

BHARATH COLLEGE OF SCIENCE  
AND MANAGEMENT,  
THANJAVUR - 05

DEPARTMENT OF HOTEL MANAGEMENT

Sub : FOOD AND BEVERAGE SERVICE

Sub Code : 16SCCHM2

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## Food & Beverage Service - I

unit : I

Introduction to Food & Beverage Service

1. Introduction And Evolution of Hotel Industry.
2. Different Types of Catering Establishments
  - a. Commercial
  - b. Non-Commercial
3. Different outlets of F&B Service  
Coffee Shop, Restaurant, bar, room service.  
Discotheque, Barbeque, Night clubs, banquets.  
outdoor catering.
4. Staff Hierarchy of F&B outlets.
  - a. Duties and responsibilities of each level of staff.
  - b. Attributes of service personnel.
  - c. Safety, hygiene, and attitudes.  
(Positive & negative)
5. Inter Departmental Relation Ship!
  - a. Co-operation and co-ordination.

Unit : II.

Restaurant Operations :

✓ Service Equipments :

a. Cutlery, Crockery, and glass ware  
(dimensions and uses)

b. Special table ware (asparagus tongs,  
corn on the cob holder, snail tongs,  
snail dish, lobster pick, caviar knife  
nut cracker, grape scissors.)

c. Silver ware

d. Silver cleaning methods

(i. Burnishing ii. Polivit iii. Silver tip.  
iv. Plate Powder)

2. Covers :

✓ a. Definition and size

b. Size of table clothes, baize, serviettes,  
nappeons, and their uses.

c. Rules for laying a table.

3. Mise-en-place & Mise-en-scene.

4. Types of service.

a. English b. Silver c. Russian d. American &  
e. Others.

5. Food Service.

a. Rules for waiting at a table (receiving, order taking, service settlement.)

b. Operation of K.O.T

c. Significance of kitchen, stewarding.

unit: iii

Ancillary Departments:

1. Still Room.

2. Plate Room.

3. Pantry.

4. Hot section.

5. Significance of kitchen stewarding.

unit: iv

Menu And Menu planning.

1. Definition

2. Types of Menus

a. A la Carte

b. Table d' hote

c. Banquet menu

3. Types of meals.

Break fast, brunch, lunch, dinner, Supper

4. French classical Menu.

11 courses and its accompaniments, cover, service.

## 5. Menu planning

- a. Points to be considered while planning a menu
- b. Menu Engineering.

unit - v

### Non-Alcoholic Beverages.

- a. Stimulating
- b. Refreshing.
- c. Nourishing.

Tobacco.

- a. Cigar
- b. Cigarette.
- c. Pipe tobacco
- d. Chewing tobacco.

Reference Books:

1. Modern Restaurant Service - John Fuller.
2. Food & Beverage service - Lilliecrap & John Cousins.
3. Food & Beverage Service Training Manual - Sudhir Andrews (Tata M.C. Graw Hill Publications)
4. Food & Beverage Service - Vijay Dhawan.

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## Food & Beverage Service Practical - I

### Practicals :


1. Identification of cutlery, Crockery and Glass ware.
2. Laying and Relaying of Table Cloth.
3. Laying of cover (Breakfast, Ala Carte and Table d' hote.)
4. Service of Food, Tea and Coffee.
  - a. Receiving the guest.
  - b. Presenting the menu card.
  - c. Taking order.
  - d. Service of food course by course and clearance.
  - e. Raising K.O.T
  - f. Presentation of bill.

### N.B :

The above practical syllabus is common for semester - I & II.

Unit : I.

Introduction & Evolution of Hotel Industry.

Hotel :- 2m  


Hotel is a place which provides food & Accomodation for these people who are willing to pay for the facilities provided and are in a good condition to be received.

Evolution of Hotel Industry:

The hotel industry is one of the oldest commercial Endeavours in the world.

In older days people lived in caves and deep forests. Then they found themselves to produce food by Agriculture. As a result of this people started to settle down on river basins. Then due to overpopulation, the food which they produced became in-sufficient for those people. So they move from one place to another place. In the mean time Religious aspects were also development.

Necessity of Hotels:

They may be many more reasons for the movement of people from one place to another. Some of them are as follows.

- \* In search of food.
- \* Due to increase of population.
- \* Lack of proper shelter.
- \* Due to Inquisitive character of men.
- \* To increase Business.
- \* In need of Education.
- \* In search of Job to check unemployment.
- \* In order to spend their leisure time and due to development of Tourism.

Thus because of all these reasons people started moving from one place to another. At the time of journey they need rest. Thus there came the necessity of hotels.

#### Evolution:

The first Inns go way back to the sixth century. The earliest Inns were provided by the husband & wife teams who provide large halls for travellers to make their own beds and sleep on the floor. The entire looking, service and recreation were provided by the husband & wife team & their family. After several hundred years the Industrial revolution in England brought some new ideas and progress in the business of Innkeeping. It was in Europe



that organised hotel industry took place in the shape of chalets & small hotels.

These growth of hotel industry has been classified into following periods.

They are.

6<sup>th</sup> & 7<sup>th</sup> century (600 A.D to 700 A.D)

In these days people moved for the sake of religious aspects. In order to spread their religion, language, culture etc. People moved in large numbers from one place to other.

The Birth of hotels took place in the form of monasteries, Dharmasalas and chatrams. In these places pilgrimages and priests were given food and accomodation at free of cost. These places served a strong religious purpose.

12<sup>th</sup> & 14<sup>th</sup> century (1300 A.D to 1400 A.D)

At this time of the period people started moving for Business purpose from different parts of the world. At this time food & accomodation were given for price. And because of all these things Inns and lodging houses were built.

16<sup>th</sup> & 17<sup>th</sup> century (1600 A.D to 1700 A.D)

At this time, this generation had a

golden time, that is "The invention of wheel" took place. Coaches, Carriages and cabs were introduced. Due to this, people started moving in very large numbers from one place to another. Then came the need of restaurants.

In the year 1650. A French man called "pascal" established a cafe restaurant called "cafe de paris" at paris which ran for whole commercial purpose.

18<sup>th</sup> century (1800 A.D)

The first fully modernised hotel was built in New York named as city hotel in the year 1794. At this time Railway Transportation was invented and this also helped in the development of hotel industry.

19<sup>th</sup> century (1900 A.D)

In this period the hotel industry had a great development due to fast development of Business. Because of the invention of Aeroplanes and ships luxury hotels were developed. The first luxury hotel was built by "cesar Ritz" which was named as "Ritz Hotel" at Paris and London. Some of the finest hotels were built in this period.

20<sup>th</sup> century: (2000 A.D)

The Real boom in hotel industry came in this period. Sophisticated hotels were built in large numbers and computers are in action then. It involved big investments & trained professionals to manage the business successfully. Mr. E.M. Statler invented the concept of chain operations. International chains could provide the expertise, technology & marketing which the individuals could not provide.

Thus individuals merge their hotels with large international chains such as Sheratons, Hiltons, Hyatt, Holiday Inn etc.

In 1930, the hotel industry had a huge depression which had a disastrous effect. It felt that industry would never recover. But the outbreak of world war II brought a tremendous upsurge. India's Oberoi hotels Ltd had a upsurge at this period.

In 20<sup>th</sup> century hotels guest was not even allowed to hurt himself. Today's hotel caters to all needs of a guest.

Conclusion:

Thus the hotel industry had a rapid growth with the help of science and technology. This industry helps the country by providing a lot of foreign exchange & locates itself in one of the most glamorous and successful industry.

1.2 classification of F&B operations:

catering industry can be divided into two main sectors. They are

- i. commercial sector (profit oriented)
- ii. non-commercial sector (welfare oriented)

i. <sup>2m</sup> commercial sector:

(The main motto of this sector is profit making. Usually hotels, Guest houses, Restaurants, snack bars, Air caterings, Discotheques, Pubs, Parlours, Fast Food services etc. comes under this sector.)

Usually Trained people work in these sectors)

ii. <sup>2m</sup> non-commercial sector:

(The main motto of this sector is for the welfare of the people. This sector includes school food services, universities, colleges, Religious caterings, Armed Forces etc. These are not profit oriented.)

Commercial sector: <sup>10m</sup>

Hotel:

Hotel may be large, medium or small. usually they are situated in the cities, and their motive is to earn profit, by offering food, accomotion and other services.

Motels & Floatels:

Motels derived from the word motor hotel which originated in the highways of U.S.A. They provide food, accommodation & vehicle service.

Floatels are floating hotels normally used by people for leisure purpose.

Resorts:

These are situated in hill stations, beaches, and other tourist places. They also provide recreational facilities like tennis court, golf court, indoor games, etc.

Discotheque:

They are opened in the night time only. people can have drinks & some snacks. They provide music & dance to their guests.

Fast foods:

In this type of food is cooked on the spot. Food can be eaten on the spot or they can take it to home. very less staffs are used. usage of cutlery & crockery but the services are fast.

Flight catering (or) Air catering:

Provision of food & beverage in the flights. for the passengers. All the food &

beverages are pre packed. Choices are limited.

### Cruise - liners:

Catering in cruise liners are almost similar to large five-star hotels. Raw materials are stocked in the ships. When they come to the harbours, staff brigade are large which includes F&B managers to the beginners.

### Railway catering:

Provision of food & beverage in the railways. The space in the coach are limited. Most of food are picked up in the en-route station and also made in the pantry car.

### Snack bar / kiosks / pubs / parlours.

They provide refreshments, hot & cold beverages, some snacks, ice-creams, etc. usually self-service.

### Non-commercial service: (sector) ✓ 5m

#### (i) Industrial catering:

This was introduced by Robert Owen. He is known as the father of industrial catering. Normally given at subsidised rates. Counter services are provided. Some companies offer free food to their staffs.

## ii. Institutional catering:

It is found that the school food service was established in 1894 in England by Mr. Victor bugs. The aim of such food service programme is to offer nutritionally adequate food to the students. The objectives of the service are:

- i. Promotion of health and nutrition education in all levels.
- ii. Promotion of food habitation.
- iii. Development of good habits, for the society

## iii. Noon - meal services:

Many Charity institutions, some schools offer noon - meal service.

## iv. Armed Force catering:

Provision of food & beverage to the people working in defence forces like Army, Navy, Air forces etc.

Orphanages, Charitable institutions, prison etc. are also provide catering facilities which comes under non-commercial sector.)



