

**Yashwantrao Chavan
Maharashtra Open University**



V101: B. Sc. (Hospitality and Tourism Studies)
V102: B.Sc. (Hospitality Studies & Catering Services)
**HTS 102: Food and Beverage Service
Foundation - I**

YASHWANTRAO CHAVAN MAHARASHTRA
OPEN UNIVERSITY

HTS 102: Food and Beverages Service Foundation –I

V101: B. Sc. Hospitality and Tourism Studies
(2016 Pattern)

V102: B. Sc. Hospitality Studies and Catering
Services (2016 Pattern)

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UNIT 1 Food and Beverages Services

UNIT 2 Food Services Equipments, Fuel and Safety

UNIT 3 Food Service - I

UNIT 4 Food Service - II

Semester – 1

HTS102: Food & Beverage Service Foundation -I

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

Course Contents:

Unit – 1 Food and Beverage Services: - Introduction, Concept, and Classification of Catering Establishments, their importance; Personal Hygiene, Uniform & Grooming Standards, F&B Service Outlets & Familiarisation with their Layouts(Tea Lounge, Coffee Shop, Restaurant, Banquets, Staff Cafeteria), Hierarchy of F&B Service Department, F&B Service Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various employees in F&B Service, their attributes; coordination of F&B Service with other departments.

Unit – 2 Food Service Equipments, Fuels & Safety: Food Service Equipments, Classification, Description, Usage, Upkeep and Storage, Food Service Tools, Their Usage, Care & Maintenance, Side Stations, Safety Procedures, Fuel – Types, Usage and Precautions while Food Service. Fire, Safety & Emergency Procedures – Introduction, Types and handling fires and dealing with emergencies.

Unit – 3 Food Service -I: Table Crockery, Cutlery, Glassware (Bar Glassware not included) Condiments, Sweeteners, Menu – Concept, Types, Salient Features, Menu Designs, Presenting of Menu, Layout of Table, Napkin Folding (At least Ten Types), Receiving and Greeting the Guests.

Unit – 4 Food Service-II : Introduction, Classification of Services, Usage and Service Methods, Preparation for Services, Mise-en-place and Mise-en-scene, arrangement and setting up of station, Par stocks maintained at each side station, Functions performed while holding a station, Method and procedure of taking a guest order, emerging trends in Food Services and salient features.

Suggested Reading:

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher: ELBS
- Food & Beverage Service Management – Brian Varghes
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill.
- Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F & B Service- Brown, Heppner & Deegan
- Menu Planning- Jaksa Kivela, Hospitality Press
- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management – Brian Varghese
- The Restaurant (From Concept to Operation)
- The Waiter Handbook By Grahm Brown,

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UNIT 1 FOOD AND BEVERAGE SERVICES

Structure:

- 1.0 Before we begin
- 1.1 Unit Objectives
- 1.2 Introduction to Food and Beverages Service
- 1.3 Classification of Catering Establishments
- 1.4 Personal hygiene
- 1.5 Uniform and Grooming Standards
- 1.6 Service Outlets
- 1.7 (Tea Lounge, Coffee shop, Restaurant, Banquets, Staff Café)
- 1.8 Hierarchy of F&B Service Department
- 1.9 F&B Service Brigade
- 1.10 Modern Staffing in various hotels
- 1.11 Duties & Responsibilities of various employees in F&B services
- 1.12 Attributes of various employees
- 1.13 Coordination of F&B Services with other department
- 1.14 Summary
- 1.15 End Questions
- 1.16 Answers to Check Your Progress
- 1.17 Reference

1.00 BEFORE WE BEGIN

Food and Beverage (F&B) service refers to the operation of flow of food from purchase to delivery to customer. However, for most of us it refers to greeting the guest, presenting the menu, presenting the food items, presenting the bill (checks as the Americans call it) and getting the payments and bidding the patrons goodbye. There are various types of services including those at restaurants, room services at hotel rooms, trolley services at the aircrafts, etc. F&B Service can be described as a very important department of hospitality study and we will study this as a core component apart from “food production” and “Housekeeping and Front Office”. This Unit will introduce with the basic concepts of F&B services.

1.01 UNIT OBJECTIVES

After studying this unit you will be able to

- Describe the scope and function of F&B Service departments
- Explain the classification of catering services
- Describe ways to maintain the professional hygiene
- Explain what is meant by Professional uniform
- Describe F&B layouts
- Explain F&B brigade
- Describe the functions of the various employees in F&B establishments
- Describe what attributes the various employees should possess to meet the professional needs
- Explain how F&B department coordinates with the other staffs in hotel.

1.02 INTRODUCTION TO FOOD AND BEVERAGE SERVICES

You may have come across these types of information in the news papers and may have wondered what they mean. As a student of hospitality studies which is closely associated with the business practices with the hospitality industry, it is worthwhile to learn at least in simple terms what they mean.

The economy of a country is mainly judged by the goods and services produced by it in an year measured in a common currency like, US dollar. This is a loose, simple definition of Gross Domestic Product or GDP. (A more accurate one, as per www.investopedia.com/terms/g/gdp.asp, is “**Gross domestic product** (GDP) is the monetary value of all the finished goods and services produced within a country's borders in a specific time period”). We will come to this term many times in this course and the next course. The more the GDP the better is the economy of the country. It is in general closely related to the Gross National Income of a country. The term GDP is also associated with the growth rate of the GDP which is annual rate at which GDP is increasing. If GDP is 100 units in last year and this year it becomes 108 units then there is a 8 percent growth in the GDP.

The growth of GDP is significant to maintain the standard of living. If the growth rate of GDP is more than the rate of growth of population, then the standard of living is improving. On the other hand, if the GDP increases at a lower rate than the population growth rate, then standard of living is going down. This is one way of looking at things. Suppose in a country with a population of 1 crore they are producing goods and services which amounts to say Rs 100 Crore. If next year their population increases by 2 percent and becomes 102 Crore and the GDP increases by 0.5% and becomes Rs100.5Crore. It will mean that there is less share of goods and services available on average for each of the person. Hence we say that the standard of living shall go down. I leave it to you to visualize the example where the population growth is less than that of the GDP growth rate. (Of course, the term “standard of living” comprises many factors in addition to per capita GDP and many experts would disagree on this simple view. But it does help you understand the concept. Isn't it?)

Our country India has a population growth rate of 1.25% per annum (as per Wikipedia, “Demographics of India”), while the GDP growth rate can be described as around 7 to 8% per annum in 2014 to 2017 estimates. Hence we can say that the standard of living is improving.

The goods and services come from three major sectors, namely, agriculture, service and manufacturing.

The service sector (of which hospitality industry is a part) is contributes the most to the GDP of our country. The hotel industry is one of the fastest growing parts of the economy, and offers unlimited opportunities. This multi-billion dollar sector caters to those away from their homes, and requires food, drink and shelter.

The hospitality industry consists of institutions or business establishments which provide food, accommodation, recreation and entertainment. The hospitality industry is a multi billion dollar industry that heavily depends on the availability of leisure time and disposable income. A hospitality unit such as a restaurant, hotel, or even an amusement park needs interactions of various groups such as facility maintenance, direct management, marketing and human resources.

How much of the available resources (for example how many of my rooms are actually given to guests) or Usage Rate is an important variable for the hospitality industry. Just as a factory owner would like to have his or her productive asset in use as much as possible (as opposed to having to end

up paying fixed costs while the factory is not producing), similarly, restaurants, hotels and theme parks like to maximize the number of customers they 'process'.

In viewing various industries, 'barriers to entry' by newcomers and competitive advantages between current players are very important. Among other things, the hospitality industry players find an advantage in old classics (location), initial and ongoing investment support (reflected in the material upkeep of facilities and the luxuries located therein) and the particular themes adopted by the marketing arm of the organization in question, for example, (a restaurant called the 51st fighter Group, that has a theme of Second World War in music and other environmental aspects). The characteristics of the personnel working in direct contact with the customers are also important. The authenticity, professionalism, and actual concern for the happiness and well-being of the customers communicated by successful organizations are clear competitive advantages. The following are a few points that must be known before you move further:

1. Hospitality is defined as the activity of providing lodging, food and beverage and recreational services. However, these activities are not limited to hotels, motels, clubs, casinos, restaurants, recreation facilities, tourism or cruise line alone. Nowadays, it is used by other industries also.
2. One of the fastest growing sectors of the economy is the hospitality industry.
3. The hospitality industry has a distinction as a multi-billion dollar and growing enterprise. It is exciting and offers unlimited opportunities including opportunity to travel abroad, if you work on cruise liners or as air hostesses.
4. The history of the hospitality industry can be traced back to the Colonial period when, in 1794, the first City Hotel opened in New York City. Things have changed fairly well from that time. The hospitality industry has experienced major development over the years. It has faced the world wars, the Great Depression and various social changes. The industry, as we know it today, began to take form in the early 1950s and 60s, leading the way for growth into the dynamic industry that you know today. Career options in the hospitality industry have continued to grow along with the industry.
5. Hospitality industry got a real start late in the 19th century. With the development of major cities, improved transportation and the advancement of modes of transport (like railways, airways and sea travel) this industry has seen a steady rise in growth.
6. India is known as country of spices and our dishes are very popular worldwide. Our long cultural history is also point of attraction among international tourists. It is because of this cultural heritage, that India with its numerous hotels and restaurants ranks among the world's leading hospitality and tourist venues.
7. The persons working as professionals in the hospitality industry have the satisfaction of work as they feed the hungry. The appreciation from the patrons for good service or quality of food makes the professional feel happy and satisfied.
8. The industry teaches its professionals to always show their smiling faces and to keep back their anger or sadness or any other negative emotions or states. This makes the person to feel better for most of the cases. Keeping smiling face is a great stress-buster and working with courtesy helps keep good general well being

This unit will tell you about the importance of the industry and the key role that catering plays in the hospitality industry. In this unit, you will learn about the basics of the catering industry, its nature and scope. In this unit you will learn how we classify the catering industry, what care should be taken to ensure that we enjoy best of our health through observing hygiene and sanitation practices. Further I will introduce you to the department of F&B service. You will learn what are the designation of the staff, what their job specifications look like and what attributes a member of staff should possess and cultivate to do justice to the expectations from him or her.

