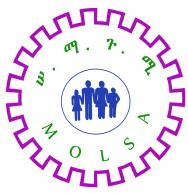


side table

Used to display table wares



<p>Thermal Buffet Table</p>  <p>food display table with warmer</p>	<p>Used for displaying foods and to keep warm</p>
<p>Coffee or Bar service versatility</p>  <p>Shelf</p>	<p>To display table wares</p>



Self-Check -2	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Answer the following questions

1. List down at least five furniture's for the dining area. (5 marks)
2. What is the use of chafing dish? (5 marks)

Note: Satisfactory rating - 10 and 10points Unsatisfactory – below10 and 10 points

You can ask you teacher for the copy of the correct answers.

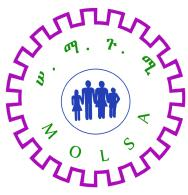
Answer Sheet

Name: _____

Date: _____

Short Answer Questions

1. -----
2. -----



Information Sheet-3

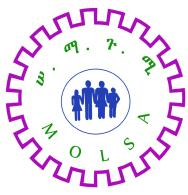
Setting and adjusting dining environment

3.1 Table Setting

Table setting refers to the way to set a table with tableware - such as eating utensils and dishware for serving and eating.

3.1.1 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 that linen pattern 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 colour or texture to the table.
- **Napkins:** Linen napkins should be folded elegantly and placed in the centre 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.

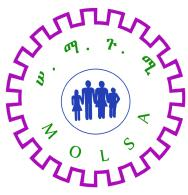


- **Forks:** Forks are to be set to the left of the dinner plate in order of use. In most cases, there are three: one each for seafood, the main course and the salad. When dining formally, salads are generally served at the end of the meal.
- **Spoons:** Spoons are set to the right of the knives in order 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:** 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.

3.2 Points to Remember When Laying a Table

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 tables 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.
- ✓ Based on the size of the table, appropriate linen should be used. The central fold of the tablecloth 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 tablecloths namely cotton, linen and damask are used. Of these, damask is the best.



- **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.
- **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.
- **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.

Water tumbler should be kept to the right of the cover, at the tip of the large knife.

- **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. Cruet sets, butter dish, an ashtray, meal accompaniments and a bud vase should be placed in between the covers at the centre of the table.
- **Crockery and cutlery** should be spotlessly clean and the glassware well polished. Chipped or cracked equipment should not be used. The hotel's monogram should be visible to the guest.

All cutlery and crockery should be placed about an inch from the edge of the table so that they are not accidentally tipped over.



Fig1.2.Setting and adjusting dining environment

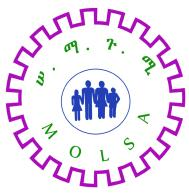


Fig.1.3. Arabian dining table set up



Fig.1.4. Arabian dining table set up

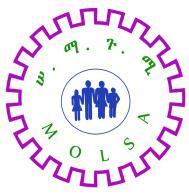
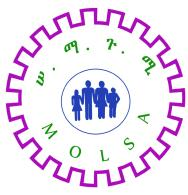


Fig1.5. Arabian dining table set up



Fig.1.6. Arabian dining table set up



Self-Check -3

Written Test

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

Answer the following questions

1. Define the meaning of table Setting.(5marks)
2. When Laying a Table what points are to be considered? (5marks)

Note: Satisfactory rating - 10 and 10points Unsatisfactory – below10 and 10 points

You can ask you teacher for the copy of the correct answers.

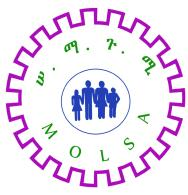
Answer Sheet

Name: _____

Date: _____

Short Answer Questions

1. -----
2. -----



Information Sheet-4

Selecting Utensils, glassware, cutlery and table appointments for use.

4.1 Service providing equipment

- **Table linen**

Table linen includes table cloths, place mat, table runner and table napkins. They are called table linen because in old times they were mostly made from linen fabrics which are durable.

- **Table cloth**

The size of a table cloth is determined by the size of the table on which it would be put. Table cloths should hang down the side of the table up to at least 30cm. For very formal and buffet tables, the cloth should hang almost to the ground.

Table cloths should be well ironed and used without creases.

- **Table Ware include**

- ✓ Dinnerware,
- ✓ Flatware, Beverage ware
- ✓ Hollowware & linens
- ✓ Table linens
- ✓ Table coverings
- ✓ Table runners, napkins, & placemats
- ✓ Table cloths should hang 6-8 inches for casual; 10 inches for formal

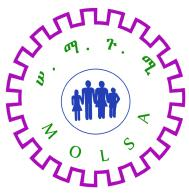


Fig 1.7. Table cloths should hang 6-8 inches for casual; 10 inches for formal

Names of flatware pieces...



A - Bouillon Spoon
B - Butter Knife
C - Butter Spreader
D - Cocktail Fork
E - Demitasse Spoon
F and N - Dessert / Salad Fork
G and O - Dessert / Salad Knife
H and Q - Dessert / Soup Spoon

I - Dinner Fork
J - Dinner Knife
K - Fish Fork
L - Fish Knife
M - Iced Tea Spoon
P - Sauce Spoon
R - Teaspoon



Steak knife

Fig. 1.8. Names of flatware



Hollowware...



Hollow Ware is another name for serving pieces in earthenware, china, clayware, wood, glass or metal. These pieces include items such as as cups, pitchers, vegetable bowls, tea and coffee services, sugar bowls, creamers, egg cups, trays, platters, salvers, vases, candelabras, soup tureens, ice buckets, gravy boats, casserole dishes, chafing dishes, salt & pepper shakers, or any other piece that serves as a container or means of conveyance.

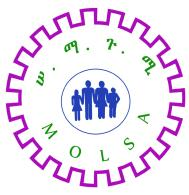
Salver: A flat tray of silver or other metal used for carrying or serving glasses, cups, and dishes at a table or for the presenting of a letter or card by a servant.

Tray: A shallow flat receptacle with a raised edge or rim, often having handles, used for carrying, holding, or displaying articles.



Platter: A large shallow dish or plate, used especially for serving food. A meal or course can be served on a platter.

Fig 1.9.hollowware



Names of dinnerware pieces...

- A – 8" Salad / Dessert / Luncheon Plate
- B – 12" Charger / Buffet Plate
- C – 9-10" Dinner Plate
- D - Cup (6 oz) / Saucer (5 3/4")
- E - Soup Plate/Pasta Bowl (9-10")
- F - Mug (8 oz)
- G - Handled Soup Cup (8 oz) / Saucer (6")
- H - Demitasse Cup (3 oz) / Saucer (4 1/2")
- I - Bread & Butter Plate (6")
- J - Sugar Bowl (8 oz) / Creamer (8oz) Camera





12 oz. soup/
cereal/salad
bowl

8 oz.
dessert/berry
bowl

Fig.1.10. dinner ware/china ware

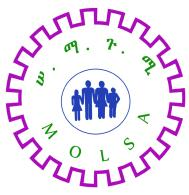


Fig .1.11.dinner ware

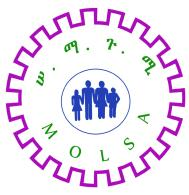
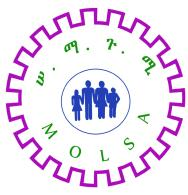


Fig.1.12 .table appointments arranged



Self-Check -4

Written Test

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

Answer the following questions

Short answer question

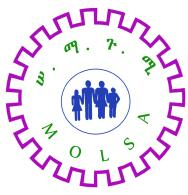
1. What is Table linen? (5marks)
2. Table Ware includes. (5marks)(

Note: Satisfactory rating 10- points and 10 points Unsatisfactory – below and points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

- 1.-----
2. -----



Operation Sheet 1

Prepare dining area

The techniques for preparing dining area

Step 1. Select cleaning materials and detergents.

Step 2. Identify the dining area equipment

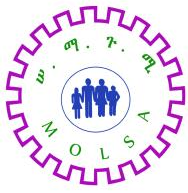
Step 3. Clean the dinning equipment based on their nature.

Step 4. Ensure Cleanliness of dining area.

Step 5. Select Utensils, glassware, cutlery and table appointments for use.

Step 6. Check furniture in the dining area for safety, comfort and cleanliness.

Step 7. Set and adjust dining environment to ensure comfort and ambience.



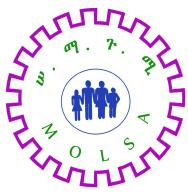
LAP Test	Practical Demonstration
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, tools and materials you are required to perform the following tasks within 2 hour.

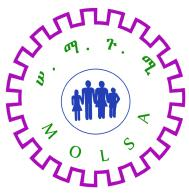
Task 1. Ensure Cleanliness of dining area.



List of Reference Materials

Food and beverage service JOHAN Cousins, Dennis sep 26 2014, 9th edition

- Audio visual www.chaiwithlakshmi.i
- https://www.youtube.com/watch?v=ICa9W_jUDf4
 1. <https://www.youtube.com/watch?v=GZFvmy9Gr8c>
 2. <https://www.youtube.com/watch?v=0jnk8Z-XCtw>
- <https://www.google.ga/imgres?imgurl=https%3A%2F%2Fwww.lomonosov-russia.com%2Fsites%2Fdefault%2>
- <https://www.youtube.com/watch?v=0jnk8Z-XCtw>



Domestic work Level II

Learning Guide-31

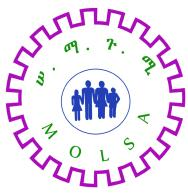
Unit of Competence: Serve food and beverage

Module Title: Serving food and beverage

LG Code: LSA DWR2 M09 L02-LG-31

TTLM Code: LSA DWR2 TTLM 0419 v1

L02. Set dining table according to Employer's preference



Instruction Sheet

Learning Guide #31

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

- Identifying and conforming setting dining table/area.
- Placing clean tablecloth, placemats, napkins and serviettes.
- Providing appropriate Utensils according to type of food and occasion.
- Placing Cutlery on the table based on standard.
- Placing condiments.
- Placing Glasses appropriate to type of beverage.