### 1.3. Outlets of F&B service.

Any hotel has two main Revenue Earning departments. They are

- i. Rooms division
- ii. F&B division.

Any large hotel has many F&B outlets for the convention and satisfaction of the guest.

#### i. Restaurant:

Normally opens for lunch and dinner only. All types of food are served here. It is also called as "Multi-cuisine Restaurant". The atmosphere formed here is with dim-lighting, wall to wall carpeting, centralised A/c, Channel or live music etc. Mostly silver service method followed with A la carte menu.

Some restaurant also offers Table d'hote menu. for their guest. This restaurant is managed by the restaurant manager and his team of staffs. The size and number of covers of the restaurant differs according to the hotels size.

## ii. Speciality Restaurant:

Some hotels will have Speciality Restaurant in addition to the main restaurant. Normally opens for lunch and dinner. The atmosphere is formed according to the theme of the restaurant. The food which they serve will also have a theme like Chinese, Mexican, Thai, Italian etc. They serve a la carte menu here. This restaurant will also be taken care by the manager and his team of staffs.

## iii. Bar:

This outlet serves both alcoholic and non-alcoholic beverages. Normally opens at 11 AM and closes at around 12 P.M. They also serve some cigarettes, cigars and some snacks. Bar-manager and his team will take care of this outlet. Live music or channel music are also offered.

## iv. Room service:

This outlet offers more

Personalised service to the guest. Normally works round the clock. The food order is taken by the room service order taker and the food is served by the waiters. The room service order taker plays an important role in selling of food and beverages. Menu cards will be placed in all rooms.

#### v. Banquets :

The Banquet is the largest revenue-earning department of F&B service. It consists of conference halls, board rooms, wedding halls etc. Normally Buffet service is followed. According to the type of function the settings will change. Banquet manager is the head of the department and he will have a Banquet sales assistant who helps in the Banquet sales. As the department has no continuous operation through out the year most of the service people are casuals.

#### vi. Bar-be-cue :

Bar-be-cue or open air restaurants will be on the terrace

level or in the lawn. The food which served here are mostly grilled or finished in front of the guest. normally opens only at dinner time. Some restaurant offers light music also.

vii. Coffee Shop : ✓

This is one of the major and fastest selling outlet in the F&B service department. It is opened round the clock. This concept is borrowed from U.S.A. and distinguished by its quick service.

Table and cover layouts are less elaborate and have basic essentials only. normally located nearby or over looking the swimming pool. Type of menu is a la carte. The type of food depends on the time of the day (Breakfast, Snacks, lunch, dinner). Alcoholic beverages are picked up from the dispense bar.

viii. Discotheque : ✓

A restaurant which is principally meant for dancing to recorded music. A live band may also perform. An essential part of this is bar and food offered consists mainly of snacks.

ix. Night Club:

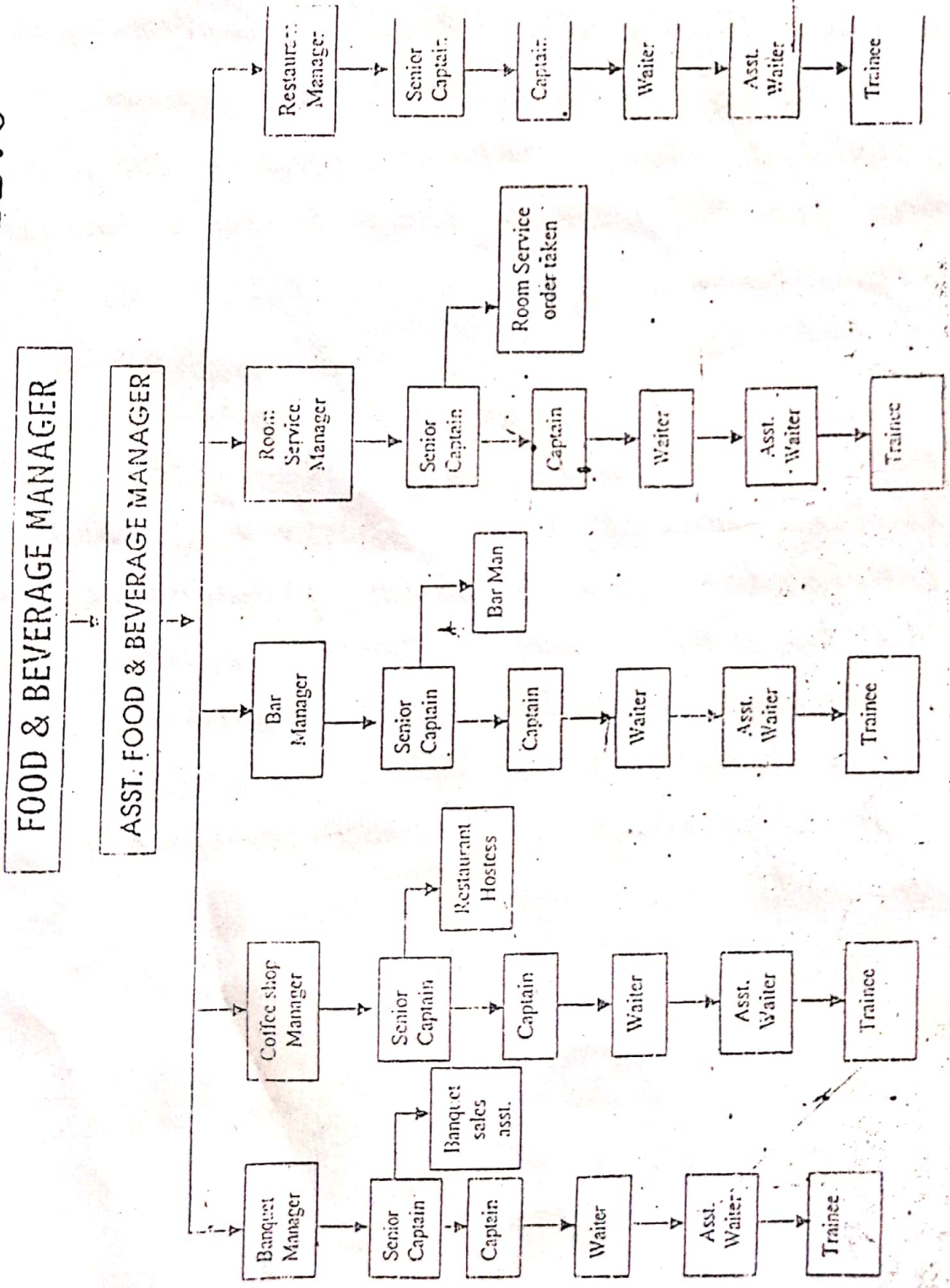
Principally opens at night for dinner, dance, and cabarets. A dispense bar is always provided. Decor is lavish and the service is elaborate. A live-band is also provided. Most establishments insists on formal wear so as to enhance the atmosphere.

x. Outdoor catering:

This means catering to a large number of people at a venue of their choice. Hotels, Restaurants & catering contractors meet this growing demand. The type of food and set up depends entirely upon the price agreed. Outdoor catering includes catering for functions such as marriages parties and conventions.

4.4 Staff Hierarchy of F & B Outlets.  
a. Duties and responsibilities of each level of Staff.

**STAFF HIERARCHY OF F & B OUTLETS**



i. Food & Beverage Manager:

a. Food & Beverage manager is responsible preparing the budget for the department.

b. The food & Beverage manager should have quality control in terms of efficiency in all the service areas.

c. He is responsible for recruitment, promotion, transfers and dismissals in the department.

ii. Assistant F&B Manager:

a. Assisting sections heads during busy times.

b. taking charge of an outlet manager when an outlet manager is on leave.

c. Setting duty schedules for all outlet managers and monitoring their performance.

d. Running the department independently in the absence of the food and beverage manager.

iii. Restaurant manager (or) Director of Restaurant:

a. He is responsible for the service inside the restaurant.

b. He is responsible for the marketing and the sales.

c. He prepares the daily menu (table d'hôte) in a consultation with the chef.

d. He prices the menu and also makes arrangement for large banquet and private parties.

e. It is the duty of the restaurant manager that to inform various staff about their responsibility.

f. During the period of service he could also supervise the staff in service.

g. He should make sure that the standard recipes are followed, and the proper portions is served to every guest.

h. He should engage skilled staff, so that the restaurant runs smoothly.

i. He should be able to handle the complaints both from the guest and the staff. In general the restaurant manager is completely in charge of all the activities of the restaurant.

#### iv. Room Service Manager:

a. Room service manager checks that the service rendered to the guest conforms to the standards set by the hotel.



b. He monitors all operational aspects of the outlets such as services, billing, duty charts, leave and absentism in addition to guest complaints regarding food and service.

c. The room service manager should ensure co-ordinating among the room service outlets between the captain and the waiters.

d. Maintain the standard service.

#### v. Banquet Manager:

a. From the time the bookings are done till the guest settles the bill, the banquet manager is in charge of all areas of banquet and the conference operations.

b. He supervises the work of the banquet sales assistant who do the banquet bookings and the captains and waiters who perform the service activities under his guidance.

c. The banquet manager projects the banquet of the banquets and the work is in close co-ordination with the chef in setting menus.

vi. Head waiter (or) senior Captain (or) Maitre d'hotel

a. In the absence of the restaurant manager the maitre d'hotel is completely incharge for the functioning of the restaurant.

b. He supervises the service completely.

c. He should have a good personality and it is his responsibility to receive the guest with pleasing manners and a good pleasant smile.

d. He must be a good organiser and a diplomat.

e. Sometimes he takes order from the guest and give to the station waiter.

f. His duty is also to see that the staff are properly dressed and well groomed.

g. He should be also give proper instruction before the service.

h. The maitre d'hotel should have complete knowledge about wine, tobacco, liquor, and should also know about their service.

i. He should see that each and every guest is attended and served properly.