CHECK YOUR PROGRESS

- Which sector of our economy contributes the most to the Gross Domestic Product of our country?
Why the hospitality industry is important to the society?
What are the advantages of working in hospitality sector?

1.03 CLASSIFICATION OF CATERING ESTABLISHMENTS

The catering industry can be outlined in terms of the profit and non-profit making outlets.

To satisfy their individual needs, the catering industry has developed into three major branches:

- Commercial Catering
- Industrial and Institutional catering
- Welfare catering

1.03.01 Commercial Catering

The profit- making motive is the main element as distinguished from other forms of catering where emphasis is on speed, welfare, comfort and economy in the production and service of food.

Commercial catering is classified into two categories:

- Residential
- Non- residential

RESIDENTIAL CATERING

- Hotel
- Guest house
- Motel
- House boats
- Holiday camps
- Clubs
- Youth hostels
- Destination Spas

Let us see some of these in greater details:

Hotel: A hotel can be described a commercial establishment where accommodation and related services are offered to the public on a day-to-day basis without any consideration except, on a clear understanding to accept the services offered at the rate agreed upon in writing, on a manual contract.



Fig 1.01 The historic Plaza Hotel in New York

(Pic: Wikipedia, Hotel)

Guest House: A guest house can be described as a place for lodging. In some parts of the world, a guest house is similar to a hostel or bed and breakfast; whereas, in other parts of the world, such as the Caribbean, guest houses are a type of inexpensive hotel like lodging. In some areas of the world, guest houses are the only kind of accommodation available for visitors who have no local relatives to stay with.

Let us see the difference between hotel and guest house. Among the features which distinguish a guest house from a hotel or a bed and breakfast, is the lack of a full-time staff. Bed and breakfasts are usually family-owned, with family living on the premises. Hotels maintain a staff presence of 24 hours a day and 7 days a week. A guest house, on the other hand has a limited staff presence. Because of the limited staff presence, the check-in at a guest house is often by appointment. Specialized courses on how to run guest houses are available. In Japan, tenants in a guest house have to pay a substantial damage deposit and cleaning fee when they leave.

CHECK YOUR PROGRESS

Name the three branches of catering industry.

Describe concept of a Hotel and a Guest House

Motel: A motel can be described as a hotel situated on a highway along with services of a garage and service station. A common dining hall may be present for food and beverage consumption. A motel is a hotel designed for motorists, usually having direct access to an open parking area.

Before World War II dictionaries did not have the word 'motel'. The word 'motel', a portmanteau of motor and hotel or motorists' hotel, referred initially to a type of hotel consisting of a single building of connected rooms whose doors faced a parking lot and, in some circumstances, a common area; or a series of small cabins with common parking. As the United States highway system began to develop in the 1920s, long distance road journeys became more common and the need for inexpensive, easily accessible overnight accommodation sited close to the main routes, led to the growth of the motel concept.



Fig 1.02 A motel (Bjerka Motel in Bjerka, Norway)

(Pic: Wikipedia, Motel)

Houseboat: A houseboat is a combination of house and boat. It can be described as a boat that has been designed or modified to be used primarily as a human dwelling. Some houseboats are not motorized, because they are usually moored, kept stationary at a fixed point and often tethered to land to provide utilities. However, many are capable of operation under their own power.



Fig 1.03 A houseboat at Dal lake, Srinagar

(Pic: Wikipedia, Houseboat)

Holiday Camp: Let us see what a holiday camp is. A holiday camp generally refers to a resort with a boundary that includes accommodation, entertainment and other facilities. As distinct from camping, accommodation typically consisted of chalets--- rather like small flats/apartments arranged in blocks of three or four stores and terraces. In the UK, large numbers (some in the many hundreds) of static caravans are termed as holiday camps. Holidaymakers would pay a fee for their accommodation and decide whether to go full board (all meals would also be included in the price), half board (only the main meal would be included) or self catering (no meals provided). Included in the price would also be the entertainment provided on the site.

Club: You may have come across the word club a number of times. A club can be described as an association of two or more people united by a common interest or goal. A service club, for example, exists for voluntary or charitable activities. There are clubs devoted to hobbies and sports, social activities clubs, political and religious clubs and so forth. There are usually extensive childcare facilities such as a crèche and various clubs to keep youngsters occupied, enabling parents to follow their own pursuits. In addition, there are usually other facilities such as bars, restaurants, amusement arcades for which a fee is charged.

Youth hostel: We now come to a special type of hostel. Such hostels provide a budget-oriented, sociable accommodation where guests can rent a bed, sometimes a bunk bed in a dormitory and share a bathroom, lounge and sometimes a kitchen. Rooms can be mixed or single-sex, although private rooms may also be available. Hostels are generally cheaper for both the operator and the occupants; many hostels have long-term residents whom they employ as desk clerks or housekeeping staff in exchange for free accommodation. In a few countries, such as the UK, Ireland, India and Australia, the word 'hostel' sometimes also refers to establishments providing long-term accommodation (often to specific classes of clientele such as nurses, students, drug addicts, court defendants on bail) where the hostels are sometimes run by housing associations and charities. In the rest of the world, the word hostel refers only to properties offering accommodation to travelers or backpackers.

Destination Spa: A spa is not a place to stay, but a destination spa is. A destination spa may be described as a short-term residential/lodging facility with the primary purpose of providing individual services for spa-goers to develop healthy habits. Historically, many such spas were developed at the location of natural hot springs or sources of mineral waters. Typically, over a seven-day stay, such facilities provide a comprehensive program that includes spa services, physical fitness activities, wellness education, healthy cuisine and special interest programming. Some destination spas offer an all-inclusive program that includes facilitated fitness classes, healthy cuisine, educational classes and seminars as well as similar services to a beauty salon or a day spa. Guests reside and participate in the program at a destination spa instead of just visiting for a treatment or pure vacation. Some destination spas are in exotic locations or in spa towns. Destination spas have been in use for a considerable time; some are not used actively, but rather are historically preserved as elements of earlier history; for example, Gilroy Yamato Hot Springs in California is such a historically used spa whose peak patronage occurred in the late 19th and early 20th century.



Fig 1.04 A destination spa at Italy

(Pic: Wikipedia, destination spa)

A special destination spa can now be considered. Resort spas are generally located in resorts and offer similar services via rooms with services, meals, body treatments and fitness a la carte.

The typical services include:

- Nutrition counseling
- Weight loss
- Medical treatment
- Fitness consultation
- Cooking lessons
- Massage
- Facials- facial cleansing with a variety of products
- Nail care
- Waxing- the removal of body hair with wax

- Hair spa treatment

Sanatorium: There was a time when people infected with TB used to be cured at special places. Do you know the word for such place? Yes! A sanatorium (also sanitorium, sanitarium) can be seen as a medical facility for long-term illness, typically tuberculosis. A distinction is sometimes made between ‘sanitarium’ (a kind of health resort, as in the Battle Creek Sanitarium) and ‘sanatorium’ (a hospital).



Fig 1.05 State Sanitorium at Ray Brook, Adirondacks, N.Y.

(Pic: Library of Congress, digital ID det.4a18875)

CHECK YOUR PROGRESS

Explain the concept of Houseboat, Youth Hostel and Club.

What are the various services available at destination spas?

NON-RESIDENTIAL CATERING

- Restaurant
- Bars/ Pubs
- Coffee shops
- Automatic vending machines
- Night clubs
- Drive- Ins/takeaways
- Carrousel

Let us now look at some of these forms in detail.

Bars/Pubs: A bar (also called a pub, tavern, saloon, or taproom) can be defined as an establishment that serves drinks, especially alcoholic beverages such as beer, liquor, and cocktails, for consumption on the premises with snacks and /or, liquor.

Automatic vending machines: A vending machine has been used to provide snacks, beverages, and other products to consumers without a cashier. Items sold via these machines vary by country and region. In some countries, merchants may sell alcoholic beverages such as beer through vending machines, while other countries do not allow this practice (usually because of alcoholic laws).

Night clubs: It is a club which works at night. It is mainly open at night for dinner, dance and cabarets. A dispensing bar is always provided. The décor is lavish while service is elaborate. A night club(or nightclub or club) is a drinking, dancing and entertainment venue which does its primary business after dark. People who frequent nightclubs are known as *clubbers*. A nightclub is usually distinguished from bars, pubs or taverns by the inclusion of a dance floor and a DJ booth, where a DJ plays recorded music.

The music is very important at night club as it creates the mood. The music in nightclubs is provided by either live bands or more commonly, a mix of songs played by a DJ through a powerful PA system. Most clubs or club nights cater to certain music genres, such as techno, house music, heavy metal, garage, hip hop, salsa, dancehall or soca music.

Drive-in restaurants: A “drive-in” is a place where you *drive in* your vehicle. There used to be “drive-in” theatres where you would watch movies sitting in your car. So, a drive-in can be described as a facility such as a bank, restaurant, night club or movie theater where one can literally drive in with an automobile for service. It is usually distinguished form a drive-through.

Carrousel: A carrousel is a giant wheel which rotates sideways (not up and down). What does it do in our list of places where you dine? Let us see. It was introduced for the first time in Britain in1982. It comprises of large rotating arrangements of shells, approx. 2 meters in diameter with food and drinks arranged. The customer remains stationary as the carrousel revolves and once every minute to enable them to select items. Only half of the carrousel is in service so that items are removed form the other half. The shell can be replenished in the running area behind the unit. The cutlery, napkin and beverages are usually separately available.