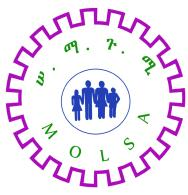
This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, upon completion of this Learning Guide, you will be able to:

- Identify and confirm employer's preference about setting dining table/area
- Place clean table cloth over the table along with placemats, napkins and serviettes.
- provide Utensils appropriate to type of food and occasion (if appropriate)
- Place cutlery on the table according to use, standard and type of food.
- Place required condiments on the table.
- Place glasses appropriate to type of beverage on the table

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below 3 to 6.
3. Read the information written in the information "Sheet 1, Sheet 2, Sheet 3 and Sheet 4".
4. Accomplish the "Self-check 1, Self-check t 2, Self-check 3 and Self-check 4" in page -6, 9, 12 and 14 respectively.
5. If you earned a satisfactory evaluation from the "Self-check" proceed to "Operation Sheet 1, Operation Sheet 2 and Operation Sheet 3 " in page -15.
6. 2 and Operation Sheet 3 " in page -15.
7. Do the "LAP test" in page – 16 (if you are ready).



InformationSheet1	Identifying and conforming setting dining table/area
--------------------------	-------------------------------------------------------------

1.1. Identifying and Conforming Setting Dining Table/Area

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

1.1.1. Place Setting

- **Preparing the Table**

Workers in a domestic work follow a set pattern for plates, cups, and utensils, including a clockwise pattern of wine and water glasses, spoons, knives, plates, forks, accompaniment plate, and dessert utensils. Place settings with more than one glass take on a square or diagonal placement on the right side of the dinner plate. A top of the dinner plate is the diner's napkin.

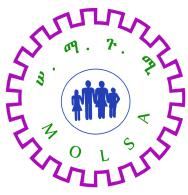
1.2. Step in table setting:

Step 1: put Place Mat

Whether you've chosen a place mat with a graphic design or one that's more traditional, it's the first thing that should go on your clean table. One place mat should go in front of each chair where individual guests will be seated. If these need to be washed or cleaned, now is the time to do it!

Step 2: put the Plates

Place the largest plate for dinner service directly on top of your place mat. Make sure it's cantered to achieve a more enjoyable aesthetic, then place the salad plate in the middle of this.



Step 3: put the Bowl

The soup bowl is next in line and should be set directly on top of the salad plate. If you don't plan on serving soup, then you may want to place an appetizer plate on top of the salad plate instead.

Step 4: Arrange the Left Side of the Setting

The dinner fork is one of the largest in the setting as a whole and should be placed to the left of your plates on the place mat. The smaller salad fork belongs on the left of the dinner fork. Both should also be placed vertically so they line up with the place mat.

Step 5: Arrange the Right Side of the Setting

The service knife, which looks like a butter knife, goes to the right of the plates and on top of the place mat. To the right of this goes the coffee spoon and on the right of that goes the soup spoon.

Step 6: Arrange the Top of the Setting

The cake fork should now be placed just above the place mat in a horizontal position (the fork prongs should be facing right). Above this should go the desert spoon, also in a horizontal position (although the rounded edge should face left).

Step 7: Arrange the Bread and Butter Plate

The small bread and butter plate should be placed at the top left of the setting, just over the corner of the place mat.

Step 8: Arrange the Bread and Butter Knife

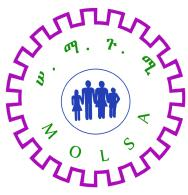
The unique bread and butter knife should be placed on top of the bread plate, diagonal to the service plates.

Step 9: Arrange Drinking Glasses

Drinking glasses should be placed at the top right of the setting, off of the place mat. In general, these should be placed in the order of use.

Step 10: Arrange the Napkin

The last step is to position your napkin outside of the place mat on the left hand side.



1.3. Planning and organizing to prepare table setup

Try to plan the table setting to match your menu. When bread and butter are served, add a butter plate to the table. Depending upon the occasion, you may want to use a "formal" or an "informal" table setting. Most of us will infrequently use a formal setting. Necessary items:-

- **Table Cloths And Place Mats (Table Linens)**

Although a formal dinner requires a tablecloth, at informal dinners a tablecloth is optional. A bare table with place mats is the alternative.

- **Dinnerware, Flatware, Glassware**

If you don't have enough good china and flatware to create place settings for your guests, you have three alternatives. The first is to visit your local party supply store. The second is to create a second table setting at a smaller table with your everyday dinnerware, or use borrowed dishes and place settings.

The third choice, for casual dinners, is to mix and match.

- **Centrepieces And Candles**

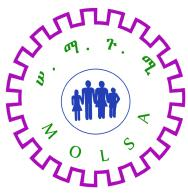
Flowers or bowls of fruit work well as a centerpiece. Make sure the centerpiece doesn't stand so tall that guests can't see over it.

Candles, if meant to be merely ornamental, are placed on either side of the centerpiece. Or, place one candle above each place setting if they will be used as the only source of light.

1.4. The Informal Table Setting

At an informal meal, all flatware is laid on the table at one time. At the host's option the dessert utensils may be brought to the table on the dessert plate.

The following is a standard table setting for a three-course meal. Note the basic "outside-in" rule. The piece of flatware that will be used last is placed directly next to the plate you are using.



- **FORKS**

Both forks are placed on the left of the plate. The fork furthest from the plate is for salad. The fork next to the plate is for the dinner. (Please Note: At more formal meals where the salad is served after the main course, the order of placement is reversed.)

Fork tines may be placed downward, in the continental style, or upward, in the American style.

- **DINNER PLATE**

The dinner plate is placed on the table when the main course is served and is not on the table when the guests sit down.

Large plates, such as the dinner plate and luncheon plate, are laid about one (1) inch in from the edge of the table.

- **SALAD PLATE**

The salad plate is placed to the left of the forks.

Small plates, such as the salad plate, fish plate, and dessert plate, are laid about two (2) inches in from the edge of the table.

- **DINNER KNIFE**

The dinner knife is placed on the right side, and directly next to and one (1) inch away from, the plate. The blade should face the plate. If the main course requires a steak knife, it may be substituted for the dinner knife.

- **SPOONS**

The soup spoon is on the far right of the outside knife.

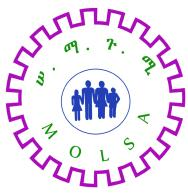
- **BREAD PLATE WITH BUTTER KNIFE**

A small bread plate is placed above the forks, above and to the left of the service plate.

The butter spreader is laid on the bread-and-butter plate.

- **GLASSWARE**

Usually one wine glass is used along with a water goblet. If the table setting is uncrowned, there is room to arrange glassware in any way you like, such as in a straight line parallel with the edge of the table or a diagonal line angled toward the table's edge.



- **WATER GOBLETS**

The water glass is placed in a position closest to the hand, approximately 1 inch above the tip of the dinner knife.

- **WINE GLASSES**

At least one wine glass should sit to the right and possibly above the water glass.

- **NAPKINS**

Place the napkin in the place setting's centre, or left of the last fork.

- **COFFEE CUPS**

Place a cup and saucer to the right of the place setting. The coffee spoon goes to the right of the saucer.

Place approximately one (1) inch beyond the outermost piece of flatware.

- **DESSERT SPOON AND FORK**

At an informal meal, when two utensils are provided for dessert, the utensils are laid on the table or presented on the dessert plate.

The dessert spoon (or dessert knife) is laid on the table above the dinner plate in a horizontal position, handle facing right.

The dessert fork is laid beneath the dessert spoon (or dessert knife), handle facing left.

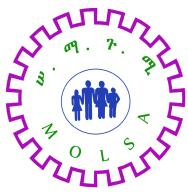
The dessert utensils may also be presented on the dessert plate in the same way as formal service.

- **SALT AND PEPPER**

Since more people use salt than pepper (and most people are right-handed), the salt shaker is placed to the right of the pepper shaker, in a position closer to the right hand.

The placement of the pepper shaker is to the left of the salt shaker, and for added definition it is angled slightly above the salt shaker.

They are placed above the cover or between two place settings. Because salt is finer than pepper, the lid of the salt shaker is punctured with smaller, more numerous holes than a pepper shaker. Once the table is set, the next consideration is informal dinner service



1.5. Types of table set up

Table set up is preparing a table for a service. there are many types of table set up, for instance the most commonly used table set up are :-

- **Table'd 'htole** table set up: - it is a prepared table that used to serve from starter to desert.
- **A'lcarte' table set up**:-it is used to serve pre plated dish based on preference or choice.
- **Formal table set up** : it is used for occasional service provision

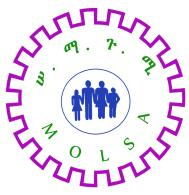


Table d'hôte or set menu cover

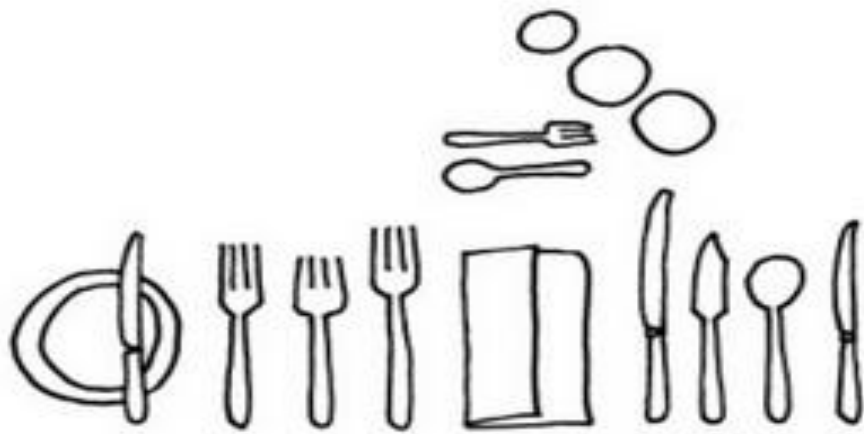


Fig. 2.1. Table 'd'hôte set up



Fig.2. 2. Table 'd'hôte set up

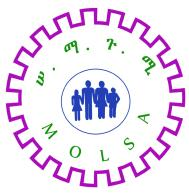
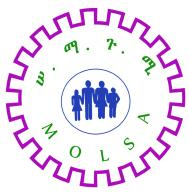