Mathur

j. It is also the duty of the maitred d'hotel to see that the reservation tent cards must put on the table.

vii. Station waiter (or) Captain (or) Chef DE Rang:

a. He is in charge of the range (or) group of five table to see approximately twenty covers.

b. He is responsible for taking order from the guest and providing proper service of each dish in the right sequence.

c. He should be efficient and he should know what is ordered by whom.

d. In some restaurant it is also the duty of the station waiter to take the guest to the table and present the menu card and take order.

e. In first class restaurant it is the duty of the station waiter to carve and flame before the guest.

viii. waiter (or) Garçon:

a. He places the order in the kitchen and collects the food from the kitchen when it is ready. He carries the food to the restaurant and service to the guest.

b. He should check and wipe the glass, cutlery and crockery.

c. He should prepare a perfect mise-en-place by checking the side board or in the dummy waiter.

d. He is responsible for the checks and he should see that every bill is cashed and signed.

e. It is the duty of the waiter to make sure that every dish is served properly and served with proper accompaniment and garnish.

f. It is also the duty of the waiter to see that every table is cleared properly and relaid immediately as soon as the guest leaves.

ix. Assistant waiter (or) Commis - DE - Rang :

a. He takes care of the general cleanliness of the restaurant.

b. He takes always all the plates and unwanted dishes from the restaurant to pantry.

c. It is the duty of the assistant waiter to fill up the side board with additional equipments as when needed.

d. He collects the cutlery, crockery and glassware from the stewarding department and polishes them for service.

e. He helps the waiter in service of food and sometimes coffee or tea.

x. Wine waiter (or) Sommelier:

a. He must have a complete knowledge about wine and its origin. He should know which wine will accompany with which food, when to serve them, what temperature it should be served.

b. He should have a complete knowledge about the service of cigarettes and cigars.

c. He must have a complete knowledge of cocktails and formula should be at his finger tips.

xi. Trolley waiter:

He is an assistant waiter who is given the job of taking the trolley around inside the restaurant, to serve the food to guest.

xii. Trainee:

a. He is the new comer to the hotel. He holds the junior most level position and he generally carries dirty

plates and glasses to washing area.

b. Dusting and cleaning the restaurant is done by him.

### xiii. Room service waiter:

a. Room service waiter have look in the room service outlets, serving both food and beverage to guests in their rooms.

b. He sets the tray according to the food (or) beverage order, picks up the order when it is ready and serves it to the guest along with the check either for payment (or) signature.

### xiv. Room service order taker:

a. A room service order taker records all orders of food and beverage from a resident guest over the telephone.

b. She records the order on the kitchen order taker (K.O.T) and passes it to the captain.

c. The room service order taker is responsible for all communication between the guest and the staff of the room service outlet and hence should have good communication skills.

xiv. Hostess:

- a. She should report to the maid.
- b. She should receive the guest and take them to the table and seat them.
- c. She should see that the menu cards are given to the guest at all stages of the meal.
- d. At the end of the meal it is usually the duty of hostess to offer the Suparitraj.
- e. She also takes down the restaurant and attend the telephone calls.
- f. one of the duty of the hostess is to maintain back.
- g. It is also the duty of the hostess to maintain the visitors comment book.

xvi. Barman:

- a. Barman works behind the bar counter dispensing beverages and making cocktails.
- b. He should have pleasant manner, good communication skills and a sound knowledge of all beverages and wines.

### b. Attributes of Service - Personnel.

Waiters are necessary for the success and development of a hotel. It is important not to forget that waiters are the first person with whom the guest comes in contact inside the restaurant. A good name or a bad name for the restaurant depends largely on the skill, interest and the quality of the waiter. Special importance and great care is taken for the selection of service staff.

In view of important role the matter of waiter play. The service staff must have the following qualities.

#### i. Attain Sense of personal Grooming:

a. As the waiter comes in contact with food cleanliness and personal hygiene is important.

b. Finger nails must be cut short and hands must be washed frequently.

c. Keeping the body clean is also essential daily bath and shave is also necessary.

d. Hairs should be neatly trimmed and Shampooed

e. Men should avoid long hair.

f. Clean teeth and mouth is important a good



appearance.

g. Shoes should be well fitting and must be polished daily.

ii. Language proficiency:

a. A good knowledge of English is essential to deal with people.

b. An additional knowledge of french or german is essential not only for menu knowledge but also to guide tourist from Europe.

iii. Courteousness:

a. It is the sign of a good waiter to be courteous at all time, not only to the guest but also to his superiors.

b. While talking to the guest, the waiter should be polite and use the words like,

"I am sorry sir"

"Thank you sir"

"May I help you sir"

c. He should remember that the guest is always right.

iv. Honesty:

a. To be honest in the working place is very important.

b. Misleading the guest with wrong statements will lead to trouble.

c. The waiter must consider the hotel equipment and furniture as his own and take care of the property.

d. Taking food for own consumption is also a bad habit which has to be avoided.

#### v) Co-operative:

a. Co-operation with all staff is very important inside the restaurant for efficiency in service.

b. The waiter must co-operate with front office department, kitchen and the housekeeping department.

c. The waiter should consider himself as a member of team and work with co-operation.

#### vi. Diplomacy:

a. Very often there are situations when the guests are irritated for some reason.

The waiter should be tactful in dealing with such people.

b. Some times a drunk customer may make problems inside the restaurant with great diplomacy. The waiter should be a

position to handle the situation.

vii. Calmness:

a. Any waiter is constantly in touch with guest, therefore they come under heavy pressure. The demand for personalised service never comes to an end.

b. There may be a situation when the waiter has to serve twenty five to thirty guest at a time. The waiter should have a high degree of Tolerance for pressure of work and be calm at all time.

viii. Physical fitness:

a. Food and Beverage service requires the waiter to work for a long time.

b. The waiting staff should be physically and mentally alert to the duty inside the restaurant.

c. They should forget their personal problems and should not discuss it on duty.

d. When even they get some free time. They must take rest, so that they are fit enough for the work on the next six days.

e. The diet must be healthy and regular.

ix. Technical Skill:

a. A waiter must have the knowledge about the menu and food. So that he has the capacity to convince the guest.

b. He should be very sure that the different methods of service in different areas.

c. He should have a deep knowledge about wine, cigar, & liquor.

## 5. Inter Departmental Relation Ship.

### a. Co-operation and co-ordination.

A Restaurant depends largely on certain departments for effective functioning. Smooth co-ordination is important. A waiter must be fully aware of the role of each co-ordinating department. Though most departments mentioned below are applicable to a hotel.

### Kitchen:

The kitchen is the place food is prepared. While large kitchens may have distinctly different sections to deal with various aspects of food preparation, smaller kitchens may have different functions done by a single person.

### Butcher Shop:

Here raw meats are cut from whole sale cuts into smaller portions of given weight to that they are ready to cook.

### Garde Manger:

The section where cold dishes, such as hors d'oeuvres, cold meat platters, salads, galantines, plates are made.

Pantry:

Sandwiches, fruit platters, Juice & snacks.

Bakery:

Breads, bread-roll, croissants, brioches, cakes, pastries, muffins, cookies, Ice-creams.

Grill:

For all grilled items like steaks, fish, chops, etc.

Still Room:

Tea & coffee are brewed here. A still is a chamber in which water is continuously boiling. For tea service a waiter may fill the tea pot with tea leaves according to portions required and fill the pot with boiling water from the still. For coffee service where ground is brewed and instant coffee is placed in coffee pots to which water is added.

Kitchen Stewarding:

This department primarily controls the storage and issue of cutlery, crockery, holloware, china ware and glass ware to the restaurants and kitchens. The department is responsible for washing soiled service ware and subsequently furnishing clean items.

Bar:

The bar dispenses wines, liquor, spirits, Juices, de rated waters, cigars & cigarettes.

House keeping:

This department is responsible for clean lines, main tenance, and the aesthetic standards of a hotel. And the department is source for staff uniforms, linen & flowers

Cashier:

The cashier receives all cash and credit payments made for food and beverage sales in restaurant or bar.

Engineering:

This department is responsible for air-conditioning (or) heating, lighting, mechanical and electrical functioning, in the restaurant.

Front - office:

This is the central point where all checks or bills of hotel residents are collected and then recorded in their over all bill. The front office keeps a record of all guests residing in the hotel. waiter may contact this department for confirmation of guest name & room.

Stores:

A waiter can get supplies of proprietary sauces, pads, pencils, bottle-openers, or any other supplies. Large hotels would have separate stores. (Food stores, Beverage stores and perishable stores.)

~~for non-perishable supplies~~  
~~for perishable supplies~~  
non-perishable



Unit: II.

Restaurant Operations:

a. Cutlery, crockery and glass ware (dimensions and uses)

I. CHINA WARE

- \* Large plate 10"
- \* Soup plate 8.25"
- \* Half plate 8"
- \* Quarter plate 6 3/4"
- \* Fruit plate 9"
- \* Tea plate 7"
- \* Salad plate 600 ml (1 Pint)
- \* Coffee cup 150 ml 5-6 oz
- \* Demi tasse 3oz 1/8 Pint
- \* Tea cup 300 ml 1/2 Pint
- \* Breakfast cup 10 oz 1/2 Pint
- \* Milk jugs
- \* Cream jugs
- \* Coffee pots
- \* Tea pots
- \* Sugar pots
- \* Ash trays
- \* Egg cups
- \* Soup cups 300ml
- \* Tea saucers 5 1/2"

\* Coffee saucer - 4'

II. Glass ware:

- \* water Goblet 8-10 oz
- \* Red wine glass 6 oz
- \* Champagne tulip 6-8 oz
- \* Champagne saucer 6 oz
- \* Champagne flute
- \* white wine glass 4 oz
- \* Sherry wine glass 4 oz
- \* Port wine glass 4 oz
- \* Brandy Baloon 10 oz
- \* Beer goblet 10-12 oz
- \* Parfait glass 12 oz
- \* Beer mug 10-12 oz
- \* Beer tankard 10-12 oz
- \* Cocktail glass (8) 3-4 oz
- \* Lolly polly glass 10 oz
- \* Liqueur glass 3 oz
- \* Old fashioned glass 8-10 oz
- \* Tom collin glass 12 oz
- \* High ball glass 8-10 oz
- \* Pony tumbler 4oz

III. Flatware cutlery spoons:

- \* serving spoon 9"
- \* Soup spoon 7"

- \* Grape Fruit Spoon
- \* Desert Spoon 7"
- \* Tea Spoon 5½"
- \* Coffee Spoon 4"
- \* Mustard Spoon 3½"
- \* Salt Spoon 2½"
- \* Ice - Cream Spoon 5"
- \* Parfait / Sundae Spoon 7½"
- \* Egg Spoon.