1.03.02 Industrial and Institutional Catering

Industrial catering has to pay more attention to the nutritive aspect of food (balanced meals). This catering is undertaken for factory workers in their workplace.

The main characteristics of such catering are:

- (a)Industrial catering envisages a large number of employee working on construction sites, factories, mills, workshop, docks, private and limited companies and other public utility concerns.
- (b) A token system of sales.

Institutions have usually operate on a fixed budget, peculiar (tenders) methods of purchasing. Emphasis in such institutions is always laid on nutrition such as, in hospitals, school and colleges.

Transport Catering

Catering and transportation is married in this form of catering. You may have enjoyed food during flight and during train rides. That is it. Mobile catering covers all modes of transport: road, rail, air, sea and space. Designing of efficient layout because of limited space requirements, serving piping hot food to customers speedily and comfortably, create other problems. The heavy element of competition amongst airlines and steamship companies ensures a standard in those modes of travel.

CHECK YOUR PROGRESS

Give examples of Non residential catering services.

What is a bar, a night club and a carrousel?

What are the main fearures of Industrial Cateing?

Armed Forces catering

Our armed forces need to be nourished to work at the borders and in the war zones. The peculiar feature in armed forces catering is the increased use of frozen, dehydrated and packaged food which has the following advantages:

- No initial preparation.
- Problem of waste disposal is solved.
- Bulk purchase of foodstuffs in advance at stabilized prices is possible.
- Consistency of quality is maintained.
- Hygienic standards are guaranteed.
- Storage and transport of foodstuffs over long periods and long distances is possible.
- Rationing of foodstuffs automatically ensures portion controlling. Army, navy, air force, border police, fire, customs and all other defense personnel are covered under services catering.

1.03.03 Welfare catering

Food is an essential requirement to live. There are some who can not earn enough to buy meals. Here comes welfare catering. Welfare catering generally refers to the provision of meals for the elderly, prisoners, orphans, etc. welfare catering is usually provided for the following:

Old age homes: You also call these as retirement home, as the elderly are retired and don't earn salaries. A retirement home is a multi-residence housing facility intended for the elderly. The usual pattern is that each person or couple in the home has an apartment-style room or suite of rooms. Additional facilities are provided within the building. Often this includes facilities for meals, gathering, recreation, and some form of health or hospice care. The level of facilities varies enormously. A place in a retirement home can be paid for on a rental basis, like an apartment, or can be bought in perpetuity on the same basis as a condominium. A retirement home differs form a nursing home primarily in the level of medical care given. Retirement villages and retirement communities, unlike retirement homes, offer separate and autonomous homes for residents.

Prisons: The inmates of prison also need to be fed. The diet for the inmates is based upon fixed weekly quantities of specific food commodities with a small weekly cash allowance per head for fresh meat and a further separate weekly allowance per head for the local purchase of dietary extras of which a proportion is spent on fresh fruit. The catering within the prisions is the responsibility of the prison governors with the delegated responsibility being given to a catering officer.

Orphanage: orphanage can be described as a residential institution devoted to the care and education of orphans-children whose parents are deceased or otherwise unable to care for them. Parents, and sometimes grandparents, are legally responsible for supporting children; however, in the absence of these or other relatives willing to care for the children, they become a ward of the state. Orphanages are a way of providing for the care, housing and schooling of these children. Orphanages provide an alternative to foster care or adoption by giving orphans a community-based setting in which they

become a ward of the state. Orphanage are important charity which provide care to the children who don't have relatives who can take care of them. Orphanages are a way of providing for the care, housing and schooling of these children. Orphanages provide an alternative to foster care or adoption by giving orphans a community-based setting in which they live and learn. In the worst cases, orphanages can be dangerous and unregulated places where children are subjected to abuse and neglect. Today, the term orphanage has negative connotations. Other alternative names are group home, children's home rehabilitation center and youth treatment centre.

Disaster Catering: No matter what you do, the disasters like earthquakes, floods, famine or wars can not be avoided at all times and we have to be prepared for such catastrophies. In the hours of such distress, after massive relief in the form of food, drink and water has to be provided to the aggrieved population. This is carried out by voluntary organization like the United Nations, Bharat Sevak Samaj, and Ramakrishna Mission, etc. Here primary consideration is wholesome, nutritious simple single item menu like gruel, porridge, etc., prepared in community kitchens.

Religious congregation: Religious ceremonies and places of worships have provisions for food to devotees and others. They offer charity and brotherhood through such offerings. In India, you can see this Vaishno Devi, Amarnath and Gurudwaras where meals are provided in huge volumes from make shift kitchens.

Other \Types of Catering

Cafeteria: A cafeteria can be described as a type of food service location in which there is little or no table service, whether it is a restaurant or within an institution such as a large office building or school.

Canteens: A canteen can be described as a type of food service location in which there is little or no table service, whether a restaurant or within an institution such as a large office building or school; a school dining location is also referred to as dining hall or canteen.

Tiffin: We have come across this word often. Tiffin is lunch, or any light meal. It originated in British India, and is today found primarily in Indian English. The word originated when Indian custom superseded the British practice of an afternoon dinner, leading to a new word for the afternoon meal. It is derived from the obsolete English slang *tiffing*, for 'taking a little drink or sip' When used for 'lunch', it is not necessarily a light meal. In south India and in Nepal, the term is generally used for between-meals snacks: dosas, idlis, etc. Outside south India, like Mumbai, the word mostly refers to any packed lunch, often lunches prepared for working Indian men by their wives after they have left for work, or for schoolchildren by their parents. We carry our Tiffin to our workplaces or schools. It is often forwarded to them by dabbawalas, sometimes known as Tiffin wallahs, who use a complex system to get thousands of tiffin boxes to their destinations. Tiffin often consists of rice, dal, curry, vegetables, chapatti is or 'spicy meats'. In addition, the lunch boxes are themselves called tiffin carriers, Tiffin-boxes or sometimes tifins.

Also, Tiffin is a type of cake which contains fruit and nuts, Cadbury's also use to make a chocolate bar which has now been discontinued. The surname 'Tiffin' also originates from Northumberland in Northern England.

Hospitals: No matter how much you care for your health, you may have to go to hospitals. If a surgery or a procedure is to be undertaken, it may require getting admitted there. Hospital catering is a highly specialized activity since health and food are interwoven; great emphasis is given on hygienic, wholesome, nutritive food with elements of prescribed diet like liquid diet.

Outdoor catering: Off premise catering or OCC is any food service in places that are not designed for this purpose; for example, wedding or corporate lunches organized in farm houses or parks.

1.04 PERSONAL HYGEINE AND SANITATION

We use words like “cleanliness” and “sanitations” almost as substitute to each other. Let us see it deeply. The word “Sanitary” refers to the lack of microorganisms that may do harm. The word “Clean” refers to the lack of soil or dirt on an item. A utensil may look clean and yet not be sanitary, because unseen organisms are present. Conversely, something may be sanitary be a utensil coming from a dish machine in which it was sanitized by immersion for 10 seconds and rinse water heated to 180°F (82.2°C): soil may show on it, but microorganisms have been destroyed by the hot rinse. In a good system of sanitation, the aim is to make things clean as well as sanitary.

Sanitation is the responsibility of every person working in the establishment. Sanitation and safety regulations established by local, state and national bodies must be enforced constantly by management. Sanitary regulations are usually outlined in public health codes. If people do not undertake activities of sanitation and hygiene, they may become sick and also make others sick. Proper sanitation and safety, however, just do not happen because a government agency has established appropriate standards; rather, they are made to happen by the concerned and committed personnel of a foodservice.

Proper sanitation results in healthful, clean and wholesome food. It is a compulsory requirement. It also provides an orderly environment and pleasant working conditions. Personnel, as part of the working environment, must also be clean and healthy if sanitary conditions are to be maintained. Sanitary standards of meat and poultry have been greatly improved since new standard have been implemented through Hazard Analysis Critical Control Point (HACCP). This System call for identifying points during food handling at which contamination is likely to occur, establishing ways to prevents it and monitoring the system to ensure the measures are working.

1.04.1 Preventing Food-borne Illnesses

Nobody wishes to get sick by getting infected by virus or bacteria or other such agents. If the food is contaminated it may make the user of such food sick or ‘carrier of diseases’. Food may already be contaminated when purchased or it may be contaminated later by personnel, equipment, utensils or vermin. A carrier of contamination is called *vector*. Good sanitation procedures call for stopping the vector at its source. The potential for transfer is always present and safeguards must be established to prevent this as from occurring. Such safeguards come under four headings: (i) food protection; (ii) personal hygiene; (iii) facility and equipment sanitation; and (iv) rodent and insect control.

CHECK YOUR PROGRESS

Explain the difference between being clean and being sanitary?

Which agency stipulates standards for sanitation?

1. Food protection

Food needs to be protected so that it does not get contaminated. Each of the functions performed in the purchasing, storing, preparing and serving of food should be isolated in establishing a food sanitation program. Each offers a chance for contamination to occur, unless the food is properly handled. Management is responsible for establishing suitable standards and procedures, and the remaining staff is responsible for seeing that these guidelines are carried out. It is said that food protection is 95 per cent people and 5 per cent equipment and facilities.

2. Purchasing food

One needs to be careful while purchasing food. Food should be purchased from purveyors that operate sanitary facilities. Buyers should pay visits to their purveyors to inspect processing facilities. Only food approved for wholesomeness should be purchased. Meat and poultry should carry the round inspected-and-passed stamp. Shellfish should come from beds approved by the public health department which publishes a semi-monthly list of these. Milk should be processed according to prevailing codes. Delivery trucks and delivery procedures should be overseen to ensure that good sanitation is observed. Frozen food should be delivered frozen and refrigerated food should that good sanitation is observed. Frozen food should be delivered frozen and refrigerated food should not have an interior temperature that is higher than 40°F (4.5°C). Receiving personnel should be instructed to check the temperatures of incoming perishables, particularly during warm weather.