Fig 2.3. AI-Cart Table Set Up



Fig.2.3. AI-Cart Table Set Up

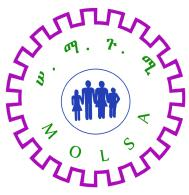


FORMAL TABLE SETTING

The most symmetrical out of all the table setting types. Appropriate for formal weddings, holiday meals, or any occasion where more than three courses are served

- | | | |
|----------------|----------------------|----------------------|
| 1. charger | 7. dinner knife | 13. dessert fork |
| 2. napkin | 8. fish knife | 14. white wine glass |
| 3. menu card | 9. salad knife | 15. red wine glass |
| 4. salad fork | 10. butter plate | 16. champagne flute |
| 5. fish fork | 11. butter knife | 17. water glass |
| 6. dinner fork | 12. dessert teaspoon | |

Fg.2.4.formal table setting

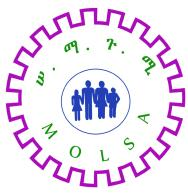


Breakfast covers

- *Table cover for a continental breakfast*



Fig, 2. 4. Breakfast cover



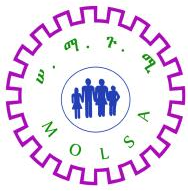
Self-Check -1

Written Test

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

Multiple choices

1. The correct side of knife in table setting :- (2 marks)
 - A. Right side
 - B. Left side
 - C. In the centre of the table
 - D. On the plate
2. The correct side of fork in table setting :- (2 marks)
 - A. Right side
 - B. Left side
 - C. In the centre of the table
 - D. Under the plate
3. The correct side of spoon in table setting :- (2 marks)
 - A. Right side
 - B. left side
 - C. In the canter of the table
 - D. Over the table.
4. The correct side of Brea and butter knife in table setting :- (2 marks)
 - A. right side C. in the canter of the table
 - B. left side D. right of water glass
5. The correct side of condiments in table setting :- (2 marks)
 - A. right side C. in the centre of the table
 - B. left side D. under the table
6. The correct side of desert fork and spoon in table setting :- (2 marks)
 - A. right side C. in the centre of the table



B. left side D. on the charger

Note: Satisfactory rating – 10 and 10 points Unsatisfactory - below 10 and 10 points

You can ask your teacher for the copy of the correct answers.

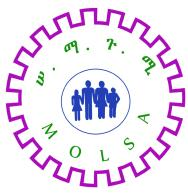
Answer Sheet

Name: _____

Date: _____

Multiple choices

1. ----2-----3-----4-----5

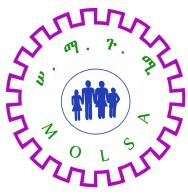


Information Sheet-2.

Quality checking the set up

2.1 Checking the quality table setting

- Utensils are arranged in the order of use –from the outside in.
- Forks are placed on the left side of the plate, while the knives and spoons go on the right.
- The napkin goes on the left of the forks or on the plate
- Glassware is positioned directly above the knives.
- The bread plate, if using, sits above the forks, with a butter knife laid across.



Self-Check -2

Written Test

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

Answer the following questions

1. Write at least three points the way of table setting. (5 marks)
2. How do you check the quality table setting? (5 marks)

Note: Satisfactory rating – 10 and 10points

Unsatisfactory - below 10and 10

points

You can ask you teacher for the copy of the correct answers.

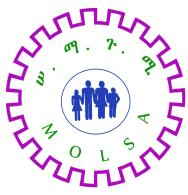
Answer Sheet

Name: _____

Date: _____

1. A. ----- B. ----- C. -----

2. -----



Operation Sheet 1

Identifying and conforming setting dining table/area

Table Setting Instructions

Step. 1. Wear uniform

Step. 2. Lay the placemat on the table.

Step. 3. Put the dinner plate in the middle of the placemat.

Step. 4. Place the salad plate on top of the dinner plate.

Step. 5. If you're starting with a soup course, place the soup bowl on top of the salad plate.

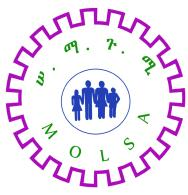
Step. 6. Lay a napkin to the left of the charger.

Step. 7. To the left of the plate, place the fork on the napkin.

Step. 8. On the right of the plate, place the knife closest to the plate and then the spoon.

Step. 9. Directly above the knife, place the water glass.

Step. 11. To the right and slightly above the water glass, place the wine glass or a glass for another beverage.



LAP Test	Practical Demonstration
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, tools and materials you are required to perform the following tasks within 2 hour.

Task 1 .identify and confirm Employer's preference about setting dining table/area

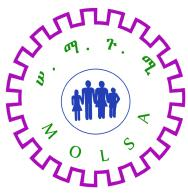
Task2. Place Clean tablecloth over the table along with placemats, napkins and serviettes.

Task 3. Provide Utensils appropriate to type of food and occasion (if appropriate)

Task 4. Place Cutlery on the table according to use, standard and type of food.

Task 5. Place required condiments on the table.

Task 6. Place Glasses appropriate to type of beverage on the table.



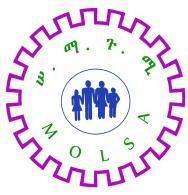
List of Reference Materials

Food and beverage service JOHAN Cousins, Dennis sep 26 2014, 9th edition

Audio visual:- www.chaiwithlakshmi.in

Audio visual:- <https://www.wikihow.com/Set-a-Dinner-Table>

https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_preparing_the_table.htm



Domestic work Level II

Learning Guide-32

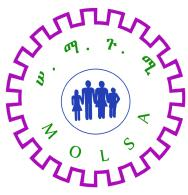
Unit of Competence: Serve food and beverage

Module Title: Serving food and beverage

LG Code: LSA DWR2 M09 L02-LG-32

LG-01 TTLM Code: LSA DWR2 TTLM 0419 v1

L03: Prepare food and beverage for Serving



Instruction Sheet

Learning Guide #32

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

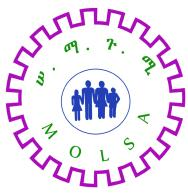
- Procedures to prepare food and beverage for serving
- Techniques in choosing glassware for beverages
- Basic communication skills necessary in serving food in a household set up

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

- Check Temperature and Condition of Food to Be Served.
- Serve Food Attractively In Appropriate Serving Dishes.
- Prepare And Pour Beverage Is In Appropriate Glasses For Serving.

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below 3 to 6.
3. Read the information written in the information “Sheet 1, Sheet 2, Sheet 3 and Sheet 4”.
4. Accomplish the “Self-check 1, Self-check t 2, Self-check 3 and Self-check 4” in page -6, 9, 12 and 14 respectively.
5. If you earned a satisfactory evaluation from the “Self-check” proceed to “Operation Sheet 1, Operation Sheet 2 and Operation Sheet 3 ” in page -15.
6. Do the “LAP test” in page – 16 (if you are ready).



Information Sheet1 Procedures to prepare food and beverage for serving

1.1. Greeting customers:-

- **Welcome customers**

The domestic industry is one where the customer is strongly influenced by first impressions. An arrogant, uninterested or condescending worker puts people off side and no amount of excellent service or food will change that negative first impression.

- **Seating of employer/customer**

Show your guests to their table by leading the way and ensuring they follow you. Pull guests' chairs out from the table for them, starting with the best-positioned one, and invite guests to be seated. As the guest sits down, hold the back of the chair and move it forward. Ensure any special needs, such as cushions or a high chair, are brought over. Place napkins on the laps of customers, using your right hand and working from the right side of the guest.

- **Presentation of the menus/oral menu presentation**

1.2. Type of Menu

- **An à la carte** menu will always be presented to employers /customers as they will need to make their selections from this menu.
- **Table d'hôte** and set menus don't need to be given to guests as they have no selections to make from the menu

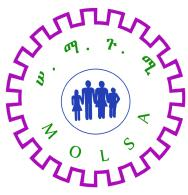
- ✓ **/Providing *information* to employers/ customers**

Employers/ Guests may also require a worker to explain descriptions given on the menu, such as broiled or roasted. People will ask about the dish, its cooking method, the cut of meat/fish used and what it is served with.

- ✓ **.Answer customer questions**

Employers/Customers require domestic worker to be able to:

- Describe and recommend menu items



- Know about the ingredients in menu items and possible substitutions that could be available
- Recommend food and non alcoholic beverage items that are available from discussions about customers' preferences.
- An ability to give specific directions to customers to these areas is also important.
- Hang up their hats, coats and umbrellas if necessary and conveys the information to the kitchen, service area and cashier.

- **Implementing food safety and Hygiene procedures**

- ✓ **Food safety:-** is a scientific discipline describing handling, preparation, and storage in ways that prevent food borne illness.

According to WHO

- Prevent contaminating food with pathogens spreading from people, pets, and pests. Separate raw and cooked foods to prevent contaminating the cooked foods.
- Cook foods for the appropriate length of time and at the appropriate temperature to kill pathogens.
- Store food at the proper temperature. Do use safe water and cooked materials
- Keeping cold food remains as cooled and keeps hot remains as hot.
- Identifying the danger temperature zone/5 o^c-----65 o^c/of food.