#### IV Forks:

- \* Carving
- \* Serving Fork 9"
- \* Fish Fork 6½ to 7"
- \* Dessert Fork 7"
- \* Pastry Fork 3½ to 4"
- \* Fruit Fork 2½ to 3"
- \* Oyster Fork 5½"
- \* Snail Fork 4"

#### V. Knives:

- \* Fish Knife 8"
- \* Carving Knife
- \* Large Knife 9"
- \* Dessert Knife 7"
- \* Steak Knife
- \* Cheese Knife

- \* Caviar knife
- \* Butter knife 6 1/2"
- \* Fruit knife 7"
- vi Hollow ware ✓
- \* Soup tureen
- \* Soup bowls
- \* Salvers trays
- \* oval flat
- \* veg. dish with lid
- \* Entree dishes
- \* water jugs
- \* Ice tongs
- \* Sugar tongs
- \* Ice bucket
- \* Sugar pot
- \* Champagne bucket / stand.

# 1. Service Equipments :

## a. Cutlery's

### 1. Soup Spoon : (7")

It is laid on the table when soup is served to the guests.

### 2. Dessert Spoon & Dessert Fork : (7")

It is laid on the table to indicate that dessert will be served.

### 3. Service Spoon (7") & Service Fork (7")

These equipments are used in service of tiny dish.

### 4. Coffee Spoon (4") :

It is used along with demi-tasse for coffee.

### 5. Tea Spoon (5½") :

It is used along with the tea cup and saucer for tea.

### 6. Parfait Spoon (7½") :

It is long spoon used when milk shake, ice-creams, and sundae are served.

### 7. Fish knife (8") & Fish Fork (7") :

These are used when fish is served. It is also sometimes used when the Hord d'oeuvres are served.

8. Large knife (9") & Large fork (8") :

These are used when flesh is served.

It is also used when the main course is served.

9. Fruit fork (7") :

This is used when the fresh fruits are served.

10. Steak knife (7 1/2") :

This is used when the steaks are served.

### Crockery's

1. Side plate (6 3/4" Diameter) :

It is used as an underplate. Also used for serving cheese and biscuits, used on the table on the left side of the cover. It is called by different names such as quarter plate, under liner, cheese plate, Bread plate & Butter plate.

2. Dessert plate (8" Diameter) :

It is used for the service of desserts fish and entremets. It is also called as half plate and fish plate.

3. Soup plate (8 3/4" Diameter) :

It is used for the service of soup. It is hollow in the plate.

4. Meat plate (10" Diameter)

It is used for the service of main

course. It has different names such as main plate, full plate, large plate and joint plate & dinner plate.

5. Coffee cup (8 oz to 10 oz capacity) (240-300 ml)

It is used for the service of coffee during breakfast, another name is called as break fast cup.

6. Tea cup (6 oz capacity) (180 ml)

It is used for the service of tea.

7. Demi Tasse (3 1/2 oz capacity) (96 ml)

It is used for the service of coffee during the lunch and dinner only.

8. Happy bowl:

It is used for the service of cornflakes and oatmeal etc.

9. Egg cup:

It is used for the service of boiled egg.

10. French onion soup cup:

It is used for the service of french onion soup.

<u>Glassware</u>	<u>(1 ounce x 30 ml)</u>
1. water Goblet	- 10 oz
2. Red wine glass	- 7 oz
3. white wine glass.	- 5 oz
4. Sherry glass.	- 4 oz
5. Champagne tulip	- 6 oz
6. Champagne saucer	- 6 oz
7. Champagne flute	- 6 oz
8. Brandy ballon / Brandy snifter	- 9 oz
Brandy In water	
9. All purpose glass	- 7 oz
10. Beer mug	- 12 oz
11. Beer goblet	- 12 oz
12. Beer tankard	- 14 oz
13. parfait glass	- 5 oz
14. Liqueur glass	- 3 oz
15. Rolly polly glass	- 9 oz
16. Old fashioned glass	- 10 oz
17. Cocktail glass	- 3 oz
18. Decanter	- 9 oz
19. Tom colling glass	- 12 oz
20. Hi-ball glass	- 8 oz
21. Juice glass	- 4 oz



## Special table equipment

### 1. Cruet set:

This cruet set consists of salt and pepper sprinklers, mustard pot.

### 2. Sugar dredger:

This is used for sprinkling caster sugar on fresh fruits and corn flakes.

### 3. Nut cracker:

It is used to crack nuts which have a hard cover. ex: Almond, walnuts.

### 4. Lobster cracker:

It is used to crack the shell of the lobster and take out the flesh from the shell.

### 5. Oyster fork:

It is the fork which has got two prongs. It is used to open the shell of the oyster. It is slipped into the oyster and twisted to open.

### 6. Sugar tongs:

It is used to serve sugar cubes.

### 7. Butter dish:

It is used for the service of butter on the table. There is a provision to have ice-inside, so that it does not melt. It contains a butter knife.

### 8. Gateaux Slicer:

It is used to slice gateaux. It has a flat surface with a handle.

### Other Service Equipment

1. Ash tray.
2. Bread Basket.
3. Flower vase.
4. Fruit stand
5. Candle stand.
6. Tooth pick stand.
7. Straw stand
8. Tea strainer with drip Bowls.
9. Coffee pots.
10. Milk pot
11. Tea pots
12. Sugar pot
13. Toast pot
14. Finger bowls.
15. Chaffing bowl dishes.
16. Ice-bucket with Ice tongs.
17. Champagne bucket with stand.
18. Salver.
19. Continental tray.
20. water jug.

Liner:1. Table clothes:

Size: 54" x 54" - Square.

96" x 72" - Rectangle.

2. Slip cloths: (36" x 36")

This is used to cover stains on the table cloth.

3. Serviettes: (18" x 18")

This is used by the guest only. Its other name is napkin.

4. Glass cloths: (18" x 18")

This is used for wiping glasses.

5. Buffet table cloths: (72" x 18")

This is used for buffet tables.

6. Strain frill cloths:

This is used for frilling the tables.

Breadth - 18" ; Length - 20 (or) 25 meters.

Silver cleaning method

The cleanliness of all silverware is most important. There are various methods of silver cleaning and the method used generally depends on the size and class of establishments.

The larger establishments use a

burnishing machine which would be in constant use all through the day whereas the smaller establishment which possibly could not afford burnishing machine, would use "silver dip" which is a much speedy method.

The main methods used are as follows.

i. Burnishing machine:

This revolving drum with a safety shield. It may be plumbed in to the mains or remain portable with the water being poured in by house from tap. Depending on the size of burnishing machine in use. It may also be possible to insert a rod through the centre of the drum, from one end to the another. This rod is removable and its passed through the handles of teapots, coffee pots, milk jugs, sugar basins etc. to hold them in its position while the drum is revolving.

ii. Polivit:

A polivit is an aluminium metal sheet containing holes which is best used in an enamel (or) galvanized iron bowl. The polivit is placed in the bowl together with some

Soda. The silver cleaned is they put into the bowl ensuring that least one piece of silver has contact with the polivit. Sufficient boiling water is poured into the bowl to cover the silver being cleaned.

### iii. Silver dip:

This is a pink coloured liquid which must be used in a plastic bowl. The silver to be cleaned is placed into wire basket and dipped into the plastic bowl containing the silver dip. All the plastic silver articles should be cleaned.

### iv. Plate powder: Dish washing method.

The dirty china is placed into a tank of hot water containing soap powder detergent. After washing the plates are placed into a second sterilising line containing clean hot water at a temperature of approx 75°C (179°F) The racks are left for two minutes and then lifted out and the china will dry itself without the use of drying cloth. This is therefore more hygienic. After drying the china is stacked into piles of the correct size and placed into shelves until received for further use.

## 2. Cover

1. Get the table in position and make sure it is not wobbling. (Shaking)
2. Sure that the tables and chairs are clean.
3. Before putting on the table cloth use a Baize.

Baize:

Baize is a thick soft material which is laid on the table under the table cloth.

uses of Baize:

- a. It dedens the noise of plates, cutlerys and glasses while playing on the table.
- b. It protects the wrist from the edge of the table.
- c. It helps the table cloth to stay firmly on the table.
- d. It protects the surface of the table from heat.

4. The dining table should be 30" in height and the chair should be 18" in height.

5. The table cloth should be placed in the centre and the centre fold forming a line in the middle of the table.

6. The table cloth should fall 9" below the

edge of the table.

7. Crumpled, soiled and stained table cloth should never be used. Make sure that right side is on the edge of the table.

8. Types of Table cloth:

a. Linen

It is a strong hand woven material made from the stem of flax plant. It can be with stand many years of washing, boiling, scrubbing, & ironing.

b. Cotton:

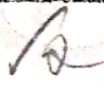
Cotton Table cloths are made from cotton plants, and they are woven by hand or machine. They are not as beautiful as linen, but they are as durable as linen.

c. Union:

It is the mixture of both linen and cotton.

d. Damask:

Damask is also the mixture of both linen and cotton, but this has a shadow pattern woven into cloths for strength and beauty. The first damask was brought to Europe from the city of Damascus, from which it has got its name.

9. Cover: definition: 

Cover is a space required for placing all the cutlery, crockery, and glass ware for service of one person, which is placed at the beginning of each meal. Each cover requires 24" x 18"

10. Each cover should be well balanced and it should never be over crowded with cutlery & crockerys.

11. The sequence for placing all spoons and forks and knives are from outside to inside in the order in which they have to be used.

12. covers must be directly opposite to each others.

13. Crockerys and glass must be spotlessly clean and all cutlerys must be well polished.

14. All cutlery should be brought from the side table on a salver. never use hands. use a napkin or a tray cloth on the salver to prevent any noise.

15. while placing the cutlery on the table or picking up from the table never touch the blade or prongs.

16. All kinds of knives and spoons should



be placed in right side and all the forks should be laid on the left side of the table.

17. The cutting edge of the knife (large knife & fish knife) should be placed facing towards to main plate. and the cutting edge of the side knife should be placed facing towards away from the main plate.
18. All cutlery should be placed half an inch from the edge of the table.
19. There should be a low flower arrangement be fresh and strong scented flowers should be avoided.
20. water glasses should be placed perfectly at the tip of the large knife.
21. The serviette is placed in the centre of the cover or on the side plate.
22. The cruet set, menu card stand, ash tray should be placed in the centre of each table.
23. Butter dish should be placed at the tip of the large fork.
24. when placing cups, and plates, with monograms, it should be placed in such a

way that the monograms should face the guest.

### Size of table clothes:

Table clothes should be large enough to cover the top as well as a portion of the legs of a table without interfering with the guest's comfort while he is seated at the table.