You need to be concerned about how reliable the source of food is. Operators should ask Union, State or local government about the reliability of food sources. Municipal water is usually considered safe, but private water sources should be checked frequently.

3. Storing food

Storage can be described as places where the food is kept before preparation, before service or during service. If contamination occurs at any of these stages, sufficient time may elapse to cause illness in people eating the food. Several rules of thumb can be identified. Rotate stocks, in order to use the oldest food first rather than newer items. Store food off the floor and away from walls and maintain correct storage temperatures. Pathogens are most active at about 100°F (38°C) and the danger zone ranges from 40 to 140°F (4 to 60°C). Temperatures below 40°F (4°C) do not kill pathogens, but they do slow down their rate of growth. At temperatures above 40°F (4°C), bacterial growth speeds up until the optimum of 100°F (38°C) is reached. Bacteria continue to grow at higher temperatures until the temperature reaches 125 to 140°F (52 to 60°C). At temperatures above 125°F (52°C), most bacteria die. Maintaining correct storage temperatures can do much to reduce food deterioration and contamination.

This means that foods need to be stored at very low temperature if we want to arrest the bacterial growth. In fact, the Food and Drug Administration (FDA) in the US has moved forward with its new food code, suggesting that temperatures in refrigerated storage should be lower than required previously. We should be abreast of current literature to learn what the government is doing in their state regarding these new regulations. Food Safety and Standards Authority in India (FSSAI) has been established to set food safety standards.

Let us now consider fruits and vegetable. Fresh fruits and vegetables should be refrigerated. Hot food from the range or steam table can be cooled quickly if the container is placed in cool water and its contents are stirred. Studies have shown that cooling in this way brings temperatures down as fast as does cooling under refrigeration, until a temperature of around 125°F is reached. The food item should then be placed under refrigeration to obtain the speediest further cooling.

What affects the rate of cooling? Factors affecting the rate of cooling include, the amount of food in the container, the thickness or density of the food, the velocity with which the cooling medium strikes the container, the radius of the mass (distance from its outer edge to its centre), and whether the food is stirred during cooling. Small amounts of food cool more quickly than large amounts; and the greater the cooling will be. This is why storing food in shallow pans not more than 2 inch deep is recommended for fast cooling and good sanitation. Microorganisms have a good chance of developing in food that stays warm a long time after being cooked. Storing warm containers close together in a refrigerator also favors the growth of microorganisms. Preferably, storage shelves should be slatted and containers should be placed so as to allow good circulation of air around them.

Containers should be covered so that airborne bacteria and organisms cannot drop into them. Storage areas should be cleaned regularly and temperatures should be checked frequently. Good air circulation helps to maintain a sanitary storage place.

Now comes an important point. Certain food, such as meats, eggs and milk must be given special handling. Store these at 40°F (4.5°C) or below (meat discolors at 31 to 34°F (0 to 1°C). Hold warm meat, egg and casserole dishes for service at temperatures above 140°F (60°C), except perhaps rare meats. Food held within the danger zone may not last longer than several hours and could become not fit to be eaten. Holding food in this zone for as short a time as possible is a good idea. Times in the zone are cumulative. A turkey that is left out to cool for 45 minutes, then refrigerated, then brought back out to pick the meat for turkey salad for another 45 minutes, and then made into salad and left standing at room temperature for 1 hour has accumulated 2.5 hours of danger-zone time. For this reason, frozen food that has thawed should be used as quickly as possible and not be refrozen.

CHECK YOUR PROGRESS

Which four heads cover the safeguards on prevention of food borne illnesses?

Which agency stipulates standards for Food Safety in India?

4. Preparing food

We come to what needs to be done while preparing food. By following good sanitary practices during food preparation minimizes the chances of infecting patrons with a food borne illness. Many organisms are present on the skin, nose, hair or the body of the preparer and can be transferred to the food Coughing or sneezing readily transferring. Hand contact with the food should be avoided. If the hands are used, they should be scrupulously clean. Alternatively, single-service gloves are a good sanitary measure. It is important to use them. Food should be handled with clean utensils, such as tongs, scoops, spoons or persons who prepare the food. Good hygiene and work habits are absolutely necessary. All fresh fruits and vegetables should be washed thoroughly and, in some cases, scrubbed to remove any organisms or toxic chemicals on their surface, Soaking, followed by thorough washing in fresh water, is usually sufficient to remove most chemical contaminants.

Harmful organisms can also be destroyed by heat. Proper cooking destroys harmful organisms. Solid or viscous food must be stirred during heating to distribute the heat uniformly throughout the mass. In quantity food preparation, temperatures never get as high as they do in small batch cooking and this may cause problems. A food may appear to be boiling when boiling is actually occurring only near the heat source. Trichinae are destroyed at 138°F, but pork and other meats that can carry it should be cooked to at least 155°F to ensure destruction of the parasites.

5. Serving Food

Now that we have seen purchasing of food, storage of food items and cooking the food, what remains now is the process of serving the food. Opportunities for food contamination to occur are particularly numerous during holding for services and during service itself. For this reason, proper holding temperatures must be maintained. The following holding temperatures are recommended:

Soups, thin sauces, coffee and tea: 160°F and up

Entrees and meats: 160°F (7 1°C)

Rare meats: 140°F

Chilled food: 35 to 40°F (2 to 4°C)

Frozen food: 8 to 12°F

It is important to remember these temperatures while serving the food. There are other things too. Protecting food from contamination during holding is essential. If an item is not being served, it should be covered. If customers are serving themselves, a number of steps must be taken to reduce the risk of contamination. Food on a cafeteria counter should be shielded by a sneeze guard. Silverware and dishes to be used by guests should be placed so that contamination is avoided. Silverware should be placed in containers with the handle, not the eating end up. Glasses and cups should be upside down in their holders. All necessary precautions should be taken to see that customers do not contaminate food while serving themselves. It is important to be safe, isn't it? In all operations, employees should handle dishes, cups, glasses and eating utensils in such a way that their hands do not touch the eating surfaces. Packaged food, such as packets of sugar, crackers or salad dressings should be used if possible and no opened packages should be reused. Some states or localities do not permit open sugar bowls or other open food on tables. Local sanitation agents can give information on local recommended practices. Employees should be trained to Kitchen Equipment handle food and equipment properly in front of guests.

1.04.2 Sanitation and Food Hygiene

Sanitation and hygiene go hand in hand. Hygiene is an essential part of healthy living. Not just selecting the right food choice but also cooking and consuming them in a hygienic way is equally important in preventing infectious diseases. One does not have to spend a fortune for healthy hygienic cooking practices. It is simple. You have only to be well disciplined to maintain hygiene life style.

Let us begin with understanding such life style. Good food hygiene promotes good health and more effective and efficient Job performance. It also helps prevent the spread of diseases. A good food hygiene practice includes personal hygiene, as well as the hygiene of kitchen. It includes getting enough sleep. Routinely seeing a doctor or a dentist staying away from work when sick, and avoiding poor personal habits such as peaking nose or biting the fingernails and the lid or utensils. Unless the hands are clean, food contamination can occur. A clean handkerchief or tissue should be used to cover the nose and mouth when coughing or sneezing occurs. Employees should wash their hands after sneezing or coughing .

Good manner and common sense are important. Scratching the head, wiping the mouth with the fingers or wetting the thumb with saliva to pick up a paper napkin or to turn pages of an order are unsanitary habits. Smoking a cigarette, cigar or pipe can transfer organisms from the saliva to the hands or to other items. Smoking should only be permitted in designated areas. Employees should always wash their hands after visiting the rest room, returning from meal breaks or handling money.

Cleanliness is next to godliness. A clean body is the foundation for all the other factors that support a good appearance and proper sanitation. Wearing a cap or hair net is a must to prevent hair from falling into food. Clean hands and nails not only give a good appearance but also protect against contamination, Service personnel make a better impression if they are neat and well dressed. Makeup may be used sparingly. Nails should be short, well trimmed and clean. A well-pressed uniform adds to an employee's appearance of caring about personal hygiene. A healthy, clean person wearing a spotless uniform is more likely to feel like observing good sanitation rules than one who is sloppily dressed, badly groomed and not particularly clean.

Take another tip from common sense wisdom. Care is also required in removing soiled dishes and utensils from guests and tables, since these can carry organisms from customers. Table bussing personnel should wash their hands before handling food or clean utensils.

Good hand washing sinks should be available at all workplaces. It is important. Washing hands in sinks used to wash dishes or pots and pans is not recommended. A dirty exhaust system can pose an extreme fire hazard. A fire igniting in greasy ductwork can spread rapidly and be difficult to control.

Let us see what we ignore. Garbage and refuse disposal are commonly neglected areas of foodservice sanitation. Battered, leaky refuse cans with covers missing are all too frequently seen. Unless garbage can is actually in use, it should be tightly covered. Garbage cans or containers should be fly-tight and leak proof. Liquid flowing from a garbage can coat the ground and furnish a breeding place for flies. Plastic liners may help keep cans clean and facilitate disposal. The time saved in cleaning containers may be well worth the extra cost. Garbage grinders, compactors and incinerators can also simplify refuse and garbage removal and help improve sanitation.

Equipment Sanitation

The equipments if not maintained properly can cause health issues too. Equipment sanitation comprises the methods, materials and times required to keep equipment clean. Good maintenance means good operation. Moreover, it helps prevent the transmission of microorganisms. Properly cleaned equipment lasts longer and costs less to operate than badly maintained equipment.