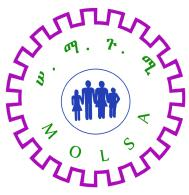
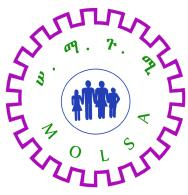


Fig.1.1. chafing dish / to keep food hot/



Self-Check 1.	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Answer the following questions

1. The first step of serving employer. (5 marks)
2. Write procedures of services in domestic level? (5 marks)

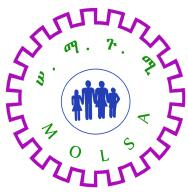
Note: Satisfactory rating – 10 and 10points Unsatisfactory - below 10and 10 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Name: _____ Date: _____

1. _____
2. _____





Information Sheet 2	Techniques in choosing glassware for beverages
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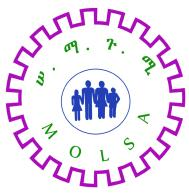
2. 1 Types of Glassware

Glassware refers to glass and drink ware items besides tableware, such as dishes, cutlery and flatware, used to set a table for eating a meal. The term usually refers to the drinking vessels, unless the dinnerware is also made of glass. Well designed glassware combines elegance, strength and stability, and should be fine and smooth rimmed and of clear glass. Many standard patterns and sizes of glassware are available to serve each drink. Glasses whether clean or dirty have to be handled by the base or stem, since the finger prints left on the glass necessitates polishing.

- **Select appropriate glassware and other equipment for beverage service, according to enterprise requirements**

Table 3.1. Type of Glass

Type of glass	Function
 Red wine glass	<p style="text-align: center;">to drink red wine</p>
 White wine glass	<p style="text-align: center;">Suitable any white wine , banquette service</p>

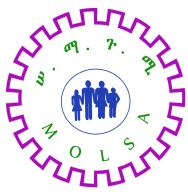


 <p>Water glass</p>	<p>to drink water</p>
 <p>Juice glass</p>	<p>Juice glass used to drink juices, mocktails....</p>

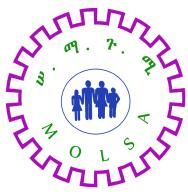
- **Serving Temperature**

- ✓ Champagne 4.5 – 7 c
- ✓ White wine 7 - 10 c
- ✓ Rose and light bodied red 10 - 12.5 c
- ✓ **soft drinks** White wine 7 - 10 c

2.2 Beverages



- **Non Alcoholic Beverage'**
 - Juices
 - Coffee
 - Tea
 - Dairy Products
 - Sparkling Waters (Soda and Carbonated)
 - Drinking Water
 - Soda/Soft drink
 - Non Alcoholic Beer and Wines
 - Mock tails
 - Smoothie
- **Alcoholic Beverages** – a beverage can be considered alcoholic if it contains at least .05% alcohol volume
 - Wines
 - Beers
 - Spirits



Self –check 2

Written tests

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

Multiple choices

Which one is not correct for Serving Temperature :-(3Marks?)

- A.Champagne 4.5 – 7 c
- B. White wine 10 - 20 c
- C .Rose and light bodied red 10 - 12.5 c
- D. milk 100c

2. List down at least three examples of glass wares . (3 marks)

- A. -----
- B. -----
- C. -----

Note: Satisfactory rating – 10 and 10points

Unsatisfactory - below 10and 10

points

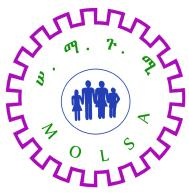
You can ask you teacher for the copy of the correct answers.

Answer Sheet

Name: _____

Date: _____

- 1. -----
- 2. -----



Information Sheet 3

Basic communication skills necessary in serving food in a household set up

3.1. What is communication?

- **Communication** is a two-way process.,sheringinformatoin/Communication is the exchange of information

3.2. Types of communication

- **Verbal communication**:-is communicating orally speaking and it should be clear and well pronounced using the right Language. Such as face to face, Telephone/mobile phone and answering machine/voicemail

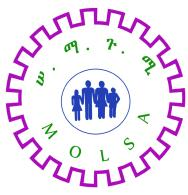
The usage of correct language without excessive use of technical jargon makes the message easy to understand.

- **Non-Verbal Communication** – such as body language, hand gestures and facial expressions



Fig.3.1 Non-Verbal Communication

3.3. Three factors are important when receiving a message



They are:-

- Listening effectively.
- Comprehending (fully understanding something) properly.
- Processing the information correct



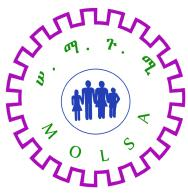
Fig 3.2 sensitivity to cultural and social differences

- **Interpersonal Skills**-Skills that help communication between people such as body language, listening skills, Politeness and cooperation
- **Sensitivity** to cultural and social differences Cultural Differences –variations in attitudes and behaviour ,characterize the functioning of different groups and/reorganization
- **special needs**– a term used to describe individuals who need additional assistance for medical ,mental ,or psychological disabilities



Fig 3.3. Sensitivity to cultural and social differences

Self-Check .3	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Answer the following questions

1. Write the six elements of communication. (5 marks)
2. write types of communication? (5 marks)

Note: Satisfactory rating – 10 and 10points

Unsatisfactory - below 10 and 10

points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Name: _____

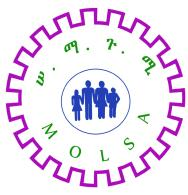
Date: _____

1. -----

2. -----

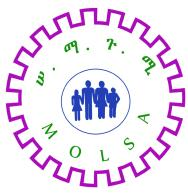
Operation Sheet 1

Procedures to prepare food and beverage for serving



- procedures of service provision in domestic level
 - step .1. Wear uniform
 - step .2. Welcome your customer
 - step .3.Help to seat
 - step .4. Unfold napkin (if required, place on your guest lap)
 - step 5. Bring and pour potable water from the right
 - step.6. Ask your customer if menu is required
 - step 7. Present menu (from the right)
 - step 8. Let your customer to select (anticipate customer need)
 - step 9. Take order (from the left)
 - step 10. Present order accordingly (let your customer enjoy the order)
 - step 11. Debar at each intermediates
 - step 12.Help to leave
 - Step.13.Farewell your customer
 - step .14. Re set your cover

LAP Test	Practical Demonstration
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, tools and materials you are required to perform the following tasks within 2 hour.

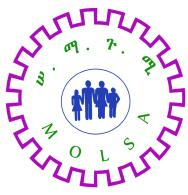
Task 1. Check Temperature and Condition Of Food To Be Served.

Task2. Serve Food Attractively In Appropriate Serving Dishes.

Task 3. Prepare And Pour Beverage Is In Appropriate Glasses For Serving.

List of Reference Materials

Food and beverage service JOHAN Cousins, Dennis sep 26 2014,9th edition



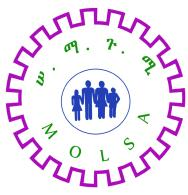
Audio visual:- www.chaiwithlakshmi.in

Audio visual:- <https://www.wikihow.com/Set-a-Dinner-Table>

[https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_s](https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_preparing_)
[ervices_preparing_](https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_preparing_)

Audio visual :-<https://www.youtube.com/watch?v=SpK1owmRemQ>

Domestic work Level II



Learning Guide-33

Unit of Competence: Serve food and beverage

Module Title: Serving food and beverage

LG Code: LSA DWR2 M09 L04-LG-33

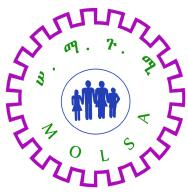
TTLM Code: LSA DWR2 TTLM 0419v1

L0 4: Serve food and beverage

Instruction Sheet	Learning Guide #33
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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Basic safety and hygiene in serving food and beverage
- Arranging sauces, garnishes and condiments



- Sequence in serving food in a domestic setting
- Personal grooming in food service

This guide will also assist you to attain the learning outcome stated in the cover page.

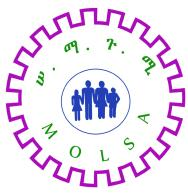
Specifically, upon completion of this Learning Guide, you will be able to:

Arrange Sauces, garnishes and condiments on the table.

- Collect food and beverage prepared for serving from the kitchen and check for presentation and accuracy.
- Serve food and beverage in the correct order and manner appropriate for the type of services.
- Maintain clean personal appearance and pleasant interaction at all times

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below 3 to 6.
3. Read the information written in the information “Sheet 1, Sheet 2, Sheet 3 and Sheet 4”.
4. Accomplish the “Self-check 1, Self-check t 2, Self-check 3 and Self-check 4” in page -6, 9, 12 and 14 respectively.
5. If you earned a satisfactory evaluation from the “Self-check” proceed to “Operation Sheet 1, Operation Sheet 2 and Operation Sheet 3 ” in page -15.
6. Do the “LAP test” in page – 16 (if you are ready).



InformationSheet1	Basic safety and hygiene in serving food and beverage
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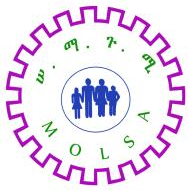
1.1. **Importance of Hygiene** in F&B Service has direct access to guests' health through food and beverages. The working staffs handle every food and drink item closely that the guest is going to eat. Hence, if these services do not follow proper practices of hygiene and sanitation, the guests might get food borne diseases such as food poisoning, nausea, diarrhoea, or vomiting.

1.2. **Food contamination** can occur through unwashed vegetables, uncooked meat, soft cheeses, and unpasteurized milk. If the food preparation and serving equipment used in F&B Services are not clean, then they become primary source of food contamination.