The size of the table cloth varies according to the size of the table. It is required to cover.

Types of Tables.	Size of Tables	Size of table clothes.
Square table	76 cm sq	137 x 137 cm
	92 cm sq	183 x 183 cm
Rectangular Table	136 x 76 cm	183 x 137 cm
Round table	92 cm diameter	184 cm diameter

### serviettes (or) napkins:

Napkins may be of the same colour as table clothes or in a colour that blends with the decor of the restaurant. Napkins should be spotless clean and well pressed. The ideal size for a napkin is between 46 to 50 cm sq.

napesones (or) slip cloths:

These are designed to be laid over the table cloth to protect it from spillage and give it a longer life. Using a slip cloth, reduces the number of table cloths used and thus reduces the cost of laundry. Slip cloths may measure 1 metre square approximately.

### Mise-en-Place & Mise-en-Scene

#### Mise-en-Place:

Apart from the service at the table, the waiter has also other duties such as doing mise-en-place. The mise-en-place is also known as 'manage'. The head waiter of the restaurant is responsible for organising the mise-en-place under his supervision. The waiter should see that the work is complete before the opening of restaurant for service. The smoothness of the service depends much on perfect mise-en-place.

On arrival in the morning the waiter's first job is to open the window and the curtains so as air to be pass through, clearing the cigarettes and the ashtray and food smell. After this each waiter attends to his particular duty as detailed below.

#### Mise-en-place of Side board (or) Dummy waiter setting:

- a. This includes cutlery, crockery and glass wear required for the service. Should be washed and wiped up and arranged in this side board.
- b. Cold water Jug should be kept ready for the service.
- c. warm water with Jug should be kept

ready for the service.

d. Napkin, table cloth, slip cloth, waiter's cloth.

Buize napron, wiping cloth etc. Should be brought from laundry and well stored in the side board.

e. Stocking all the proper sauces like, tomato, ketch up, tabaccos sauce, worcester, pickels etc.

f. For Chinese food accompaniments like Chilly vinegar, Soya sauce, Chilly sauce are kept ready for the service.

### Mise-en-scene:

Mise-en-scene refers to preparing the environment (or) area ready for the service in order to give pleasant, comfort, safe and hygienic environment to the guest. It is the duty of the waiter to make sure that the restaurant is presentation by checking the following.

a. Carpet should be well brushed.

b. Vacuum cleaner should be used to remove the dust in all parts of the restaurant.

c. All the chairs and tables should be dusted and cleaned properly.

- d. Make sure that the lightning in the restaurant is working properly.
- e. If the menu stand is present in the restaurant, make sure that it is wiped and cleaned properly.
- f. Make sure that the "Tent card" and other sales materials are in good condition.
- g. Ice-cubes should be brought from-Bar (or) Ice-cubes making machine, should be kept ready for the service.
- h. Other materials, like strainer stick, match box, stratooth pick, sugaritray etc.... are kept ready for the service.
- i. Service tray should be washed and wiped.
- j. Service tray mat should be washed and kept ready for the service.
- k. "K.O.T" book should be kept and cleaned in the side board for service.
- l. Menu card should be dusted and wiped and kept ready for the service.
- m. Make sure that lime should cut into wedges, and hot water in a flask, should be kept ready for finger bowls.
- n. Make sure that the air condition and ventilation systems are working properly.

O. Make sure that the roofs and walls are cleared and free from strain.

P. Make sure that the wash basin is clean and soapoil is filled.

Q. Restaurant doors and glasses should be cleaned properly.

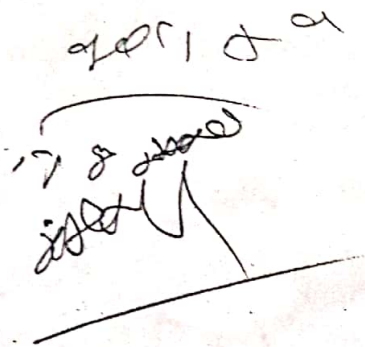
R. plants inside the restaurant should be arranged properly.

#### 4. Types of Service

- i. English Service.
- ii. French Service
- iii. Russian Service
- iv. American Service
- v. Others.

##### i. English Service:

The butler brings the food from the kitchen on a food platter & sets the platter in front of the host. The host portions the food and passes the plates to the hostess, who serves the accompaniment. The butler sets the plates in front of the guest. In restaurants the dish is presented to the host. The host portions the food the butler take the platter to the side board and sets the food in the



Plates and serves the completed plate to the guest, serving the host.

### ii. French Service:

The table is set up for hors d'oeuvres, soup, main course & dessert. The food is fully prepared and portioned in the pantry or kitchen. The portioned food is put on the platters. The waiter picks up the food platters and carries them with service plates to the restaurant. He sets the plates in front of the guest from the right hand side. He serves the food from the left hand side and clearance from the right hand side. All the beverages are served and cleared from the right hand side.

### iii. Russian Service:

All food served is finished in front of the guest on a gueridon trolley. The gueridon trolley is equipped with a small stove or heated which is used to keep the food warm and for the preparation of sauces and for flambe dishes. The service is carried by commis and chef de rang. Food is partially cooked in the kitchen and finished in the restaurant. Chef de rang takes order and finishes the food by carving, preparing any



Sauce, garnishing and flaming the dishes.  
 serve all the food from the right except bread, butter, salad plates, which should be placed at the guest's left.

iv. American service:

Portioned food is plated in the pantry by the kitchen staff. The preplated food is brought by the waiter and served from the right hand side and clearance also right hand side.

v. Others:

i. Self service:

ii. In situ service

iii. Home delivery

iv. Trolley service.

i. Self service

where the guest collects the food from the counter and either he takes it to home or having it in the restaurant itself.

ii. In situ service:

The food is taken on a tray and given to the guest (eg) Hospitals.

iii. Home delivery:

where the guest orders the food from his home itself and the food is delivered.

to their home it self. (eg) pizza hut.

### Trolley service:

Service of food from the trolley (eg)  
Room service, gueridon service.

### 2.5 Rules for waiting at a table

#### 1. Before the guest arrives:

i. Make Sure that the silver and other crockery which are placed on the table are perfectly clean. The dining hall must be clean and the waiter himself must be clean and well groomed.

ii. It is important to make sure that there is no chipped glasses or crockery on the table.

iii. Make sure that the side board is completely ready for the service.

iv. Study the menu card carefully, find out that from kitchen about "soup of the day" and the "dish of the day".

v. Also find from the kitchen, the availability and the non-availability of food.

#### 2. After the guest arrives:

i. when the guest arrives, wish him according to the day order, take him to the table pull the chair and seat him.

ii. Every person must be served with water bread and butter on his arrival.

iii. When taking the order do not rest your hands on the back or lean against the side board.

iv. When you are about to serve the guest if the guest is reading or taking ask for his permission by "Excuse me Sir".

v. Avoid close contact with the guest.

vi. Never make misleading statements regarding to the quantity or quality food or the length of food items to prepare it when taking an order.

### 3. During service:

i. Hot food must be served on hot plates & cold foods must be served on cold plates.

ii. Clean the bottom of all the plates and dishes before carrying them to table.

iii. Never serve tea, coffee or anything beverages without underliner, make sure that the underliner is clean and dry.

iv. Avoid filling glasses and cups to brim.

v. Never put a spoon into the guest's coffee cup or soup cup or any other dish. The guest must be allowed to do it himself.

vi. If the table is laid for more covers than sitting on the table immediately remove the extra covers on the table.

vii. If the table is filled with crumbs it should be cleaned at the convenient time, you can use a knife or duster.

viii. Never give a dirty service to the guest.

ix. During the service if any cutlery falls down face of the side board and replace it. never use it again by cleaning it at once.

x. Always serve the food from the left and clean it from the right. Beverages must be served from the left and cleared from the right.

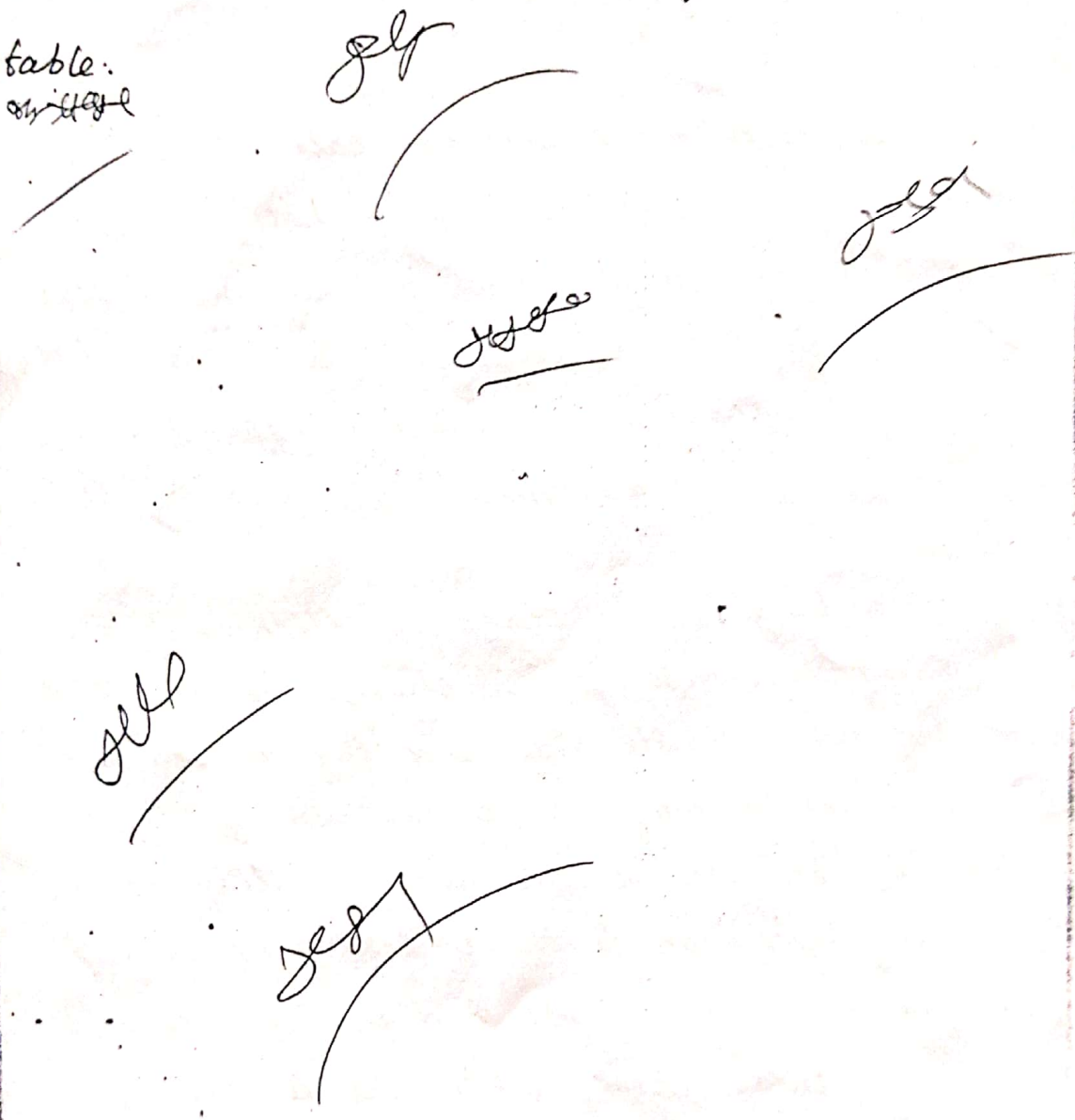
xi. Ladies should be served before men and elders people to be served before young people and children to be served first to the guest should be served before host.