It is important to have schedules. A cleaning schedule and procedure for each major piece of equipment should be developed in establishing a cleaning schedule to be posted in the foodservice, planners should take the following seven steps:

- (i) Give the name of the equipment to be cleaned
- (ii) Have three columns headed when how and use
- (iii) Include all steps (written as briefly as possible) that are necessary to dismantle, clean and reassemble the equipment properly
- (iv) Take into consideration the safety precautions necessary to make the equipment safe and clean
- (v) Specify the amount of detergent to use and the temperature of water to use for washing, rinsing and a sanitizing
- (vi) Stress the need for a clean surface for air drying and for clean hands for reassembling equipment
- vii) Provide a separate procedure if daily cleanings differs from weekly or Kitchen Equipment bimonthly cleaning

How do we do the maintenance work? Equipment that can be disassembled should be taken apart scraped free of major soil and washed by machine or by hand. All surfaces that food comes into contact with should be washed with hot detergent water, rinsed in warm water and sanitized in a final rinse. Equipment can be also sanitized by spraying or wetting their surfaces with a chlorinated solution that is about twice as strong as those used for sanitizing by immersion. Different kinds of soil, grease, carbon egg and protein, for example, need different treatment. Proteins and eggs must be not be subjected to too high the original temperature, or they will be cooked onto the surface. Grease dissolves only at certain washing temperatures.

We normally use water for cleaning most surfaces. Water is the primary solvent used in cleaning: a detergent or soap simply makes more things soluble in water; Heat helps to increase solubility, too, and will melt grease. That's why we use hot water for cleaning difficult parts. Friction is the main cleaning agent and does about 90 per cent of the job; water with detergent does the other 10 per cent of the job. After washing a good rinse in clean water removes detergents and cleaning agents. Sanitizing is the final step. A rinse of 10 seconds in 180°F water or of 30 seconds in 170°F water is a

minimum for sanitizing. Chlorine and other sanitizing agents may be added to the sanitizing rinse to kill any remaining contaminants. Rinse compounds may be used to get better runoff or rinse water, reducing the drying time.

The following are some points that should be made part of day-to-day life.

- The kitchen should be well lighted and ventilated (with either chimney! exhaust fan) and with meshed windows.
- The cooking and eating area should be elevated and proper height be maintained.
- Keep the cooking, Washing and utility area and kitchen clothes clean.
- Protect the kitchen and food items from insects, pests and other animals.
- Before spraying insecticides. in the kitchen walls/cupboards, remove all the food items. Spraying should be done during night time. Wet mop the cupboards before storing again.
- Do not store raw food (vegetables, dais, cereals, masala, i.e., powdered spices) for long periods. 'First in first out' (FIFO) practice should be followed by all and. more so in regions where the humidity is high.
- Storage of food items should be in airtight containers/utensils to protect them from dust, insects and moisture.
- Separate raw, cooked and ready to eat food while shopping, preparing or storing food.
- De-weed the green leafy vegetables and then wash them, repeatedly in clean water till they are free from dirt/mud.
- Wash and soak the vegetables/fruits in water and then scrape. (Soaking removes pesticides, preservatives present on the surface. Vendors polish brinjals and apples with engine oil to give a shining look, so soak and scrub them thoroughly).
- Cruciferous vegetables should be soaked in boiled water to remove worms.
- Raw vegetable/fruits for salads should be washed thoroughly in running Water before cutting. Do not consume cut fruits from the street vendors.
- Clean the pulses/cereals; wash those 2- 3 times before cooking/soaking.
- Transfer the cooked food into a clean serving utensil before consuming (this is to prevent the erosive action of salt/turmeric/tamarind/lemon with aluminum, brass etc.).
- Boil milk before consumption and keep it in a cool place/refrigerator to prevent curdling. Do not consume raw milk.
- While buying meat/fish/poultry make sure they are freshly cut.
- Clean fish/poultry/meat thoroughly before cooking. Cook them thoroughly before consuming.
- Do not leave food outside in summer months for long time. Try and eat freshly prepared food every day.
- Refrigerate perishable food promptly, prepared food and left over within 2 hours. If refrigerator is not available then regulate the amount of food cooked, so that food does not have to be stored.
- Do not store food for too long in the refrigerator/freezer.
- Boil/filter the drinking water before storing it in a clean vessel and cover it. Use a spoon/glass with a long handle to drink water. Do not insert your hand/fingers in drinking water. Do not drink directly from bottles containing drinking water which are shared among individuals.
- Do not use packed food beyond its expiry date. Do not consume food in tetra packs/tins which have leaks or are puffed, even if they are well within the expiry date.
- Wash hands thoroughly with soap after using the toilet, changing diapers, handling pets and before handling food.
- Clean and trim the nails of both hands. Tie your hair before handling the food.

CHECK YOUR PROGRESS

Explain the importance of good manners and personal hygiene in sanitation?

Which the seven steps to plan cleaning schedule of equipments?

1.05 GROOMING STANDARD

It is the duty of management to see that the employees maintain a minimum standard of hygiene and sanitation. Otherwise workers will spread diseases and spoil the name of the hotel. Management must have a protocol to make sure employees use hygienic practices. Supervisors and managers should set an example for employees by using excellent hygiene and health practices themselves. They should provide proper laundry, locker-room and hand washing facilities to make it easy for employees to stay clean and hygienic. All employees should have a physical examination before they are employed to check that they have good physical, Mental and emotional health. All employees who work with food should be checked regularly for signs of illness and infection and other signs of poor health to maintain personal hygiene, the employees should ways.

1. Maintain good physical health through good nutrition, enough rest and physical cleanliness.
2. Report illness to their employer before working with food so that assignments can be adjusted to protect food from being contaminated
3. Practices good hygiene so that they do not contaminate food.
4. Wash their hands during their work shift after using the toilet; after handling garbage or other dirty items; after handling unlocked meats, egg products or dairy products; after handling money; after smoking; after coughing and sneezing; and when leaving or returning to food production/service areas.
5. Maintain personal cleanliness through daily bathing, washing hair at least twice a week; cleaning fingernails daily, using cap or hairnet while handling food, and wearing clean underclothing and uniforms.
6. Do not touch foodservice equipment and utensils with their hands, and use disposable gloves if they have to touch food other than dough.
7. Follow rules such as 'no smoking' and do anything else needed to protect the food from being contaminated.

Apart from being clean and setting examples before others in cleanliness, there are other standards of grooming. The F&B manager should not only have knowledge of F&B but also possess technical ability. This person should be aware of all the items on the menu. This helps him in the advising and offering suggestions to the guests. Knowledge of correct and proper serving of the dish is also important.

He should foresee the customer's requirements and desires. A definition of quality says that quality involves satisfying and exceeding the customer's expectation. Hence if you want to have quality in your service you should know what customer wants. A cautious eye should be kept on customers at all times during the service but without staring. This person should never fall out with the guests, on any matter, as this will only worsen the situation, This person should be aware of the perfectness of the customers regarding their seating, or their favourite food and drink, etc.

The F&B manager should be loyal and honest. As they say honesty is the best poicy. This person should have the ability of sales and merchandising. This person should work in coordination with the

other staff of the hotel. Under the food and beverage manager are senior captains, captain, stewards, assistant, trainee stewards, order takers, hostesses and all the restaurant managers in the hotel in various dishes; correct method of their service. The staff must know of accompaniments of various dishes; correct method of their service. The food and beverage manager has to encourage various qualities in his staff, viz., punctuality, honesty, memory, guest preferences, local knowledge, loyalty, sales ability, handling complaints and above all guest satisfaction.

The F&B manager acts as a team leader and should carry staff with him. This is called leading by setting example or leading from the front. This person should have the ability of time management, urgent as well as long – term planning, and capability of solving problems. This person should be aware of accident prevention and other safety measures.

CHECK YOUR PROGRESS

What steps managers can take to ensure that the staff maintains hygiene standards?

Which qualities will make a carry out his job properly as a leader ?

1.06 SERVICE OUTLETS

There are a number of places which can be termed as service outlets. Let us study them in details:

1.6.1 TEA LOUNGE

A tea house is an establishment which primarily serves tea and other light refreshments. Sometimes the meal is also called "tea". Although its function varies widely depending on the culture, tea houses often serve as centers of social interaction, like coffeehouses. Some cultures have a variety of distinct tea-centered houses of different types, depending on the national tea culture. For example, the British or American tearoom serves afternoon tea with a variety of small cakes.



Fig 1.06: Old Twinnings Shop on The Strand, London

(Picture By Victorgrigas - Own work, CC BY-SA 3.0, <https://commons.wikimedia.org/w/index.php?curid=17648883>)

In China and Nepal, a tea house (茶館 cháguǎn or 茶屋 chówū; Standard Nepali:चिया घर) is traditionally a place which offers tea to its consumers. People gather at tea houses to chat, socialize,

and enjoy tea, and young people often meet at tea houses for dates. The Guangdong (Cantonese) style tea house is particularly famous outside of China especially in Nepal's Himalayas. These tea houses, called chálou (茶樓) serve dim sum (點心), and these small plates of food are enjoyed alongside tea.

In Japanese tradition a tea house ordinarily refers to a private structure designed for holding Japanese tea ceremonies. This structure and specifically the room in it where the tea ceremony takes place is called chashitsu (茶室?, literally "tea room"). The architectural space called chashitsu was created for aesthetic and intellectual fulfillment.

In Japan during the Edo period, the term "tea house" could also refer to a place of entertainment with geisha or as a place where couples seeking privacy could go. In this case the establishment was referred to as an ochaya (お茶屋?), which literally meant "tea house". However, these establishments only served tea incidentally, and were instead dedicated to geisha entertainment or to providing discreet rooms for visitors. This usage is now archaic. Contemporary Japanese go to modern tearooms called kissaten on main streets to drink black or green tea as well as coffee.