1.2.1. Types of Food Contaminations

There are three main sources of food contamination:

- **Physical:** This is accidental in nature and is caused by employee carelessness. The Major culprits are air, dust, smoke, and dirt. To prevent this, food must be properly covered and stored.
- **Biological:** This contamination is caused by pathogens and microorganisms such as Bacteria, moulds, parasites, and fungi.
- **Chemical:** It is accidental contamination of food caused by cleaning solvents, pest control sprays, or other chemicals used in entire food production chain. This food contamination occurs when utensils or other tableware are not wiped dry after washing them using cleaning liquids. It also takes place when the food is not stored properly when pest control chemicals are sprayed.



Self-Check .1.	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. List down the basic principles of Personal hygiene. (5 marks)
- 2 .List down hand washing techniques.(5 marks)

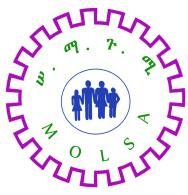
Answer Sheet

Name: _____

Date: _____

Short Answer Questions

1. -----
2. -----



Information Sheet-2.

Arranging sauces, garnishes and condiments

2.1. Food Garnishing

The guests' experience of food and beverage starts when the serving staff brings beautifully garnished food with the appropriate accompaniments on their table. The service staff turns a guiding hand to the guests in suggesting which accompaniment will go well with the main food the guest is interested in having.

2.1.1 What is Garnishing?

It is the way of decorating the food or beverage so that it is aesthetically appealing for the guests/customers. It works on the plate. Garnishing also harmonizes color, flavor, and taste of the main dish.

Chopped herbs or small twigs of herbs, leafy vegetables, twirls of carrots or tomatoes, swirls of fresh cream, fruit glaze, chopped nuts, seedless berries, and lemon zest or slices are used for garnishing.

Garnishes; - is a small item of food placed on a food dish prior to serving to enhance its appearance. Some common garnishes include

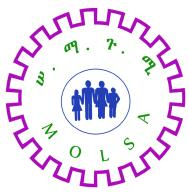
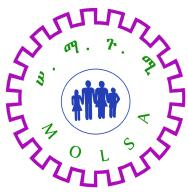


fig.2. 1.Iced Lemon Tea



Figure 2.2.garnishing food



• Garnishing Food

Desserts are garnished with dried fruits, fresh fruit zests, glazes, roasted or candied nuts, frostings, chocolate curls, chocolate coated buts, or small pieces of sugar arts.

Drinks like cocktails and mock tails are garnished using fruit pieces and zests, mint leaves, and castor sugar. Milk based drinks are garnished mostly with fruit pieces, cherries, chocolates, or nuts

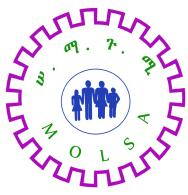
2.1.2. Preparing Condiments

The condiments are kept according to the theme of the F&B service. Example of **Condiments**

- dried herbs,
- Salt, and pepper flakes.
- Sugar, and pepper as basic condiments.
- When the guests leave the tables, the serving staffs needs to check the condiment containers and replenish them if required.

Table 1.1. Popular Food Items With Their Accompaniments

Food/Dish	Garnish	Accompaniment
Soups	Chopped Cilantro/Fresh leaf of Basil/Croutons/Cream swirls	Salads/Breads/ Crispy starters
Farineaux Spaghetti	Fresh basil leaves	Grated cheese, pepper powder, and Neapolitan tomato sauce.
Indian Onion or Chili Fritters (Pakoras)	Not essential	Tomato sauce or hot and sour chutney.
Mutton/Chicken/ Veg Biryani	Chopped coriander and caramelized onion	Liquid gravy with lemon wedges and onion-tomato-cucumber



	stripes.	
Soups	Chopped Cilantro/Fresh leaf of Basil/Croutons/Cream swirls	Salads/Breads/Crispy starters
Roast Beef	Herbs, Butter	Horse Radish sauce
Fruit Salad	Castor Sugar	Yogurt
Irish Stew	Herbs	Worcestershire sauce and Pickled red cabbage.
Poulet Grille Americain (American Grilled Chicken)	Herbs in butter.	Addition of grilled dices of tomato, mushroom, capsicum, and potato.
Fromage Assorti (Assorted Cheese)	Castor sugar for crème cheese.	Celery, Radish, Water Crest, and Cracker Biscuits.
Veg/Non-veg Stew	Chopped fresh coriander	Steamed Rice or Bread

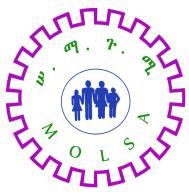
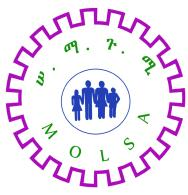


Fig.2. 3.accompaniment

For example, grilled Hake fish served with potato chips and Pizza served with garlic bread, cheese dip, and a carbonated beverage.



Self-Check 2.

Written Test

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

- 1 .What is Garnishing? (5 Marks)
2. .Roasted Beef Can Be Accompanied By ----- (5 Marks)
3. Write at least five types of accompaniment? ----- (5 marks)

Note: Satisfactory rating – 15 and 15points
points

Unsatisfactory - below 15 and 15

You can ask you teacher for the copy of the correct answers.

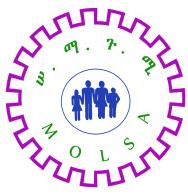
Answer Sheet

Name: _____

Date: _____



Short Answer Questions

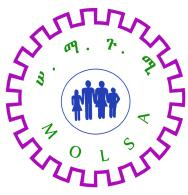
- 1 -----
2. -----
3. -----





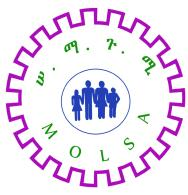
Information Sheet-3	Sequence in serving food in a domestic setting
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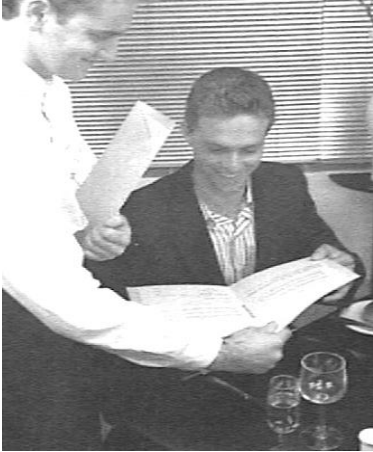
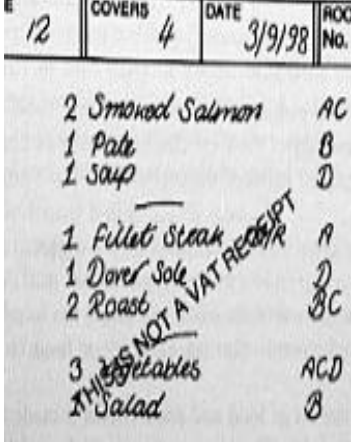
Table 3.1. Food and beverage Service Sequence

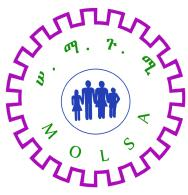
Steps	Service sequence	picture	Activates
1	Greet and seat the guests		<p>Ask them if they have a reservation. Check the reservation.</p> <p>If no table has been booked, check if one is available.</p> <p>Show the guest their table.</p> <p>Offer the guest a chair to encourage them to be seated.</p>
2	Unfold the napkins		<p>Some guests will open their own napkins as soon as they sit down.</p> <p>Stand at the right of the guest; pick up the napkin with your right hand.</p> <p>Shake the napkin from its fold into a triangle.</p> <p>Place the longest side of the triangle closest to the guest.</p> <p>Move anti-clockwise around the table opening the napkins, the host at last.</p>





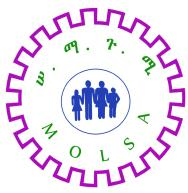
3	Serve the butter and the bread		<p>Place the butter plate in the center of the table, with the right hand.</p> <p>Hold the bread basket on your left hand and serve from the guest left side.</p> <p>Hold the bread basket down over the edge of the side plate.</p> <p>Transfer the bread from the basket to the side plate using service fork and spoon.</p> <p>Move anti-clockwise around the table, the host at last. Offer bread throughout the meal</p>
4	Offer iced water		<p>Iced water is a valuable addition to the meal experience, and it is appreciated by the guest, although in some establishments it may not be the practice.</p> <p>The water glass is positioned to the right of the wine glass above the table knife.</p> <p>Water is poured from the guest right side, with your right hand.</p> <p>Move anti-clockwise around the table, the host at last. Offer water throughout the meal.</p>




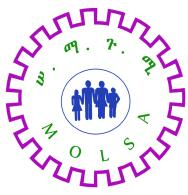
5	Describe and recommend dishes		<p>Allow time for the guest to make their choice.</p> <p>When all the guests are seated, be alert to the signs that the guests are ready to order so they are not kept waiting.</p> <p>You must be able to describe dishes, how they are cooked, accurately, and attractively.</p> <p>You may also be asked to recommend dishes. To say “Everything is good” is not helpful.</p>
6	Take the F&B orders		<p>When you are sure the guests are ready to order, a) introduce yourself and b) ask what they would like to eat and drink.</p> <p>Start to take the order of the guest on the right of the host, and work anti-clockwise around the table, finishing with the host's order.</p> <p>Take the order including the starter, the main course, the dessert, and beverages.</p> <p>Note any special requirements</p> <p>Repeat the order to the guests to make sure that the order is correct.</p>





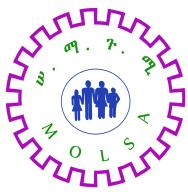
7	Serve beverage		<p>Take the beverages at the bar. Be sure to know who drinks what. It is not professional to ask the guest.</p> <p>All glassware, whether clean or used, should be carried upright on a drink tray, held only by the base of the glass. Hold the tray with your left hand, and use your right hand to place the drink from the guest's right side.</p> <p>Beverage Service sequence (Throughout the meal, if the guest's glass looks nearly empty, ask if he/she wants another drink.</p>
8	Serve the starter		<p>In modern plate service, plates are both placed and cleared from the guest's right side, as this causes the least disturbance to the guest.</p> <p>In modern plate service, serve the guest immediately to the right of the host first, and then move anti-clockwise around the table, serving each guest in turn, and regard-less of sex. The host to be served at last.</p>




