**Subject Title : FOOD SERVICE MANAGEMENT-II**

**Subject Code : 16SCCND9**

**UNIT - I**

1. **FOOD SERVICE SYSTEMS**

**What is food service system?**

 A food serving system for delivering prepared meals to locations remote from the point of preparation.

**characteristic** of the four systems is the degree of processing of the foods, which may vary from little or no processing prior to purchase of the foods to completely prepared foods ready for service.

**Types of Food Service Systems** There are basically 4 types of food service systems—conventional, commissary, ready prepared and assembly/serve.

**Food service system differs generally in operation**

**Reasons are,**

* Where the food is prepared
* Where it is served
* Time span between preparation & service
* Forms of food purchased
* Methods of holding prepared foods
* Amount and kind of labour & equipment required
* **Conventional (Cook to Serve)**

• Many restaurants, cafeterias

• Foods are purchased, transformed into final products for service and **held at serving temperature** until served

• Production and service occur **on same premises**

• Many foods purchased raw/unfinished state, although some convenience items used

• Menu items prepared as close to service time as possible

• **Traditionally** has been the most widely used system

* ***• Advantages*** – **Food quality** can be high (depends upon time held—usually only 1-2 hours) – Any food can be produced if it can be held as serving temp for short time

• ***Disadvantages* – Less time** flexibility – More labor, unevenly distributed work load – Limit to how long you can hold the food

* **Commissary (Satellite)**

• School systems, airline catering

• **Foods are purchased and produced in large** central production kitchen

• Delivered in bulk to satellite/remote serving areas for final production and service (frozen, chilled or hot)

• Most items completely prepared from raw state in central facility

• Best when large volumes are being prepared

Commissary (Satellite)•***Advantages*** – **Cost savings** from lower food cost and lack of equipment duplication – Decreased labor costs – Limited peaks and valley is work load – Uniform products – Do not have to cook at meal time

Commissary (Satellite**)• *Disadvantages***– **Food safety** is a concern (holding and transporting) – Quality can deteriorate during holding; some items don’t hold well – Reliable transportation method needed – Requires a large kitchen; does not pay for itself unless preparing large quantities

* **Ready Prepared (Cook/Chill or Cook/Freeze)**

• Many foodservice operations use along with others

• **Foods are prepared on the premises and then chilled or frozen for later use**

• May be chilled/frozen in bulk or in individual portions

• Chilled foods must be used within 102 days; frozen foods can last up to several months

• Hot foods undergo two heating periods; adjustments in cooking times

Ready Prepared (Cook/Chill or Cook/Freeze)• ***Advantages*** – **Workload is even**ed out; can **prepare foods during down time** – Variety may be increased with large inventory of chilled or frozen items – Can transport food easier than hot – Can hold foods for longer than hot

Ready Prepared (Cook/Chill or Cook/Freeze)• ***Disadvantages*** – **Large refrigerators/freezers needed** (high energy costs) – **Food safety** can be a problem – Some foods do not freeze or chill well – Quality may suffer during holding • Freezer burn • Textural changes • Separation of emulsions – Need reheating equipment – If power goes out, a lot of food can be lost

* **Convenience (Assembly-Serve)**

• **Already prepared foods are purchased and then assembled, heated and served**

• No food production required

• Can be purchased in bulk or individual portions

• Convenience stores, fast foods, special diets in hospitals

Convenience (Assembly-Serve***)• Advantages* –** **Less labor** and less skilled labor needed – Minimal investment in equipment – Can purchase preportioned items for a la carte menu – Portion control easier, less waste – Mostly an advantage for small foodservices

Convenience (Assembly-Serve***)• Disadvantages*** – **Menu items limited** by market availability – **Food cost substantially higher** **– Quality** may not be equivalent to fresh – A lot of freezer/refrigerator space needed

* Food Delivery Systems**• *Centralized Delivery-Service System***

 – Prepared foods portioned and assembled for individual meals at a central location in or adjacent to the main kitchen

 – Completed orders then transported and distributed to the customers – Fast food, restaurants, banquet services, hospitals, long-term care facilities

 – **Close supervision,** control of food quality and **portion size, less labor** required – Span required for service can be excessively long

* Food Delivery Systems• ***Decentralized Delivery****-Service Systems*

 – **Bulk quantities of prepared foods sent hot or cold to serving galleys or ward kitchens located throughout the facility**

 – **Reheating, portioning and meal assembly take place in remote locations**

– Dishes returned to central kitchen for washing

 – Facilities where there is a great distance between the kitchen and the consumer – Foods travel better in bulk than plated

 – Large hospitals, medical centers, school districts, hotels

1. **STYLES OF SERVICE**

**Types of Service**

1. **Gueridon Service**

* „„Elaborate service and offers great personal attention to the guest.
* „„Foods are brought to the dining area by gueridon trolly fitted with gas

 Burners in a raw or partially prepared manner and completed at the guest

 table side.