In Central Asia the term tea house could refer to Shayhana in Kazakh, Chaykhana in Kyrgyz and Choyxona in Uzbek, which literally means a tea room. In Tajikistan. The largest tea houses are Orient Tea house or Chinese Tea house, Orom Tea house in (Isfara) town. On the 15th anniversary of Independence in Tajikistan, the people of Isfara town presented Isfara Tea house to Kulyab city for its 2700th anniversary on September 2006. Tea houses are present in other parts of Central Asia, notably in Iran and also Turkey. Such tea houses may be referred to, in Persian, as Chay-Khaneh, or in Turkish, çayhane - literally, the "house of tea." These tea houses usually serve several beverages in addition to tea.

In Arabic-speaking countries such as Egypt, establishments that serve tea, coffee and herbal teas like karkade are referred to as ahwa or maqha (Arabic: مقهى) and are more commonly translated into English as coffeehouse.

1.6.2 COFFIE SHOP

A coffeehouse, coffee shop, or café (sometimes spelled cafe) is an establishment which primarily serves hot coffee, related coffee beverages (e.g., café latte, cappuccino, espresso), tea, and other hot beverages. Some coffeehouses also serve cold beverages such as iced coffee and iced tea. Many cafés also serve some type of food, such as light snacks, muffins, or pastries. Coffeehouses range from owner-operated small businesses to large multinational corporations.

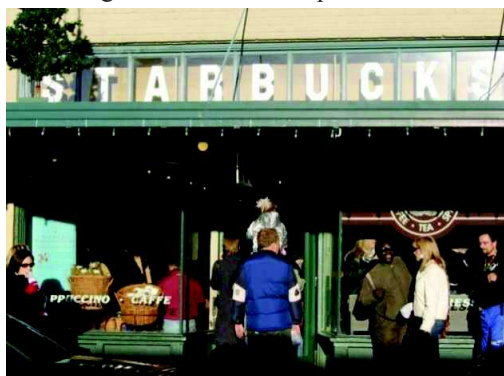


Fig 1.07: The second location of Starbucks in Seattle was opened in 1977.

(Picture By Postdlf from w, CC BY-SA 3.0, <https://commons.wikimedia.org/w/index.php?curid=579133>)

In continental Europe, a café is a traditional type of coffeehouse, but elsewhere the term "café" may also refer to a tea room, "greasy spoon" (a small and inexpensive restaurant, colloquially called a "caff"), transport café, or other casual eating and drinking place. A coffeehouse may share some of the

same characteristics of a bar or restaurant, but it is different from a cafeteria. Many coffee houses in the Middle East and in West Asian immigrant districts in the Western world offer shisha (nargile in Greek and Turkish), flavored tobacco smoked through a hookah. Espresso bars are a type of coffeehouse that specializes in serving espresso and espresso-based drinks.

From a cultural standpoint, coffeehouses largely serve as centers of social interaction: the coffeehouse provides patrons with a place to congregate, talk, read, write, entertain one another, or pass the time, whether individually or in small groups. Since the development of Wi-Fi, coffeehouses with this capability have also become places for patrons to access the Internet on their laptops and tablet computers. A coffeehouse can serve as an informal club for its regular members. As early as the 1950s Beatnik era and the 1960s folk music scene, coffeehouses have hosted singer-songwriter performances, typically in the evening

1.6.3 RESTAURENT

Restaurant: The term restaurant (from the French restaurer, to restore) first appeared in the 16th century, meaning ‘a food which restores’, and referred specifically to a rich, highly flavored soup. It was first applied to an eating establishment in around 1765, founded by a Parisian soup-seller named Boulanger. The first restaurant in the form that became standard (customers sitting down with individual portions at individual tables, selecting food from menus, during fixed opening hours) was the ‘Great Tavern of London’, founded in Paris in 1782 by a man named Antoine Beauvilliers—a leading culinary writer who achieved a reputation as a successful restaurant owner. This person later wrote what became a standard cookbook, *L’Art du cuisine*(1814).

A restaurant prepares and serves food and drink to customers. Meals are generally served and eaten on premises, but many restaurants also offer take-out and food delivery services.



Fig 1.08: Le Piment Rouge restaurant in Montreal

(Pic:Wikipedia)

1.6.4 BANQUETS

Banqueting: A banquet is a large public meal of feast, complete with main courses and desserts. It usually serves a purpose, such as a charitable gathering, a ceremony or a celebration, often preceded or followed by speeches in honour of someone. Function catering is an important part of the sector. It refers to food service for specific functions or gatherings, such as marriages, anniversaries, birthdays, etc.



Fig 1.09: Banquet of Babur

(Pic: By Unknown - http://www.columbia.edu/itc/mealac/pritchett/00routesdata/1500_1599/babur/baburformal/baburformal.html, Public Domain, <https://commons.wikimedia.org/w/index.php?curid=19164953>)

CHECK YOUR PROGRESS

Explain the concept of Tea House.

What is the cultural impact of coffee shop ?

1.07 HIERARCHY OF F&B SERVICE DEPARTMENT

The following chart shows the various parts of an F&B department.

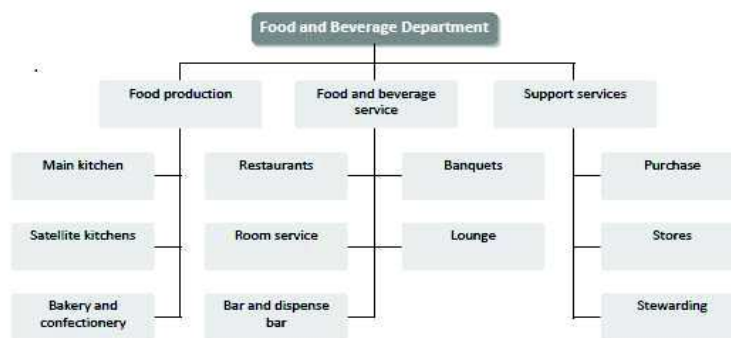


Figure Classification of the Food and Beverage Department

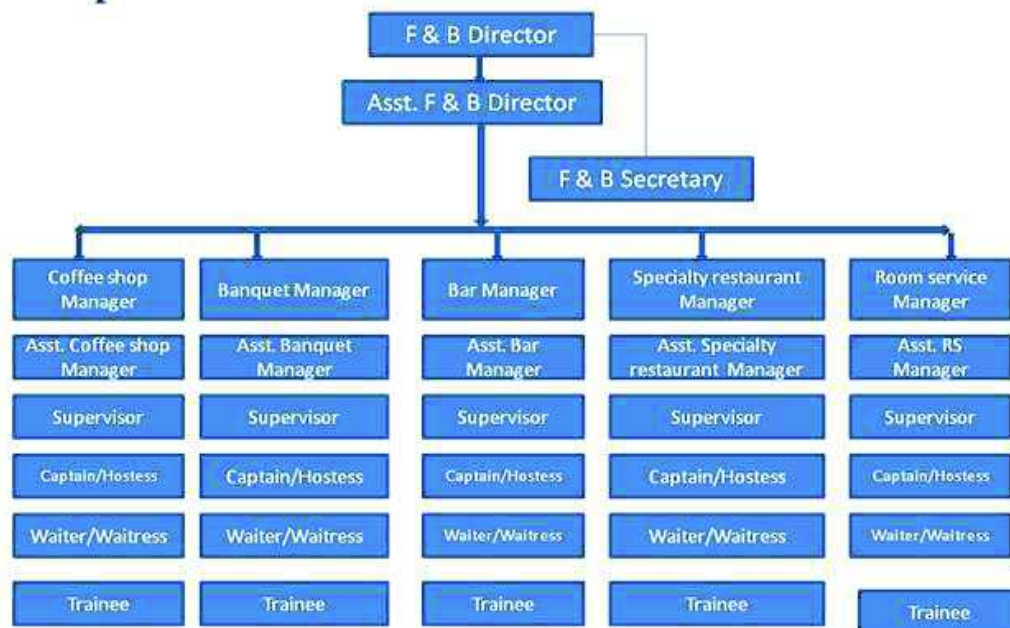
CHECK YOUR PROGRESS

Which three sections come under F&B Department ?

Which three sections come under F&B Service section ?

1.08 F&B SERVICE BRIGADE

Organization chart of F&B department



CHECK YOUR PROGRESS

Who is the Head of the F&B Department?

Whom does the Banquet manager report to?

1.09 MODERN STAFFING AT HOTELS

Let us see how the modern hotels are organized. The following chart shows the organization structure of a modern hotel.