4. ~~After~~ After service:

i. After service you have finished serving the guest stand at responsible distance away from the table.

ii. Keep the check ready at the side board and present it to the guest in a folder when he uses for it, when you sending the bill give it with a pleasant smile that saying with, "Hope you enjoyed the meal Sir".

iii. At the end of the meal water glasses should not be cleaned till the guest leaves the table.



Unit: III Ancillary Department1. Still Room:

The main function of this still room is to provide items of food and beverages required for the service of a meal and not catered for by the other major departments in a hotel, such as the kitchen garden, and pastry. The duties performed in this service area will vary according to the type of meals offered and the size of the establishment concerns.

a. Staff:

In a large fixed class establishment a still room supervisor is in charge of the still room depending on its size and the duties to be performed he/she may have a number of staffs under his/her control. The responsibility of the still room supervisor is the ordering of supplies from the main dry goods and the effective control of these items when they are issued to various departments.

When ordering goods from the main dry good store, all requirements should be written out on a requisition sheet in duplicate. The top copy goes to the stores to be retained by the store keeper after issuing the goods and the

duplicate remains in the requisition book as a means of checking the goods from the stores by a member of still room staffs.

b. Equipments: 2

Since a wide range of food items is offered and therefore to ensure their correct storage preparation and presentation is a considerable amount of equipment is used. The following are the most essential items needed.

i. Refrigerator's: 2

For storage of milk, cream, butter, fruit juices and so on....

ii. Butler Machine: 1

It is used for the portion of control purpose.

iii. Coffee Machine: 1

For preparation of coffee and used and operated in the food service area itself.

iv. Large double sink and dummy board: 1

For only washing up purpose.

v. Tea dispenser: 1

For portion control purpose.

vi. Salamander: 1

For the preparation of breakfast or melba toast.

vii. Bread slicing machine :

It is used for the portion control purpose.

viii. Hot cupboard :

For plates, tea cups & spoons.

ix. Working top table and cutting board.

x. The necessary storage space for all the small equipment such as Chinese glassware and silver ware that is in everyday use.

xi. Storage cupboards :

For all dry goods held in stock and for such as kitchen papers, and the napkins etc.

xii. Double gas ring :

For preparation of porridge and boiled eggs.

xiii. Coffee Grinding machine :

To ensure the correct grind of coffee for the brewing method to be used.

xiv. Coffee Dispenser :

It is also used for the portion control purpose.

C. Provisions :

As a basic guide, the food items would normally be dispensed from the still room.



i. Still room:

All beverages such as coffee, tea, chocolates, horlicks, etc. and other food drinks can get here.

ii. Assorted fruit Juices:

Orange, tomato, pineapple and grape fruit.

iii. Milk and creams:

iv. Sugars:

Low. pre-wrapped portions, brown coffee crystals demerara etc.

v. Preserves:

Marmalad, Cherry, plums, raspberry, apricot, Strawberry and honey.

vi. Butter:

Either passed through a butter put machine curled or pre-wrapped portion.

vii. Sliced and buttered brown, white and melt bread:

viii. Rolls, brioche and Coissant.

ix. Melba Toast:

Made by toasting a slice of bread on both sides.

x. Breakfast toast:

Thick sliced bread, toasted both sides with crusts removed, cut into two triangles and placed.

xi. Assorted Breakfast Cereals:

corn flakes. Shredded wheat. Rice  
Crispies etc.

xii. Pastries, gateaux, and sandwiches:

The pastry and gateaux for noon tea.

xiii. Porridge and Boiled Eggs:

often provided by the still room in the  
small equipments.

2. Silver room (or) plate room:

In the larger more luxuries the  
establishments, the silver rooms or plate room  
as it is sometimes known, as a separate  
service area. In the small establishment it is  
more often than not combined with the  
pantry wash up.)

Equipment:

The silver room should hold the complete  
stock of silver required for the service for  
all meals. The large silver such as flasks,  
salvars and cloths will be stored on shelves  
with all the flats of one size together and so  
on. All shelves should be labelled showing where  
each different item goes. This makes it  
easier for control purpose and for stacking.

when stacking silver the heavier items should go to the shelves lower down and the smaller and lighter items on the shelves in restaurant pantry.

This helps to prevent accidents. All cutlery and flatware, large waiters, with the smaller items of silver such as ash tray, caskets, butter dishes, special table equipment, table number and menu holders, are best stored in drawers, lined with green baize, thus helps to prevent noise to stop the various items sliding about the drawers when it is opened and closed and some becoming scratched and marred.

#### Staff:

All the services silver should be cleaned and furnished on a rotate basis. It is the duty of the head plate person to ensure that is carried out and that all silver is cleaned regularly obviously those items in constant use will require more attention. He/she will also put on one side any articles of silver broken or that required buffing up or replating, so that they may be sent to the manufacture for any fault to be corrected.

### 3. Service (or) Pantry:

The service room or the pantry is a secondary section situated just behind the restaurant. The kitchen is considered to be the pantry. A pantry must have the following minimum convenience.

#### 1. Swing doors:

There must be two swing doors connecting the pantry and the restaurant, clearly marked "In" and "Out", they must have metal plates at the bottom.

#### 2. Soiled Linen box:

There must be a lame lined box provide for the connection of dirty serviettes and table cloths.

#### 3. Cupboard:

Cupboard must be provided for storing cutlery, crockery and sauces etc.

#### 4. Three tier table:

This table is used for receiving dirty plates and silver. This table is kept near the out door.

#### 5. Grease pantry:

This section inside the pantry is used for storing and washing glasses. The glass washing

Sink should be made up of teak wood. Separate glass racks should be provided for storing glasses.

#### 6. Swill bins:

Swill bins are to be provided inside pantry for the collection of waste food.

#### 7. Hot cases:

Special hot cases should be provided inside the pantry with shelves. This is an important equipment needed inside the pantry for keeping the food hot and the plates hot.

#### 8. Wine cupboard / on the dispence bar.

A small dispence bar should be provide inside the pantry. An ice making machine and refrigerator should also be inside the pantry. The wine cupboard is used storing wine, beer, liquor, cigars, cigarettes etc. The waiter can collect them when ever ready.

In addition to the above convenience a washing sink for washing cutlery and the crockery is also to be provided. A separate rack for drying the cutlery and crockery can be provided near the washing sink.

### 3.5 Significance of Kitchen Stewarding

#### a. Co-operation & Co-ordination:

A restaurant depends largely on certain departments for effective functioning. Smooth co-ordination is important. A waiter must be fully aware of the role of each co-ordinating department. Though most departments mentioned below are applicable to a hotel.

#### Kitchen:

The kitchen is the place food is prepared. While large kitchens may have distinctly different sections to deal with various aspects of food preparation, smaller kitchens may have different functions done by a single person.

#### Butcher Shop:

Here raw meats are cut from wholesale cuts and pieces in to smaller portions of given weight so that they are ready to cook.

#### Garde manger:

The section where cold dishes, such as hors d'oeuvres, cold meat platters, salads, galantines, plates are made.

Pantry:

Sandwiches, fruit platters, Juice & Snacks.

Bakery:

Breads, Bread-rolls, Croissants, brioches, Cakes, Pastries, muffins, cookies, Ice-creams.

Grill:

For all grilled items like steaks, fish, chops etc.

Still room:

Tea & coffee are brewed here. A still is a chamber in which water is continuously boiling. For tea service a waiter may fill the tea pot with tea leaves according to portions required and fill the pot with boiling water from the still. For coffee service, where ground coffee is brewed and instant coffee is placed in coffee pots to which water is added.

Kitchen stewarding:

This department primarily controls the storage and issue of cutlery, crockery, hollow-ware, china ware and glass ware to

the restaurants and kitchens. The department is responsible for washing soiled service ware and subsequently furnishing clean items.

#### Bar:

The bar dispense wines, liquor, spirits, juices, de-aerated waters, cigars & cigarettes.

#### House keeping:

This department is responsible for cleanliness, maintenance and the aesthetic standards of a hotel, and the department is source for staff uniforms, linen & flowers.

#### Cashier:

The cashier receives all cash and credit payments made for food and beverage sales in restaurant or bar.

#### Engineering:

This department is responsible for air-conditioning (or) heating, lighting, mechanical and electrical functioning in the restaurant.

#### Front office:

This is the central point where all checks or bills of hotel residents are collected and then recorded in their over all



bill. The front office keeps a record of all guests residing in the hotel. waiter may contact this department for confirmation of guest name & room.

### Stores:

A waiter can get supplies of proprietary sauces, pads, pencils, bottle-openers, or any other supplies. Large hotels would have separate stores. (Food stores, Beverage stores, and perishable stores).

#unit: iv Menu and Menu Planning.

Types of Menu

A menu is a list of food and beverage item in a menu planning. It was introduced by Duke Henry of brunswick.

a. A la carte:

This is one type of menu where food is made to order. It gives a choice of dishes to the guest and a list of dishes is grouped together under different heading like Appetizer soup, fondishes, Indian dishes, continental dishes, Sweet and puddings, beverages etc:..

The guest can choose what ever food he wants from this menu card. Each dish is priced individually. An A la' carte order is prepared

only after the order is taken from the guest.