* „„Expensive menu items
* „„Need skilled waiters trained in filleting, carving and flaming the food.

**Cafeteria Service**

* „Quick and self service exists in industrial canteens, colleges, hospitals

 and hostels

* „„The guest may have coupons in advance and present them in the counter to

 choose the food items

* „„The food is served preplated with cutleries in the counter.
* „„High tables are provided to stand and eat.

**Counter Service**

* „„Food is displayed behind the counter for the guest to choose
* „„Tall stools are placed along a counter for the guests to sit and eat.

 **Mobile Pantries**

* „„Catering vans are parked in central areas outside educational institutions,

offices and on roadsides.

* It has lower fixed cost and offer meals at lower prices to customers.
* „„Large hotels install mechanized dispensing units in rooms, which will

eject preplated food and beverages for guest consumption.

**Grill Room Service**

* „„Non-vegetarian foods such as meat, chicken and fish are displayed behind

a counter

* „„The guest can choose his / her exact cut of meat, grilled and served preplated

**Room Service**

* „„Serving of food and beverages to the room as small or major orders.
* „„Room service orders are received by the waiters and transmits to the kitchen.
* „„Waiter prepares his tray or trolly and delivered to the guests in the rooms

**Buffet Service**

* „„A self-service, where food and beverages is displayed in chafing

dishes on tables which are simple to very elaborate varieties

* „„For sit down buffet service, tables are laid with crockery and cutlery
* „„Special attention and planning are required for buffet layout.

**Take away service**

* „„Orders are received either over the counter, drive way, website or mobile app.
* „„Payments are either made in advance via online payments or paid at the time

of pick up.

* „„Automated vending machine is also used for this type of service.

 **Robotic Service**

* „„Robots are used in big hotels for food preparation and service
* „„Guests make the order on the touch screen, which is sent to the robotic arm

processors.

* „„The order is then prepared by the robotic arm and served through robots

or waiters.

* „„Smart phones with the hotels mobile application installed are also used for

placing the orders.

**Style of Service**

Food service has a number of different styles of service. It should be selected based on the type of food being served and the place of the restaurant. There are various methods in which the service of the food can be done on the

guest table.

**English Service**

* „Referred as host / butler service.
* „„The most hospitable form of service done by a single waiter because he serves every course in the menu.
* „„Food is brought on platters by the host and he portions the food in to the guest

plate directly from left.

**French Service**

* „„Elaborate, most labour intensive and expensive service.
* „„High priced food items are served to the guest with great deal of attention.
* „„Semi prepared / unprepared food items are carried on heavy platters on a

gueridon and completed at a side table in front of the guests.

* „„All foods are served and cleared from the right side of the guest.

 **Silver Service**

* „„Food is presented in silverware with elaborate dressing.
* „„Cover is layed with sterling silverware.
* „„Food is portioned into silver platters of the kitchen and completed in front of the

guests at the side board.

* „„Waiter present the dish to the host approval and serve from the left..

**American Service**

* „„Preplated service, where the prepreparation of food is completed in the kitchen except for the salad and the bread and butter.
* „„The portion is determined by the chef and the accompaniments are also served with the dish.
* „„The meal is served and garnished on one plate.
* „„Requires less labour and quick service.

**Russian Service**

* „„Food is fully prepared and portioned in the kitchen and arranged on silver platters.
* „„The waiter shows the platter to the guest as a polite gesture and serves the food.

**Chinese Service**

* „„Lazy Susan is a common feature at the centre of large tables, to facilitate passing

of serving dishes.

* „„A basic place-setting consists of a small tea cup, a large plate with a small empty rice bowl, a set of chopsticks on the right and a spoon.
* „„All the dishes for a course are placed around the Lazy Susan.
* „„The dishes are served to the guest of honor first and then related clockwise around

the table for the others.

 **Italian Service**

* „„Italians serve white wine with fish, seafood and pasta, red wine with meat.
* „„Italian portion sizes are smaller but it is healthier.
* „Italians do not switch knives. The knife remains in the right hand and the fork

remains in the left.

* „„When the meal is finished, the knife and fork are laid parallel to each other across

the right side of the plate, with the tines of the fork facing downward.

**Japanese Service**

* „„Service is associated with standard customs and language.
* „„Waiters should speak a polite form of respectful language called ‘keigs’.
* „„Dinner is usually served with free glass of water or tea.
* „„Chopsticks are not already set, the customer can find in a box on the table.