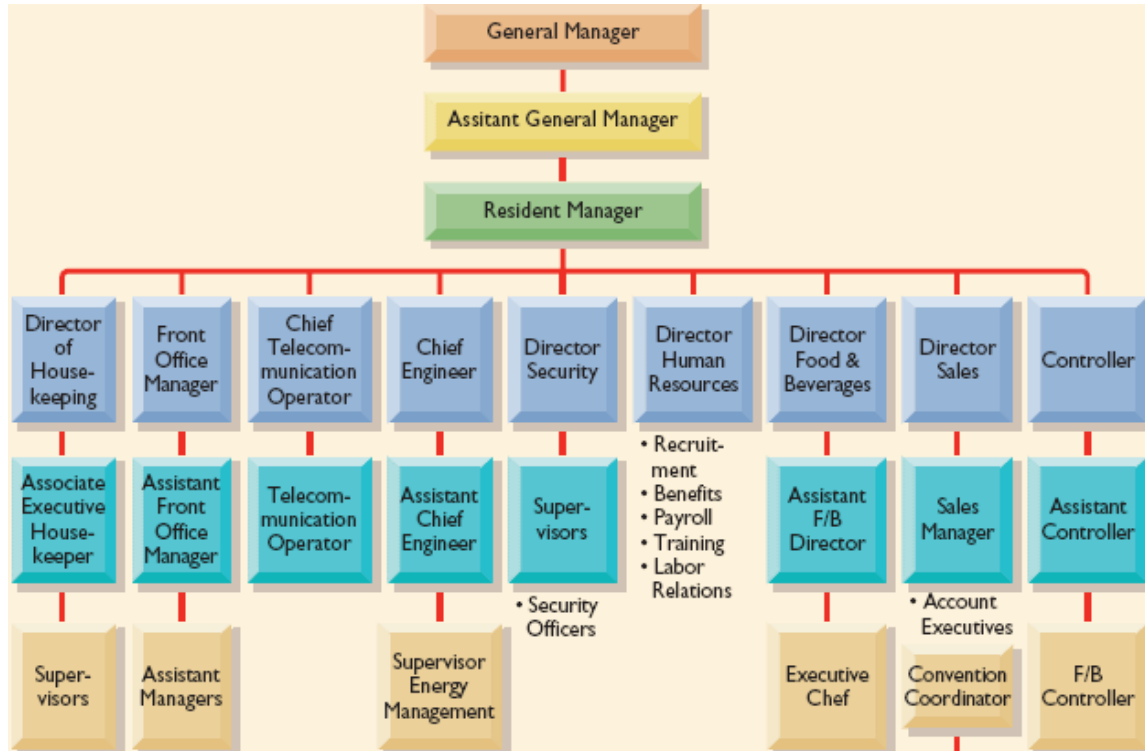


Fig 1.10 Organization chart of a modern hotel

Let us now see how the organization chart of a restaurant looks like. The following chart shows the organization of a restaurant.

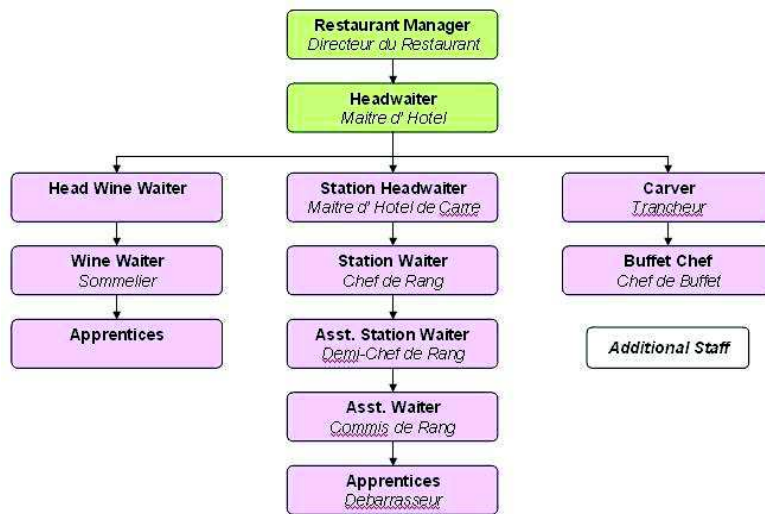


Fig 1.11: Organization of a restaurant

CHECK YOUR PROGRESS

Which are the various sections under Director HR in a modern hotel?

Who does a station head waiter report to ?

1.10 DUTIES AND RESPONSIBILITIES OF VARIOUS EMPLOYEES

We have seen the organization chart of the modern hotel and that of the F&B department in a hotel and restaurant. It gives us idea about the designation of the staff and how one staff follows the command of the other. Let us now see what the duties and responsibilities of the various designations are.

A successful restaurant can be described as one which the guests are anxious to visit again. Good waiters are necessary for the success and development of the restaurant. Waiter is, in such cases, in direct contact with guests and therefore much of restaurant's success depends on the skills, interest and personal qualities of the waiter.

The waiter is the face of the restaurant and hence a important person to make or break the image. The waiter is also known as a Steward or Commis-de-Rang. The duties of waiter include preparing tables (table setting) for a meal, taking customers' orders, serving drinks and food, and cleaning up before, during and after servings in a restaurant.

Here comes an important point: The quality of service staff in any establishment reflects the quality of the establishment itself. The important qualities of a waiter are: personal hygiene and appearance, good conduct, good memory, observation, concentration and skill, salesmanship, ability to assume responsibility, maximise revenue, punctuality, local knowledge, personality, attitude to customers, honesty, etc.

The important duties and responsibilities of the restaurant staffs are discussed in this section.

Food and Beverage Manager

The food and beverage manager is responsible for the overall implementation and setting of the food and beverage policies.

In general, food and beverage managers are responsible for:

- Ensuring that the required profit margins are reached
- Updating and complete new wine lists
- Compiling, in liaison with the kitchen, menu
- Purchasing of all materials
- Ensuring that quality/quantity in relation to the price paid is maintained
- Ensuring staff training in maintaining highest professional standards
- Employing and dismissing staff
- Holding regular meetings with section heads
- Marketing and sale promotion

Restaurant manager:

He has the responsibility for the organization and administration of particular food and beverage service areas. These may include the lounges, room service (in hotels), restaurants and possibly some of the private function suites.

Job duties consist of:

- managing employees,
- regulating business operations,
- resolving customer issues,
- create work schedules,
- monitor and evaluate employee performances,
- motivate staff members,
- monitoring inventory (ordering/ delivery),
- meeting health and safety regulations,

Head Waiter (*Maitre D' Hotel*)

This person has an overall charge of the staff team in the dining room.

Responsible for the seeing that all the duties necessary for the mise-en-place of service are efficiently carried out

- May take some orders if station waiter is busy
- Receives guests and direct them to their table
- Assist in compiling duty rosters and holiday lists
- Act as a reliever to the restaurant manager on his day off

Station Head Waiter (*Maitre D' Hotel de Carre*)

He has the responsibility of the team of staff serving a set number of tables from one sideboard. This set of tables under his control is called a *station*. (Set of 4 – 8 tables usually falls under one station.)

- Must have good knowledge of food and wine and its appropriate service
- Take food and wine orders from host

- Carries out all the service at the tables with the help of his *Chef de Rang*

Station Waiter (*Chef de Rang*)

He must be able to carry out the same work as the station head waiter.

- Act as a reliever for the station head waiter on his day off
- Normally have less experience than the station head waiter
- Responsible for taking guests orders
- Must coordinate with station head waiter to ensure efficient and speedy service

Assistant Station Waiter (*Demi-Chef de Rang*)

This post is usually only found in the Continent. This person assists staff in the particular station when necessary.

Assistant Waiter (*Commis de Rang*)

This person acts by instruction from the *Chef de Rang*. This post is also known as *Commis de Suite*. Mainly fetches and carries food and service items

Responsible for giving food checks into the kitchen

Clears tables after each course

Cleaning and preparatory tasks during *mise-en-place*

Apprentice (*Débarrasseur*)

He is also known as the 'learner'.

Keeps sideboard well filled with equipment

Carry out cleaning tasks during *mise-en-place*

May be responsible to look after and serve *hors d'oeuvre*, cold sweets or assorted cheeses

Carver (*Trancheur*)

He is responsible for the carving trolley and the carving of joints at the table required. This post is usually associated with *guéridon* service. This person will plate up each portion with the appropriate accompaniment.

Wine Waiter (*Sommelier*)

This person is responsible for the service of all alcoholic beverages during the service of meals.

Must have the selling skill

Must have excellent knowledge of all drinks served in the restaurant

Must have good knowledge of the best wine to go with certain foods

Must be aware of the licensing laws in respect of the particular establishment and area

Lounge Staff (*Chef de Salle*)

This staff deals with lounge service as a specific duty in a first-class establishment only.

Responsible for morning coffee, afternoon teas and other drinks in other areas of a hotel outside the restaurant

Floor Waiter (*Chef d'étage*)

Often a floor service staff is responsible for a complete floor in an establishment such as a hotel depending on the size of establishment, number of rooms and suites.

Serves light meals and drinks

Must have thorough knowledge of food and drinks (alcoholic and non-alcoholic) served in the establishment.

Buffet Chef (*Chef de Buffet*)

He is in charge of the buffet in the room, its presentation and its service.

Cashiers

This person is responsible for all the earnings of the food and beverage operations. It includes the making up of bills from food and drink checks. Nowadays, it is done by electronic posting system (ePOS) where everything is posted after order is taken and totaled up when the customer asks for the bill.

Bus Boy (*Commis/runner*)

He assists the waiters in the operation of the station.

Takes order dockets to the kitchen Reset tables and assist in the restocking of sideboards

Function Catering/Banqueting Staff

Number of staff depends on the size of the establishment. Most of the banqueting staff are engaged on a casual basis (temporary) except for the banqueting manager and a few other assistants as well as waiters who are the permanent staff

Bar manager:

This person is the head of operations of a beverage dispensing outlet. The major function of a bar manager are budgeting for the outlet, inventory taking, indenting and proper storing, training in drinks making and taking care of welfare of the staff on duty.

Barman (bartender):

His function includes making, dispensing and serving different kinds of drinks to the customer.

- Collect money for drinks served.
- Check identification of customers to verify age requirements for purchase of alcohol.
- Clean glasses, utensils, and bar equipment.
- Balance cash receipts.
- Attempt to limit problems and liability related to customers' excessive drinking by taking steps such as persuading customers to stop drinking, or ordering taxis or other transportation for intoxicated patrons.
- Stock bar with beer, wine, liquor, and related supplies such as ice, glassware, napkins, or straws.
- Serve wine, and bottled or draft beer.
- Take beverage orders from serving staff or directly from patrons.
- Clean bars, work areas, and tables.
- Mix ingredients, such as liquor, soda, water, sugar, and bitters, to prepare cocktails and other drinks.
- Plan, organize, and control the operations of a cocktail lounge or bar.
- Order or requisition liquors and supplies.
- Supervise the work of bar staff and other bartenders.
- Serve snacks or food items to customers seated at the bar.
- Slice and pit fruit for garnishing drinks.
- Plan bar menus.
- Prepare appetizers such as pickles, cheese, and cold meats.