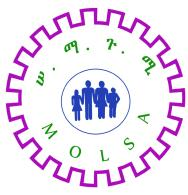
			In some establishments, you may be required to serve ladies before gentlemen, or this may be required by the guests.
9	Clear the starter		<p>Guest usually indicates that they have finished their course by placing the cutlery together on the plate.</p> <p>As they don't always do this, you must be alert to other signs from the table that everyone has finished, and if necessary, you must ask guests whether they are finished or not.</p> <p>In modern plate service, it is usual to clear at once, when all guest have finished, from the right side of the guest, by using your right hand.</p>





10	Serve the main course		<p>As for the starter, plates are both placed and cleared from the guest's right side, as this causes the least disturbance to the guest.</p> <p>Serve the guest immediately to the right of the host first, and then move anti-clockwise around the table, serving each guest in turn, regard-less of sex. The host to be served at last.</p> <p>In some establishments, you may be required to serve ladies before gentlemen, or this may be required by the guests.</p>
11	Clear the main course		<p>Guest usually indicates that they have finished their main course by placing the cutlery together on the plate.</p> <p>If necessary, you must ask guests whether they are finished or not.</p> <p>Clear at once; when all guest have finished, from the right side of the guest, by using your right hand.</p> <p>Brush the crumbs onto the a dinner plate using a folded service cloth held in your right</p>



			hand and adjust the dessert cutlery.
12	Serve the dessert		<p>Plates are both placed and cleared from the guest's right side, as this causes the least disturbance to the guest.</p> <p>Serve the guest immediately to the right of the host first, and then move anti-clockwise around the table, serving each guest in turn, regard-less of sex. The host to be served at last.</p> <p>In some establishments, you may be required to serve ladies before gentlemen, or this may be required by the guests.</p>
13	Take the coffee / tea order		<p>The coffee / tea may be served with the dessert if requested by the guest, therefore, you may be asked the take the order before serving the dessert.</p> <p>Start to take the order of the guest on the right of the host, and work anti-clockwise around the table, finishing with the host's order.</p> <p>Transfer the top copy to the bar, the third copy to the cashier, and the fourth copy for you.</p>



14	Serve the coffee / tea		<p>Place the accompanying items (milk, sugar) on the table.</p> <p>Serve the guest immediately to the right of the host first, and then move anti-clockwise around the table, serving each guest in turn, regard-less of sex. The host to be served at last.</p> <p>In some establishments, you may be required to serve ladies before gentlemen, or this may be required</p>
15	Clearing and re-setting		<p>Remove dessert plates and coffee cups by hand. Glassware should be removed on a drinks tray.</p> <p>Only when all the guests have left the restaurant, remove the flowers on a tray and put them in the refrigerator.</p> <p>Then, remove the dirty napkins and tablecloths.</p>

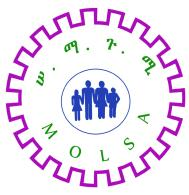
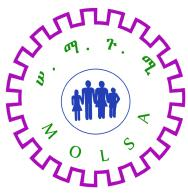


fig .four plate carrying technique



Fig.3.1. Pouring technique



Self-Check .3	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Answer the following questions

1. Write the Sequence in serving food in a domestic setting. (5 marks)

Note: Satisfactory rating – 5 and 5 points

Unsatisfactory - below 5 and 5 points

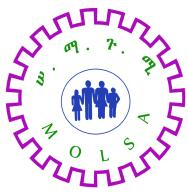
You can ask you teacher for the copy of the correct answers

Answer Sheet

Name: _____

Date: _____

1. -----



Information Sheet-4

Personal grooming in food service

4.1. Personal grooming: _is clean and tidy personal appearance and following sanitary practices while handling the food

- People are the greatest threat to the safety of food, because people are involved in food preparation at every stage which has great chance for contamination of food borne diseases
- People carry micro organisms on their body whether they are carrier or not even when we are healthy we have bacteria all over our skin in our nose, mouth, throat and gastro intestinal tract.
- A chain of events links the human carrier of food poisoning bacteria to the food, either directly or indirectly. Once transmitted, the organisms may multiply in the food before it reaches the victim. The strongest link in this chain of infection is human. Only personal hygiene practices can prevent contamination of food, so conscious effort should be made by all food handlers to break this chain of infection.

4.2. Importance of personal hygiene

Personal hygiene is necessary for everybody but most important for the food handlers, because the health and well being of hundreds of people is in his or her hands.

- **Health**

A sick worker is not only a source of infection but being unwell is likely to take less care in handling food. Staff employed in food preparation and service areas should be in a state of good health. Good health is not only the absence of diseases but, it is both the body and mind are in excellent condition free from illness, tension, physically fitness and mentally alert, capable of taking on spot decisions and handling crisis situation.

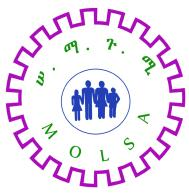
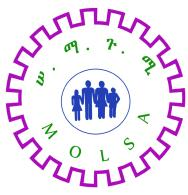


Fig.4.1. Prevent food and other item contamination

4.3 Personal appearance& cleanliness

A good personal appearance helps both the employee and the organization it increases one self confidence

- **Bathing:** workers must bath daily as body odor is offensive and skin is the main breeding ground for bacteria
 - ✓ Good soap is important to wash away sweat and dirt.
 - ✓ good and light deodorant should be used after both
- **Hand cleanliness:** Our hands are possibly the most unsafe serving equipment in the chain of infection in the entire food service operation.
- **Fingernails**_are frequent source of cross contamination. They should be trimmed and kept clean.
- **Jewelleries** such as finger rings, earring, necklaces, bracelets, wrist watches should not be worn in the
- **Hair** can be a breeding ground for bacteria found on the skin by wearing cap.
 - ✓ Hair should be neatly tied if long.
 - ✓ Hair length for men should be up to mid-ears
 - ✓ Hair should be shampoo regularly.



- ✓ Moustaches, breads and goatees should be clean and trimmed.

- **washed frequently**

- ✓ Rubbing of eyes should be avoided
- ✓ An employee suffering from sore eyes should not be allowed to work.

- **Teeth and mouth**

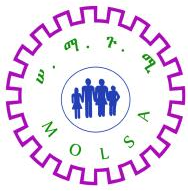
- ✓ Teeth should be brushed regularly and thoroughly cleaned with a moderately hard brush in the
- ✓ Morning and night.
- ✓ The tongue tends to get coated and can be cleaned with tongue cleaner.
- ✓ The mouth should be rinsed well and gargling is a must after every meal.

- **Clothing**

- ✓ The uniform should be:
- ✓ Light, comfortable, durable
- ✓ Made from absorbent material
- ✓ Easy to wash and iron
- ✓ Must be laundered and changed daily
- ✓ White or light colours are selected as stains show up readily on them and they need to be change frequently

4.4. The following personal habits should be avoided

- Smoking during preparing the food.
- Unguarded coughs and sneezers on to the food.
- Nose picking or fingering.
- Shaking a dirty hand kerchief near the food.
- Wipe hands after using the water closet (WC).
- Use disposable gloves and tongs to pick breads, butter pat, ice cubes. Avoid bare hands.
- Chewing gum should be avoided.
- Leaving food uncovered for long time should be avoided.
- Do not touch food contact surfaces of crockery and cutlery



Self-Check.4	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Answer the following questions

1. Write criteria need for the Personal grooming in food and beverage service. (10 marks)

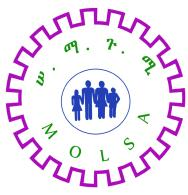
Note: Satisfactory rating – 10 and 10 points Unsatisfactory - below 10and 10 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Name: _____ Date: _____

1. -----



Operation Sheet 1

Hand Washing Techniques

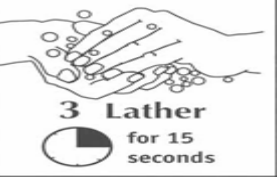
Hands Washing Steps



1 Wet Hands



2 Soap



3 Lather
for 15
seconds



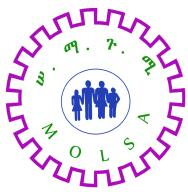
4 Rinse



5 Towel Dry



**6 Turn taps
off with towel**

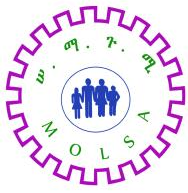


Operation Sheet 2

Sequence in serving food in a domestic setting

The Sequence in serving food and beverage in a domestic setting

- Step 1. Wear uniform
- Step 2. Greet and seat the guests
- Step 3. Unfold the napkins
- Step 4. Serve the butter and the bread
- Step 5. Offer iced water
- Step 6. Describe and recommend dishes
- Step 7. Take the F&B orders
- Step 8. Serve beverage
- Step 9. Serve the starter
- Step 10. Clear the starter
- Step 11. Serve the main course
- Step 12. Clear the main course
- Step 13. Serve the dessert
- Step 14. Take the coffee / tea order
- Step 15. Serve the coffee / tea
- Step 16. Clear and re-set the table



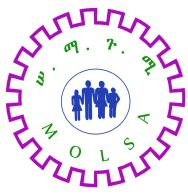
LAP Test	Practical Demonstration
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, tools and materials you are required to perform the following tasks within 2 hour.