 **Continental Style of Service**

* „„It is a more graceful way of eating, but it does take practice.
* „„The fork stays in the left hand, with the tines pointed down and the knife is hold

by the right hand.

* „„Food is speared by the fork and eaten.
* „„In between bites (resting position), the knife and fork are crossed in the centre of

the plate, fork tines pointed down.

* „„“I am finished” position is that the knife and fork are placed side by side on the

right side of the plate.

1. **MENU**

**Meaning of the word menu**

The word menu is a French word, derived from the Latin word *‘minutes’* which means

small or minute details (pertaining to any subject in this case - minute details of the meal).

The word menu literally means ‘Bill of Fare’ (to be fed) in English.

 **HISTORY**

There are two stories which claim to be the origin of menu card. The first story is about ‘Count Hugo de Montfort’, at a dinner in 1498 was noticed to have a piece of written parchment (skin of sheep or goat prepared for writing) with him near his plate. When

he was consulted he said he had ordered the chef to write on it the various dishes that were being sent from the kitchen.

The other story is about the ‘Duke Henry of Brunswick’ in 1541, who was seen to have

a sheet of paper by his side when he was giving a banquet, to which he occasionally

referred. When asked, he answered that it was a ‘program’ of what they were eating and

it helped him to reserve his appetite for those dishes he liked very much.

Then came the idea of providing a ‘bill of fare’ by the year 1571. The bill of fare was

a working menu which provided the instructions to the kitchen staff about the order in

which the various dishes (or courses) should succeed one after the other at a great dinner.

These were written on gaudily ornamented large cards.

The individual menu, as we know it today, came into use in the early 19th century. It

was customary to show enormous posters on the doors and outside walls of restaurants.

Once the individual menu cards came into being, every effort was made to make it more

artistic and elaborate. Best artists were hired for the purpose.

The menu cards need not be made from paper only. Plastics, cloth and other materials

etc. are also being used; and typing, embossing, printing etc. too are also being done.

**III. Importance of menus**

Menu can be very plain or simple or very elaborate according to the type of business,

occasion etc. The menu can tell the customer about the kind of restaurant he is eating in

and from it he gains his first impressions of the restaurant. If the first impression is not

good, it is very difficult to correct them afterwards, and conversely if the menu creates

an impression that there is some good food to come then already everything is in favour

of the restaurant for the patrons. Sensory signals will tell him/her that there is an eating

out experience that starts off in an enjoyable note.

**i) C lasses of Menu:** There are two classes of menus:-

a) A la’ Carte

b) Table d’ hote.

**a) A la’ Carte:** This French term translates as *‘from the card’* An *ala carte menu* is

one in which each individual item is listed separately with its price. The customer makes

selections from the various courses and side dishes to make up a meal. He can choose

from the card as many or as few dishes as one desires. Dishes are cooked to order and the customer is expected to wait while the dish is so cooked. The term ‘a la carte’ is also used to refer to cooking to order, as opposed to cooking ahead in large batches. The portion sizes are normally larger than table d’ hote.

The portions sizes are normally specified.

**b) T able d’ hote:** Originally meant a fixed menu with no choices- like a meal you would

be served if you were invited to some one’s home for lunch/dinner. The French term

table d’ hote means “host’s table”.

Banquet menus are examples of this kind of menu.

Table d’ hotel has also come to refer to a menu that offers a selection of Complete meals

at given prices. In other words, a customer may choose dishes plus other courses such

as appetizer, salad and dessert. There is a single ‘package price’ for each full meal

selection.

In short, table d’ hotel is a set menu with a choice within each course- and charged at a

set price, whether or not the full menu is consumed. This type of meal is usually cooked

in advance and in large quantities.

Many restaurants use a combination of ala carte and table d’ hotel selections. For example a steak house may include salad, potato, vegetable and beverage, with the entrée choice

while additional dishes like appetizers and desserts may be offered at extra cost.

**IV. Static and Cyclic Menus**

A static menu is one that offers the same dishes every day. These menus are used in

restaurants and other establishment where the clientele changes daily or where there are

enough items listed on the menu to offer sufficient variety.

A cyclic menu is one that changes every day for a certain period, after this period the

daily menus repeat, in the same order, for example, a seven day cyclic menu will have

a different menu every day for a week and will repeat each week. This kind of menu is

used in such operations as school and hospitals where the number of choices must be kept

small. The cyclic menu is a way of offering variety to the repeated clientele.

Some restaurants use a menu that is part cyclic and part static. This means that they have

a basic menu of foods prepared every day, plus repeated series of daily specials to offer

more variety without putting too much strain on the kitchen staff.

**V. FUNCTIONS OF A MENU**

Menu is the backbone of the hotel. It gives the basic structure on which the other aspects

can be planned. It also gives the operating needs for the hotel organization i.e. it dictates

what must be done and how it must be done. It is the key focal point of the entire

operation, In terms of selling it is very often, the best salesman in food service.