A la' carte orders are made expensive because they are made individually. A la' carte order

also take more time to Prepare and serve.

A la carte menu is the same everyday.

b. Table d'hote menu:

This is the another type of menu which is fixed. It is the complete courses of a

menu at a fixed price. Unlike the A la' carte menu the guest cannot choose his food from the table d' hote menu. The table d' hote menu is prepared and kept ready in the kitchen. So, it takes less time to serve and comparatively check Table d' hote menu changes daily.

Types of meals:

service	Time	Example
Breakfast	6-11 am	Type of Breakfast.
Brunch	11-12 PM	Cutlet, Pastries, Sandwiches.
Lunch	12-3 PM	A la' Carte menu.
Afternoon tea	3-4 PM	Tea with biscuits & tea with light snacks.
High tea	4-7 PM	Tea with heavy snacks.
Dinner	7-10 PM	A la' Carte & Table d' hote.
Supper	10-11 PM	This is a middy meal.

c. Banquet menu:

Usually the menu is composed for a number of people and it is necessary to know the reason for the banquet. It is usually a formal affair and dishes chosen should be such that will not require last minute dressing. The menu is elaborate and of a high-class quality. It is fixed menu, with

no choice. It is not usual to include farinaceous dishes or eggs and stews. The service as a rule of fàster and takes the following form are...

First course - Fruit cocktails, smoked salmon, hors d'oeuvres or soup.

second course - fish - fish Bonne Femme, fish duglone, etc... but without the complicated garnishes.

Third course - (Entree, roast, grills, or cold with vegetables & salads.

Fourth course - Sweet dishes with hot (or) cold.

Fifth course - Cheese and biscuits.

coffee - Always served.

4. French classical menus. ✓ 10m (X)

11 courses and its accompaniments, lover service.

courses of a menu:

The french classical menu comprises a number of courses. Each course has one particular type of dish easily identifiable as belonging to that course. In an Indian

A la' Caste menu, the sequence is not fixed, and several dishes are served simultaneously. The sequence of service in a french classical menu is termed as courses of a menu. Most western styles of cuisine follow this pattern.

The courses of a menu may be divided as follows:

① Hors d'oeuvre - Appetizers:

This is a course aimed at stimulating the palate, and consists of small tasty dishes using a large array of different items such as anchovies, olives, cheese and smoked fish. They are often referred to as starters or appetizers. This course could also include salads. Some examples of hors d'oeuvre are canapes, Omelette and Shrimp cocktail.

② Polage - Soups:

In a french classical menu, the soup course follows the hors d'oeuvre. There are several varieties of soups, but it broadly includes clear (consomme) and thick soups like cream veloute or puree and bisque. or both. Some examples of soups are consomme Celestine, creme dubary, Minestrone and Scotch

Broth.

Oeufs - Eggs:

The omelette is the most popular item, but there are other styles of cooking and preparation of eggs such as boiled, en cocotte, poached or scrambled. This course is not dinner menu. Some examples are omelette, Espagnole, Oeuf en cocotte a la creme, Oeuf Poche florentine.

Farinaceous / Farineux - Pasta:

This is Italy's contribution to the courses of the menu. It includes different kinds of pasta such as spaghetti, lasagne, and gnocchi. Pasta is made from durum semolina or milled durum wheat to which water is added to form a dough. It can be coloured and flavoured in various ways.

There are more than 200 varieties of pasta.

The ingredients, size, shape and colour

determine the type of pasta. Some examples could include spaghetti Bolognaise, lasagne Napolitaine and Macaroni au gratin.

② Poisson - Fish

The next course is the fish course. It

includes shellfish and sea and fresh water fish. They are cooked in different styles such as poached, grilled, braised, shallow and deep fried. Some examples could include fish meuniere, Lobster Americaine and Grilled Prawns.

④ Entrée - The first meat course

It usually comprises a dish made of steak, cutlets, casseroles or stews. Some examples are steak au poivre, veal cutlets and Irish stew.

⑤ Sorbet - The rest course

Sorbet is intended as a pause or rest course in a long meal. It refreshes the palate with a water-ice served with Italian meringue that is flavoured with champagne or a liqueur. Some examples are sorbet Italian and sorbet creme de menthe. Russian or Egyptian cigarettes are often passed around during this course.

⑥ Releve - The second meat course

This includes large joints of meat such as a rib of beef, a joint of lamb, mutton or pork. Nowadays this course is often

included in the entree. Some examples are Crown roast, Roast loin of pork are braised of Lamb.

7 Roast - Roast:

This course normally consists of game or poultry and is often included in the entree. Each dish is accompanied with its own particular sauce and salad. Some examples are roast chicken, Braised duck and Roast quail.

8 Legumes - vegetables:

These can be served separately as an individual course or may be included along with the entree, relive on roast courses. Some examples are Cauliflower mornay, Boiled Jacket potato and Grilled tomatoes.

9 Entremet - Sweet:

This could include hot or cold sweets, Gateaux, souffles or ice-cream. Some examples are apple pie, Chocolate Souffle and Cassata ice-cream.

Fromage - Cheese:

This is an alternative to the outdated savoury course, and may be served before or after the sweet course. It is usually.



Served with butter, Crackers and occasionally Celery. Gouda, Camembert and Cheddar are some examples of Cheese.

### Dessert - Fresh fruit and nuts:

This is the fruit course usually presented in a basket and placed on the table, as part of the table decor, and served at the end of the meal. All forms of fresh fruit and nuts may be served in this course.

### Beverage - Coffee:

This is not a course, but may be offered at the end of a meal, and may include different varieties of coffee such as filter, Cappuccino and cona coffee.

The sequence discussed above may be used to compile and present menus for both, an a la carte restaurant as well as in catering for a function or special party. Beverage is usually an addition and not taken into account when counting the courses.

- 10) Savoury
- 11) Dessert.

4.5 Menu Planning

a. Points to be considered while planning a menu

Origin of the menu card:

The first person to introduce the menu card was duke henry of brunswick. He introduced this in a banquet which he had in the year 1541. This man had a long piece of paper to inform his guests the list of dishes prepared by his chef. The duke idea of having a list of dishes was to guide the guest. so that they can wait for their favourable dishes. This idea became fashionable and it has been carried on ever since.

Uses of the menu card:

It helps the guest to choose the food. It helps the guest to eat within his budget.

Who makes the menu:

In many hotels it is the duty of the executive chef to make with the consultation of the restaurant manager. The restaurant manager advise the chef

Should take into consideration the availability of the raw materials before compiling the menu.

Factors to be considered while planning menu:

i. The menu should not contain two dishes made of the same ingredients.

For ex: If the cream of cauliflower soup is served in the soup course, then the cauliflower should not be served in the vegetable course or as an accompaniment to the main course.

ii. The menu should not contain two courses of the same colour.

For ex: Cream of chicken soup white in colour should not be followed by poached fish, which is also white colour.

iii. The method of cooking should not be in two courses.

For ex: If grilled fish is served in the fish course do not suggest grilled lamb chops in the main courses.

iv. White meat should not follow white meat and red meat should not follow red

meat.

For ex: If beef cutlet is served in the entree course do not serve roast lamb in the main course. Because beef is a red meat which should not be followed by the lamb which is also red meat.

v. If the entree is served it should be light followed by a heavy main course.

vi. If the menu is very long and dishes must be very light. If the menu is very short all the dishes must be very heavy.

vii. Customer's individual preference must be taken into account when compiling a menu.

viii. Market availability, the season of year should also be taken into consideration while compiling the menu.

ix. The capacity of the kitchen should be considered before compiling the menu.

x. Occasions like birthday parties, wedding parties, Christmas parties, New Year parties, should also be considered when compiling the menu.

xi. Any menu which is compiled should be done in consultation with the restaurant manager.

Unit: V Non-Alcoholic Service.

I. Stimulating:

- a. Tea.
  - i. Regular Tea.
  - ii. Ice Tea
  - iii. Herbal Tea
  - iv. Mint Tea
  - v. Masala Tea
  - vi. Black Tea.
- b. Coffee
  - i. Instant coffee
  - ii. Cold coffee.

*Handwritten scribbles and lines, possibly representing a diagram or additional notes.*

II. Nourishing:

- i. Milk
- ii. Chocolate
- iii. Horlicks
- iv. Cocoa
- v. Milk Shake
- vi. Fruit Juice
- vii. Bournvita.

III. Refreshing:

- a. Aerating.
  - i. Coco-Cola
  - ii. Lemonade
  - iii. Pepsi

- b. Non-Alcoholic.
- i. Mineral water
  - ii. Juice.

Beverages which does not contain alcohol its flavour is termed as non-alcoholic beverages. They can be divided into three main categories. They are...

### 1. Stimulating:

This non-Alcoholic drinks stimulate the appetite while consuming them they are

#### a. Tea

#### Origin of Tea:

Tea is prepared from the leaf bud and top leaf tropical evergreen bush is called "Camellia sinensis". It produces healthy beverages contain an half the caffeine. This sometime aids muscle relaxation and stimulates the control of nervous systems.

China is the oldest tea producing country. India is the largest tea producing of best known tea called "Darjeeling Tea" Assam Tea. The blend indicates the mixing of different table tea acceptable to the average consumer.

## Types of Tea:

### i. Regular Tea:

This are tea which have its own original colour and flavour.

### ii. Lemon Tea:

This is the tea in which the lemon flavour is added without milk.

### iii. Tea & Herbal Tea:

This tea which have the medical quality. & ordinary tea that serve chilly.

### b. Coffee: ✕

Coffee trees are cultivated 1000 years ago in "YAMAN". The first commercial cultivation of coffee is thought to have been in the yaman district of Arabia in 15<sup>th</sup> century. Then it spread all over the world. Brazil is the largest production of coffee.

### i. Espresso coffee:

It is originated in Italy and develop in Britain at 1450. A-Espresso machine can make 300-400 cups of coffee per hour steam passed to finally under

high pressure make fresh coffee.

ii. Cappuccino:

If the milk is passed through injectors under high pressure into an espresso. It is called as a cappuccino.

iii. Turkish coffee:

coffee made from the roasted mocha beans ground to fine powder and mixed with the milk into Turkish coffee. By this process the Turkish coffee can be made easily and quickly.

ii. Nourishment:

This non-alcoholic beverages gives us energy while consumed. Some of them are given below.

i. Milk:

Milk is one of the nourishment drinks there are different types of milk served. They are.