- Task1 arrange Sauces garnishes and condiments on the table.
- Task2 collect food and beverage prepared for serving from the kitchen and checked for Presentation and accuracy.
- Task3. Serve Food and beverage in the correct order and manner appropriate for the type of services.
- Task4.Maintain clean personal appearance and pleasant interaction at all times



References

<https://www.youtube.com/watch?v=SpK1owmRemQ>

<https://www.youtube.com/watch?v=KBvU4Bmu5O0>

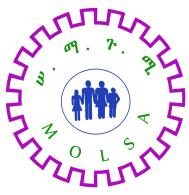
Audio visual [www https://www.youtube.com/watch?v=5g_9ZCI7VUw](https://www.youtube.com/watch?v=5g_9ZCI7VUw)

Audio visual [www https://www.youtube.com/watch?v=o7Y9UIYrH-g](https://www.youtube.com/watch?v=o7Y9UIYrH-g)

Fig .2 .when you wash your hand?

Source: - Audio visual [www https://www.Youtube.com/watch?v=o7Y9UIYrH-g](https://www.Youtube.com/watch?v=o7Y9UIYrH-g)

Source :-Audio visual [www https://www.youtube.com/watch?v=o7Y9UIYrH-g](https://www.youtube.com/watch?v=o7Y9UIYrH-g)



Domestic work Level II

Learning Guide-34

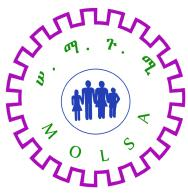
Unit of Competence: Serve food and beverage

Module Title: Serving food and beverage

LG Code: LSA DWR2 M09 L04-34

LG-TTLM Code: LSA DWR2 TTLM 0419v1

L0 5: Clean dining area



Instruction Sheet

Learning Guide #34

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

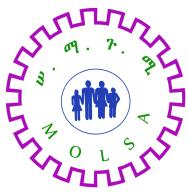
- Removing Leftover food and used utensils and cutlery
- Cleaning and wiping dining area
- Replenishing Condiments and table appointments

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

- Remove leftover food and used utensils and cutlery from the dining table.
- Clean and wipe dining area of excess moisture.
- Replenish condiments and table appointments as necessary.

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below 3 to 6.
3. Read the information written in the information “Sheet 1, Sheet 2, Sheet 3 and Sheet 4”.
4. Accomplish the “Self-check 1, Self-check t 2, Self-check 3 and Self-check 4” in page -6, 9, 12 and 14 respectively.
5. If you earned a satisfactory evaluation from the “Self-check” proceed to “Operation Sheet 1, Operation Sheet 2 and Operation Sheet 3 ” in page -15.
6. Do the “LAP test” in page – 16 (if you are ready).



Information Sheet.1

Removing Leftover food and used utensils and cutlery

1.1. Removing used items in a timely manner & safely

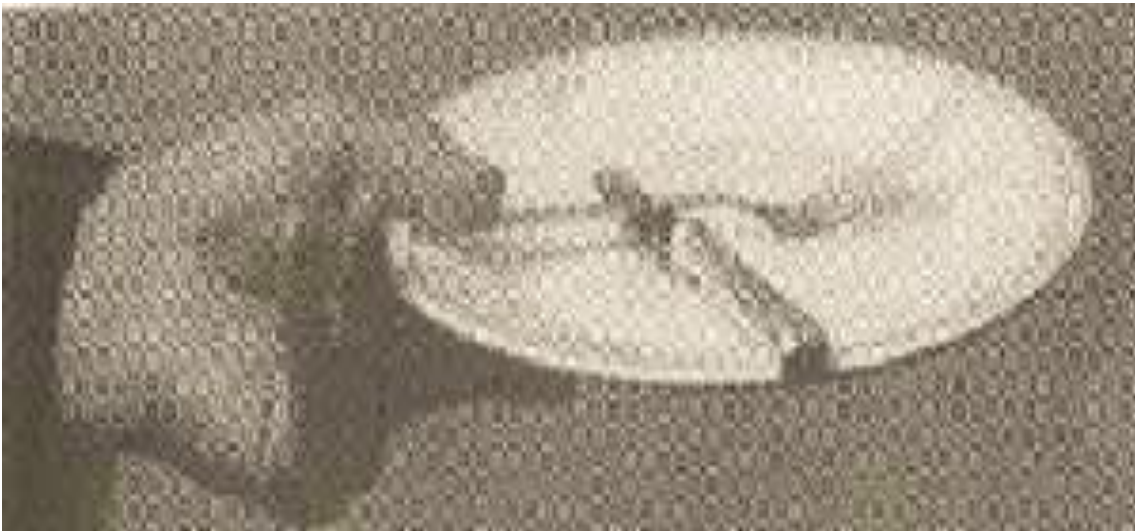
When everyone at the table has finished eating remove all the solid dishes flat wares & condiments except the water glass & coffee cups which should be refilled & to be removed only when the guests have left the table. Brush the tables with a clean moist side towels when every necessary

Take care not to spill crumbs on the lap of the customer use small plate to catch the crumbs When removing used dishes ask permission from the guest say excuse me sir may I take your plate now?

Or may I clear the table now?

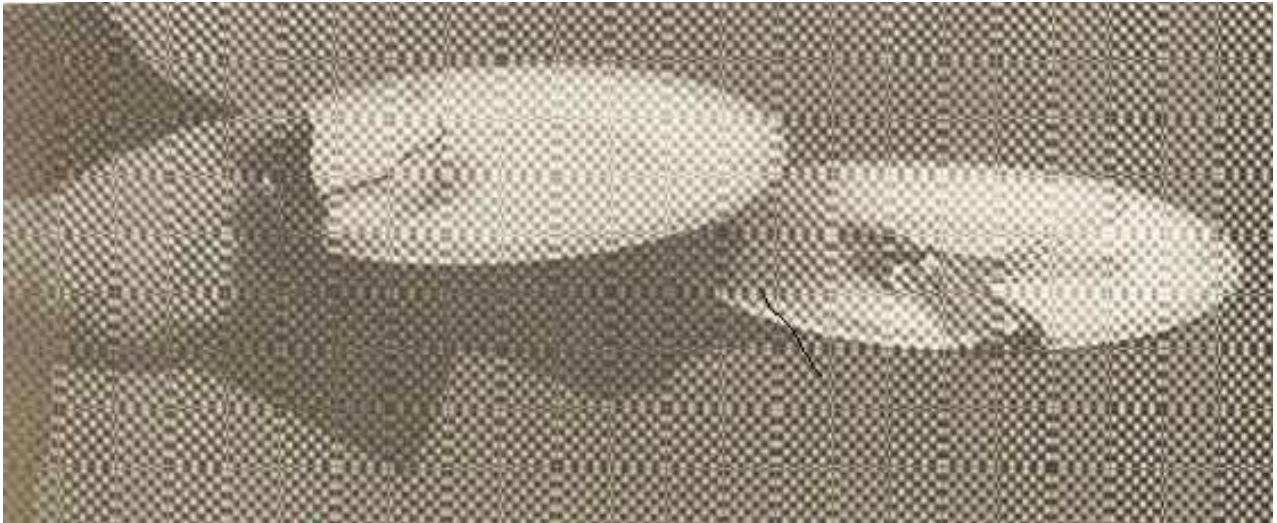
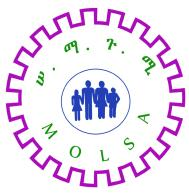
As a general rule bus (clear) soiled dishes from the right side of the guest

1.2. Clearing of soiled dishes



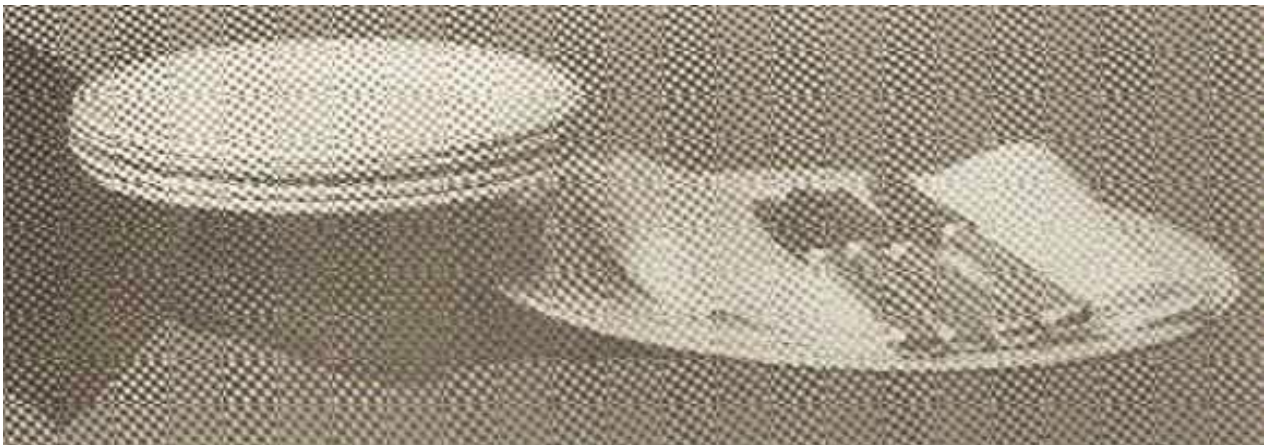
1st Step: First soiled plate cleared.

One of the two main hand positions and first soiled plate cleared.