Menu is a concise, accurate and complete statement or list of all the items or dishes of

the meal to be served or offered for sale for the customer and at the same time is hidden

a list of tasks (jobs) to be carried out by the hotel staff.

The menu tells (the hotel staff) the following:-

1) The food or grocery items to be purchased.

2) The staff requirement of the hotel, skilled/unskilled etc.

3) The equipments needed for the production and service.

4) The facility, layout and space requirements of the hotel (kitchen, restaurant, etc.)

5) The facilities required in the services area or restaurant and its seating capacity etc.

6) The total sales and profit that can be achieved by the establishment.

7) The décor and design of the restaurant.

8) Establishment of the cost control procedures.

9) The financial success and popularity of the establishment.

**VI. Principles OF MENU PLANNING**

It is the term used to denote the planning in advance of a dietary pattern for a given period of time. By planning a menu we can come to know what are the food stuffs that we are going to consume and in what form at scheduled meal times such as breakfast, lunch, tea, dinner etc. Menu planning is an art. It is compiled (collected from) rather than written. Essentials of menu compilation are to provide:-

a) A complete, concise and accurate statement of the meal to be served.

b) A balanced meal so as to ensure proper and appropriate colors and ingredients which

should be in proper order.

c) A meal well planned so that it may be correctly served.

d) A meal carefully priced to provide the appropriate ratio of profit.

While this is all very true, there are lots more factors to be taken into account when this

task has to be accomplished.

**VII. Writing Menu**

It is an art to the imagination and creativity of the people involved in writing it. The

names of the dishes should be written in proper sequence of courses. Each dish

should have one or two line description underneath the name to elaborate the special

features of the dish. It can include the type of cuisine, ingredients used, cooking

technique used, garnishes and accompaniments used and the final presentation or

appearance it will have after the cooking. This enables the guests to order as per

their choice and want. This also creates a fair idea of the dish in the mind of the

guests, minimize the chances of confusion about the dishes and satisfies them. The font

size and color of the letters should be bold enough so that its easy to read. The menu card

should also have information about related to the charges levied apart from the price of

the dish e.g. Taxes charged with rate, service charged with rate etc. Remember-'Menu

Card is a silent sales person working for the organization and its profits'.

In order to make optimum utilization of the food following should be taken into

accounts:

A) **Use all edible trimmings:** If establishment is using only portion control meats, poultry and fish and only frozen and canned vegetables, there will be no trimmings and waste. But if fresh available ingredients are used, during processing it will give away trimmings which is edible trim. You can either throw it away and call it a loss, or you can use it. Plan recipes that can utilize these trimmings and put them on the menu for example, use small meat scraps for soups, chopped meat pates, creamed dishes, croquettes etc. use

large meat soups, use vegetables trimmings for purees, soups, stews, stocks, fillings for

omelet and crepes, use day old breads for stuffing, crumb, French toast, croutons, meat

extender, etc.

B) Do not add an item to the menu unless you can use the trimmings: For e.g. do not put

chateau potatoes on your menu unless you also plan to serve an item that uses trimmings

such as creamed potatoes or croquettes.

C) Plain production to avoid leftovers: The best way to use up leftovers is not to create

them in the first place. Handling food twice, once as a fresh item and once as a leftover,

is more expensive and time consuming than using it once. Also, handling twice almost

always result in a product of inferior quality.

D) Plan ahead for accurate production: Careful planning will result in minimum leftovers

However, some amount of leftovers are almost inevitable to avoid running short of

portions. Whenever you put an item on the menu that could become a left over, you

should have a recipe ready that will use the leftovers, according to proper hygienic

disposal and sanitary procedures.

E) Eliminate “minimum use” perishable ingredients: Minimum use ingredients are those

that are used in one or two items on your menu. For example, chicken breast topped with

sautéed mushrooms but do not use perishable, the result is a high percentage of waste

or spoilage. This can be remedied by changing the recipe to eliminate the minimum use

ingredient, eliminate the item from the menu, add other items to the menu using the

ingredient in too many dishes. Try to avoid both extremes.

Menu planning is an art systematically planned rather than written. Since menu is the

backbone of the hotel, it gives the operating needs for the hotel organization that is it

dictates what must be done and how it must be done. It is the key local point of the entire

operation and in terms of selling it is very often the best salesman in food service.

**Review Questions**

(1) Classify menu and explain in detail.

(2) Differentiate between static menu and cyclic menu.

(3) Give the essentials of menu compilation.

(4) Explain five factors be kept in mind while planning a menu.

(5) What precaution should be taken to make optimum utilizaion of the food.