- a. whole, milk powder
- b. Skimmed milk powder
- c. Evaporate milk (or) Pasteurised milk.
- d. Condensed milk.



## ii. HORLICKS:

These horlicks is served cold or hot, they are readily made and the powder are mixed in water or in milk itself. Little sugar for taste gives energy. It contain mineral, vitamin & etc.

## iii. COCOA:

The cocoa are there types, they are...

- a. Drinking chocolate
- b. Sweet chocolate.
- c. Milk chocolate.

## 3. Refreshment: ✓

This gives refreshment when consumed  
It divided into,

- a. Aerated drinks.
- b. Non - Aerated drinks.

## a. Aerated Drinks: ✓

This beverages are Aerated with  $\text{CO}_2$  gas. The aerated with  $\text{CO}_2$  gas and gives refreshment characted to all the beverages. The flavouring found in different aerated drinks are imported from various essence. This can be sub.

divided into 3 types they are.

i. Carbonated Drinks:

This drink have different flavour by addition of essence.

(eg) Pepsi, 7up

ii. Sparkling:

These are carbonated. They are different flavoured drinks with colour. They have different flavour by addition of medical effect.

b. Non-Aerated:

This beverage does not contain any  $\text{CO}_2$  gas. They are naturally prepared refresh drinks. There are different types of non-aerated drinks, they are..

i. Spring water:

Naturally spring water are obtained from natural spring in the ground. The water themselves being pured with natural minerals found in the soil.

ii. Mineral water:

This water is distilled and packed in bottles and glasses.

(eg). Biscuits, scones, Himalayas & Pure.

Types of meals:

Service	Time	Example.
1. Breakfast	6-11 AM	Type of Breakfast.
2. Brunch	11-12 PM	Cutlet, Pastries, Sand wiches.
3. Lunch	12-3 PM	A la' carte. Table de hote.
4. Afternoon tea	3-4 PM	Tea with biscuits or tea with light snacks.
5. High tea	4-7 PM	Heavy snacks along with tea. or coffee.
6. Dinner	7-10 PM	A la' carte. Table de hote
7. Supper	10-11 PM	This is mid night meal. This will be the end of the meal before people go to bed.
8. Elevenses	11-6 AM	French term for light food after to the childrens.

## Tobacco

### Objectives:

A study of this chapter would enable you to:

- \* Identify the different varieties of tobacco and the countries where tobacco is grown.
- \* Explain the methods of curing tobacco.
- \* Distinguish between cigarette and pipe tobacco.
- \* List the sizes, strengths and brand names of different cigars.
- \* Understand and note the various points in the service of cigarettes and cigars.

### Tobacco:

Tobacco is grown in countries with a tropical or semitropical climate such as Cuba, Jamaica, Sumatra, Philippines, India, Syria, Australia, Greece, Turkey, Egypt, Myanmar and parts of the U.S.A.

The yellowish green leaves of the plant are harvested, dried and cured after which they are ready to be used by the cigarette or cigar manufacturers.

The two methods used for curing tobacco are  
 \* Fermentative method \* non-fermentative method.

Fermentative method:

In this method, the curing is done by exposing the tobacco leaves to a temperature of about  $77^{\circ}\text{C}$  for 3 to 4 weeks. The leaves develop a distinct flavour and turn brown, glossy and pliable.

Non-fermentative method:

In this process, the leaves are dried in the sun for about 4 to 5 days when the minimum temperature is between  $18^{\circ}\text{C}$  and  $24^{\circ}\text{C}$  and some moisture is also present in the air. The leaves turn light and yellow in colour. After curing in the sun, the leaves are subjected to a higher temperature for a particular length of time to retain the colour. To start with, they are subjected to a temperature of  $37^{\circ}\text{C}$ . This temperature is consistently raised to  $82^{\circ}\text{C}$  and is

maintained for 4 to 8 hours. It is then decreased to  $51^{\circ}\text{C}$ , and retained for another 4 to 8 hours and is again slowly increased until it reaches  $77^{\circ}\text{C}$ . The tobacco is then considered cured and the leaves retain their yellow colour. Chewing tobacco is made by this sun-cured process.

### Varieties of tobacco:

There are four varieties of tobacco namely brown, yellow, Latakia, and perique. Latakia is a strong and dark variety, made from tobacco plants grown in countries such as Syria. This tobacco is cured by the fire of the Asiatic oak, which turns it into a dark colour. Perique is a similar variety and is grown in Louisiana. This variety is used to strengthen pipe tobacco.

### Cigarette tobacco:

The moisture and impurities present in the tobacco leaves are removed. The dried leaves are shredded by machines, rolled and allowed to mature. To make cigarettes,

machines roll the tobacco in special tissue papers, gum the paper ends and cut the rolls into the required sizes. The cigarettes are then dried for 24 hours and mechanically packed. A comparatively small quantity of cigarettes are still made by hand for which a lot of practice and skill is needed.

Cigarette tips are of various types and are normally done by experts. These are called feltens. Cork tips are most common in the west. Filter tips have a thin lining of cork obtained from the bark of the quercus tree in Spain.

Pipe Tobacco:

The blending of the varieties of tobacco is normally done by experts. Correct proportions of strong tobacco such as latania and perique are blended with lighter tobacco. Today's popular pipe tobacco combinations are composed almost entirely of empire tobacco, made from

tobacco leaves from zimbabwe.

### Quality of cigarettes:

Cigarettes made from virginian tobacco are considered to be the best while Turkish cigarettes are the most aromatic and expensive in the world. Egyptian and Russian cigarettes are best appreciated after a meal or during the sorbet course due to the strong tobacco used in them.

### Service of cigarettes:

Cigarettes should always be served on a quarter plate with a doily paper as an underliner. The packet should be opened and several cigarettes should be partially pulled out of the packet. A box of matches should be placed beside the packet the of cigarettes. A waiter should light the cigarette for the guest and extinguish the lit match by a swift downward swish of the hand.

The waiter should ensure that there is an ashtray on the table before cigarettes are served to a guest. Too many stubs should not be allowed to collect in the ashtray. The used ashtray should be replaced with a clean one. This is done by covering the used tray with a clean one and placing them on



a salver, then replacing it with the clean one in the centre of the table.

cigars: ✓ ✓

In earlier times, cigars used to be made by hand and were straight in shape. With the introduction of a wooden mould in which the leaves could be pressed into any desired form, cigar shapes were standardized. Cigars produced with the help of this mould come to be known as the torpedos.

The best quality of tobacco leaves for production of cigars are grown in Cuba, Java, Jamaica, Borneo, and the East Indies. Tobacco of a lower quality is grown in India, Japan, South Africa, Holland, Russia, and Hungary. The best cigars come from Havana in Cuba. Though good quality cigars are also made in Jamaica, Mexico, Myanmar, India, Holland, and Russia. Handmade cigars are preferred to machine made ones.

The making of a cigar: ✓

A hard wooden board, a sharp knife to cut the wrapper, and scissors to trim the leaves are needed to make handmade cigars. Large leaves are selected for binding and

Several pieces of filler tobacco are arranged to make up the desired length, thickness and shape. The filler tobacco is rolled in a binder, then a wrapper leaf with the same characteristics is cut into the required shape and the whole lot is rolled. The vein of the outer leaf should run straight down the cigar. Moulded cigars are made in the same way, using moulds instead of being shaped by hand.

A cigar is composed of three parts - Filler, Binder, and wrapper.

Filler is the inner core of the cigar. It is made up of different blends of imperfect leaves of different varieties of tobacco that are broken up. The strength of the cigar depends on the filler.

Binder is made up of a single strong leaf to hold the filler together. The filler and the binder are together called bunch.

Wrapper is the outer wrapping of the cigar. It is made from the finest tobacco leaf. This makes it more presentable and aromatic. The outer wrapper is not necessarily

Obtained from the same source as the filler tobacco. In fact some cigars with Jamaican filling have a Havana wrapper and these are indistinguishable in appearance and taste from the original Havana product.

### Strength of cigars:

The strength of a cigar depends on the filler and the wrapper as well as the curing and fermentation methods employed in making it.

Cigars are classified according to their sizes:

- \* Colorado Maduro (CM) : Extra Strong :
- \* Colorado Claro (CC) : Medium.
- \* Colorado (C) : Strong
- \* Claro (CCC) : Mild.

### Shapes of cigars:

\* Bellied or torpedo shaped in which both ends may be pierced or cut.

\* Round or flat ended in which either end may be cut or pierced.

The colour of cigars ranges from light to dark brown, but this is no indication of their relative strength.

Quality of cigars:

- \* A cigar should be smooth, firm and even to touch. The open or cut end should be evenly cut with a cigar cutter.
- \* A good quality cigar will produce a firm greyish ash will hold for a long time before falling off.

Classification of cigars by size:

A normal cigar or corona is 14.5 cm in length and 4.2 cm in band or girth.

Length of cigars.

La Senorita - 10.5 cm	Corona Minor - 14 cm	Petite Corona - 12.5 cm
Corona Major - 13 cm	Royal Corona - 14 cm	Grand Corona - 14.5 cm
Hussar - 15 cm	Lonsdale	Monarch - 18 cm

Service of cigars:

- \* Cigars should be offered in cedarwood boxes.
- \* They should be stored in a humidon so that they do not lose their aroma and become dry or crumbly.
- \* A cigar cutter and a box of cigar smoker's matches which are longer and burn slower than the normal matches should be presented to the guest.
- \* The band of the cigar should be removed.

before smoking.

- \* If the cigar is not cut, a clean 'v' cut should be made from the rounded end with a cigar cutter to allow the smoke to be drawn easily through the flue.
- \* A cigar should not be penced as it blocks the flow of air and the smoke gets a tar smell.
- \* A cigar should be lit by a match only, as fumes of the cigarette lighter may affect its taste.

Some popular brands of cigars. ✓

Havana brands: Romeo - y - Julieta, Bock - y - Ua, La Corona, Upman, Henry Clay, Bolivar, Cabana.

Jamaican brands: La Tropicana, La Invieta, Harry's Jamaica.

Other brands: Churchills, Partillos, Margaritas, Lonsdales.

Storing tobacco:

- \* The ideal temperature for storing cigars and cigarettes, is between  $18^{\circ}\text{C}$  and  $32^{\circ}\text{C}$ .
- \* A cedarwood case is preferred to any other kind of box, as its porous nature allows cigars to breathe.