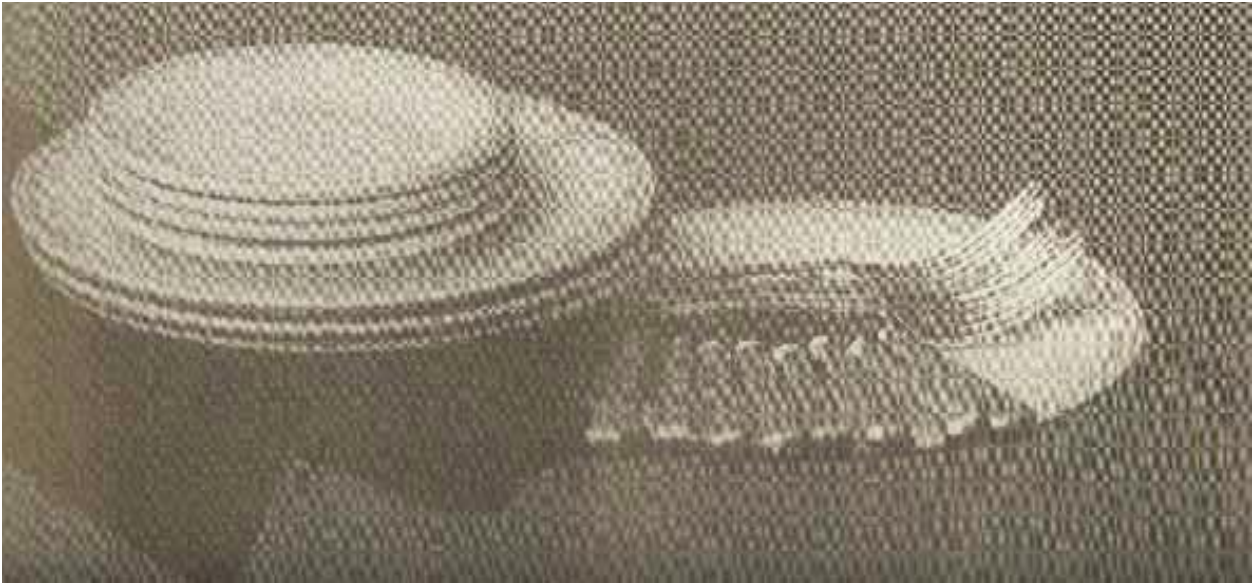
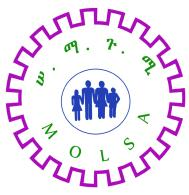
2nd Step: Clearing debris from the upper plate.

Pick up the next soiled plate and position it as illustrated. Clear the dirty plate.



3rd Step: Preparing to clear the next dirty plates.

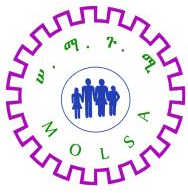
Place the other plates on top of the 2 plates as illustrated, scrape and separate the left over on the second plate Segregate the cutleries on the other plate as shown above.



4th Step: Clearing joint and side plates in one journey.
Stack and segregate chinaware's together on the third



Fig 1.1.. Cleaning/crumb down



Self-Check 1	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Answer the following questions

1. Write the steps of removing leftover food and used utensils and cutlery. (5 marks)

Note: Satisfactory rating – 5 and 5 points Unsatisfactory - below 5 and 5 points

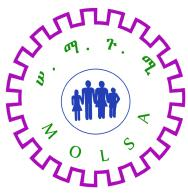
You can ask you teacher for the copy of the correct answers.

Answer Sheet

Name: _____

Date: _____

1. -----



Information Sheet 2.

Cleaning and wiping dining area

2.1 Cleaning and wiping dining area Procedures include:-

- End-of-service procedures Polish flat ware and glassware as it leaves the dishwasher ready for the next service period. They should be handled appropriately so as not to have marks or finger prints on them. Replace folded serviettes, plate ware and glassware into the allocated storage areas for the next service period.
- Resetting and dressing tables select the correct size cloth for the table. The table top should be covered, with the points hanging equally over the legs of the table. The cloth should not drag on the floor. Ideally, cloths should come directly from the laundry in screen folds. The style of the cloth should suit the shape



STEP 1
Note the hand grip.



STEP 2
Place the table cloth over the end of the table while the soiled table cloth is still on the table. As you do this you should grip and retract the soiled table cloth. Table should never be visible.



STEP 3
Pull the clean table cloth towards you releasing it as you go. Do not reverse the soiled table cloth. Pull the clean cloth into the correct position and release. You should now be holding the soiled cloth only and it should be clear of the table.

Figure 2. 1. table clothing

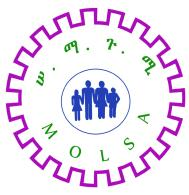


Figure 2.2 clearing the dining table

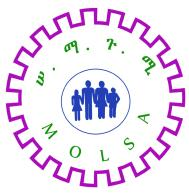
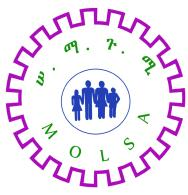


Figure 2. 3. Wiping dining table



Self-Check .2	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Answer the following questions

1. Write the *Cleaning* and wiping dining area Procedures (5 marks)

Note: Satisfactory rating – 5 and 5 points Unsatisfactory - below 5 and 5 points

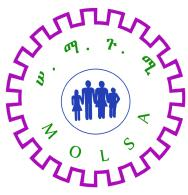
You can ask you teacher for the copy of the correct answers.

Answer Sheet

Name: _____

Date: _____

1. -----



Information Sheet 3	Replenishing Condiments and table appointments
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3.1 Replenishing Condiments and table appointments

Checklist:-

- Thoroughly clean all equipment, jiggers, optics etc..
- Wash all table mats and dining area, remove table menus and clean
- Refrigerate any soft drinks
- Discard or store garnishes in the fridge (Do not leave milk in fridge).
- Remove all spouts from table and clean
- Wipe down all bottles with a damp cloth.
- Empty ice bucket and wash
- Clean all stainless steel surfaces thoroughly
- Ensure all glasses, plates and cutlery's are clean and replace in correct place
- Check the stock levels and ensures they are fully stocked and all facing the same direction
- Switch off fridge lights, lock wine fridge
- Clean coffee machine, clean steam injector, empty knocking box and drip tray.
- Replenish coffee cups on top of coffee machine
- Drain and rinse out glass washers clean sink
- Top up all species bottles
- Once all these jobs are completed then
- Empty all bins and bottles bins (rinse out)

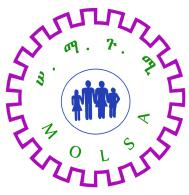


Fig 3.1.Replenishing Condiments

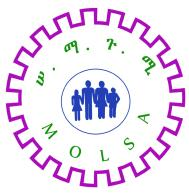
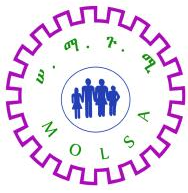


Fig 3.2 .Replenishing table appointments



Self-Check .3	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Answer the following questions

1. List down the check list of Replenishing Condiments and table appointments (5 marks)

Note: Satisfactory rating – 5 and 5 points Unsatisfactory - below 5 and 5 points

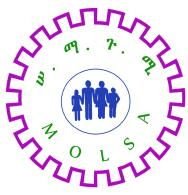
You can ask you teacher for the copy of the correct answers.

Answer Sheet

Name: _____

Date: _____

1. -----



Operation Sheet 1.

Cleaning and wiping dining area Procedures

The procedures of Cleaning and wiping dining area Procedures

Step.1 : wear uniform

Step.2: clear soiled plate and cutlery.

Step.3: clear the dirty glass.

step.4: Clear debris from the upper plate.

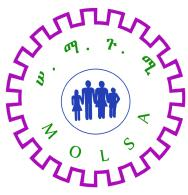
Step.5: Clear joint and side plates in one journey

Step. 6. Segregate the soiled items /cutlery, chain wares and glass/

Step 7. Transport to washing area

Step 8. Wash and polish each item

Step 9. Store in appropriate place

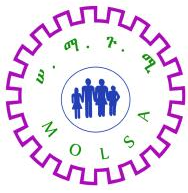


Operation Sheet 2

Replenishing Condiments and table appointments

1. Steps in Replenishing Condiments and table appointments

- Thoroughly clean all equipment, jiggers, optics etc..
- Wash all table mats and dining area, remove table menus and clean
- Refrigerate any soft drinks
- Discard or store garnishes in the fridge (Do not leave milk in fridge).
- Remove all spouts from table and clean
- Wipe down all bottles with a damp cloth.
- Empty ice bucket and wash
- Clean all stainless steel surfaces thoroughly
- Ensure all glasses, plates and cutlery's are clean and replace in correct place
- Check the stock levels and ensures they are fully stocked and all facing the same direction
- Switch off fridge lights, lock wine fridge
- Clean coffee machine, clean steam injector, empty knocking box and drip tray.
- Replenish coffee cups on top of coffee machine
- Drain and rinse out glass washers clean sink
- Top up all species bottles
- Once all these jobs are completed then
- Empty all bins and bottles bins (rinse out)



LAP Test	Practical Demonstration
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Name: _____ Date: _____

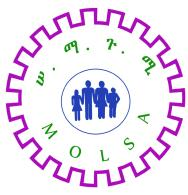
Time started: _____ Time finished: _____

Instructions: Given necessary templates, tools and materials you are required to perform the following tasks within 2 hour.

Task1. Remove Leftover food and used utensils and cutlery from the dining table.

Task1 clean and wipe Dining area of excess moisture.

Task1 replenish Condiments and table appointments as necessary.



Reference sources :-

<https://www.youtube.com/watch?v=6Y7p2DSw6Oo>

<https://www.youtube.com/watch?v=Q1HS0spyYPk>

<https://www.youtube.com/watch?v=2q8m0v0SEMA>

<https://www.youtube.com/watch?v=A8BDzQK4zok>

https://www.youtube.com/watch?v=XOY6-rM49_w

<https://www.youtube.com/watch?v=UQ53MK19rnE&t=72s>

<https://www.youtube.com/watch?v=5TSgLoFhxXg>

<https://www.youtube.com/watch?v=K5T42WfUcnM>

<https://www.youtube.com/watch?v=tZjMXRRfM6s>

<https://www.youtube.com/watch?v=6Y7p2DSw6Oo>

https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_preparing_the_table.htm