- Ask customers who become loud and obnoxious to leave, or physically remove them.
- Arrange bottles and glasses to make attractive displays.
- Create drink recipes.

Table Designations of Restaurant Organization in French, English, and American

French Terms	British Terms	American Terms
<i>Directeur du restaurant</i>	Restaurant manager	Restaurant manager
<i>Maître d'hôtel</i>	Head waiter	Senior captain
<i>Maître d'hôtel de carré</i>	Station head waiter	Captain
<i>Chef de rang</i>	Station waiter	Steward
<i>Demi-chef de rang</i>	Junior station waiter	Assistant steward
<i>Commis de rang</i>	Waiter	Bus boy
<i>Commis debarrasseur</i>	Apprentice	Trainee

CHECK YOUR PROGRESS

What are the duties and responsibilities of a F&B Manager?

What are the responsibilities of a station head waiter?

STATUS OF A WAITER

The duties of waiting staff include preparing tables (table setting) for a meal, taking customers' orders, serving drinks and food, and cleaning up before, during and after servings in a restaurant. This person must have knowledge of proper rules of etiquette in order to furnish working service in either a formal or informal sitting. Other task of a waiter includes:

- Reports to Senior Captain / Captain to receive necessary instruction for the shift and for any menu changes.
- Has to attend briefings conducted by senior captain
- Sets the assigned tables and ensures that the services area too is well-stocked with linen, silver, glassware, china etc. Sets up any special displays that be used forthe meal period.
- Greets guests and sometimes assists the host/ hostess in seating guest. Fills water glasses, serves butter, cocktails, answers questions about menu items and makes suggestions about dishes and wine if the customer requests or desires.
- Takes orders on check, turns or gives over with specification the order to the cooks with consideration to the timing of the preceding courses. Picks up all food and all other required items from various stations.
- May carve meats, bone fish and prepare flaming dishes or desserts at guest's table. may assist Senior Captain for the same.
- May serve guests from plates to the guest's table.
- Other tasks to be performed as determined byestablishment from time to time.
- Replenishes wine, water, butter, and bread as and when required.
- Observes the guests in order to anticipate any additional request and to perceive when the meal has been completed.

- After all the guests have finished each course and before the next one is served, the waiter/waitress should remove all soiled dishes or ensure that the assistant steward does it.
- When guests have finished the meal, the table is cleared and reset and ready for the next customer.
- Performs other tasks as directed by the supervisor.

Depending on the restaurant, other less common duties may be required, such as singing birthday songs to customers who are celebrating a birthday. A theme restaurant may even require staff to dance (e.g. Joe's Crab Shack). There are now event caterers that outsource waiting staff to events and specific functions. Silver service staffs are specially trained to serve at banquets or high-end restaurants. They follow specific rules of service and it is a skilled / specialized job. They generally wear black and white with a long, white apron (extending from the waist to ankle).

CHECK YOUR PROGRESS

Which are the functions that a waiting staff has to perform?

What the importance of a waiter in a restaurant?

1.11 ATTRIBUTES OF SERVICE EMPLOYEES

1.11.1 GENERAL ATTRIBUTES OF SERVICE STAFF

A profession in food service is cent per cent service activity in which there are standards for execution of any activity. Service is very difficult to standardize as being an intangible activity, the measurement units and yardstick are difficult to obtain. Yet, some form of house standards have to be laid down for his performance, e.g., greeting, the stance, the gait and diction, the intonation, the speech, the gaze as well as concern and earnestness must be kept in mind while laying down the minimum house standards. You can summarize the traits which are required and the attitude which is a prerequisite for service personnel in trade as follows:

Courtesy: The word ‘courtesy’ refers to certain behavior that was required in royal courts to show respect for the upper social classes. Later, courteous behavior became identified with manners and good breeding. For the service professional, courtesy is not something to do when there is time, as courtesy is the underlying principle of these types of services. If one cannot show respect for those who patronize the business, then one does not deserve the business.

Courteous behavior does not more than show respect. It reduces the conflict areas in any interaction and helps to keep the actions and behaviour on a level at which they can be managed and predicted. Courteous behavior yields courteous reaction.

Personal Hygiene: This is of almost importance as the staff is in direct contact with the customers. Personal hygiene is imperative. Male staff should be shaven with immaculately clean hands and well trimmed clean nails. Hair must be short and well groomed. As for the female staff, hair should be short or tied up, no excessive makeup or jewellery should be worn. Sneezing, coughing or blowing the nose near the food whether in preparation or services, must never be done. Uniform should be clean, well-ironed and shoes polished. Whatever type of uniform, it must be always should clean and smart. Being clean and smart in appearance gives one the confidence to work well. Footwear should also be safe—sandals, open back shoes or high pointed heels are inappropriate and potentially dangerous.

Knowledge of food and drinks: The staff must have sufficient knowledge of all the items on the menu and wine list in order to advice and offer suggestions to the customer. They must know how to

serve each dish on the menu correctly, what its accompaniments are, the correct cover, the makeup of the dish and its appropriate garnish and also how to serve the various types of drinks, in the correct glass and its right temperature.

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

Local knowledge: In the interest of the customer, the staff should have certain knowledge of the area in which they work so that they may be able to advise the guest about the various forms of entertainment offered in places of interest and so on.

Personality: The staff must be tactful, courteous and good-humoured and should have an even temper. They must converse with the customer in a pleasing manner and the ability to smile at the right time pays dividends. With these attributes, the staff will help the management by becoming good sales persons.

Attitude Towards Customers: The correct approach to the customer is of utmost importance. The staff must not be servile but anticipate the customer's needs and wishes. A careful watch should be kept on the customers, all the time during the service. Without starting, care should always be taken when dealing with difficult customers.

Customers should never be argued with, as this will only aggravate the situation. However, all the complaints should be referred to someone in authority in the food service area.

Memory: This is an essential asset to the food and beverages service staff. It may help in various ways in their work if they know the likes and dislikes of customer, specific seat preference, favourite drink and so on.

Loyalty: The staff's obligations and loyalty are essential to the establishment and its management in which they are employed.

Conduct: The staff's conduct should be impeccable at all times, especially in front of the customers. The rules and regulations of an establishment must be followed and respect should be shown to all senior members of the staff.

Sales ability: The staffs working in the front of the house, i.e., the front services area to a large extent are image holders of the establishment. They are the sales people, and should therefore, have selling ability.

Sense of urgency: Whenever the establishment has the minimum amount of business area in which the service period is as high as the net profit possible, the service staff must develop a sense of urgency.

Customer's satisfaction: The food and beverage service staff must see that the guests have everything they require and are completely satisfied. It is of great importance to anticipate the customer's need. If he/she is friendly, the atmosphere in the food service area is cordial and the team spirit amongst the waiting staff is also high, then customer satisfaction is guaranteed.

Complaints: The staff should have a pleasant manner showing courtesy, they should have an even temper and good humour and; try should never show displeasure even though at times things may be difficult. They should never disagree with the customer and if they cannot deal with the situation, it should be referred immediately to someone in authority in the food service area like a senior member of the team who, because of his greater experience, will be able to calm the guest and put right any fault. Loss of time in dealing with complaints makes the situation worse.

Co-operation and reliability: Since an establishment's success depends on effective co-ordination of the entire staff, a waiter should aim to help his fellow workers. This implies, among other things,

not being jealous if another waiter has customers who pay higher tips, taking proper turn in the server line, keeping to rules of the house in spirit as well as to the letter.

A cooperative waiter cultivates his ability to get on well with customers and colleagues alike and to further the policies of the management.

Receiving tips: A waiter must never indulge in preferential treatment of customers according to or in anticipation of tips; Such person may receive from them. Indeed, every customer, irrespective of his financial standing, should be treated alike.

A salient feature of your personality is how you receive tips. Tips should be acknowledged graciously, if placed on the table and should not be removed until the customer has left.

Let us now talk about the specific attributes desired from a waiter. Many of these attributes may be common to those discussed above.

CHECK YOUR PROGRESS

What is meant by “expecting clients needs and wishes” as a quality of a service staff and how can it be achieved ?

What is the importance of curtsy in service staff?

1.11.2 ATTRIBUTES OF A WAITER

Personal Hygiene and Appearance

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

The hands of the waiting staff should be given special attention, as they are constantly under the scrutiny of the guests. Nails should be trimmed, and kept clean. Playing with one's hair and face should be avoided.

Chewing gum should be avoided in all public areas of the hotel.

Minimum jewelry should be worn by the service staff. A wrist watch, finger ring and plain earrings (for girls only) should be permitted.

If an employee has a skin problem, a doctor should be consulted immediately

Uniform should be clean and well-pressed. Shoes should be properly polished and well-fitting.

Good Conduct

You like people who are simple, have good manner so that they don't irritate you. All service staff should be well-mannered and respectful to guests, and to senior members of the staff. They should be calm and pleasant, even in the most tiring circumstances. They should be able to satisfactorily solve any problem that may arise. In case of difficulty, a senior and experienced member of the staff should be consulted. Tact, punctuality and honesty are admirable qualities among service personnel.

Good Memory

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

Observation

You need to have an eye for details. A keen sense of observation and an eye for detail will help a member of the staff to be more efficient at his job. An ability to correctly judge people is definitely an advantage. A sense of anticipation in the service industry is an invaluable quality. The ability to anticipate what a guest or the management needs, even before it is asked for creates a very good impression.

Concentration and Skill

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

Salesmanship

You should know how to handle persons with tact and diplomacy. Food and beverage service personnel are technical salespersons; hence they should have a thorough knowledge of the proper presentation and service of all the food and beverages served in the establishment. Waiters should be kept informed by their superiors of deletions or additions to the menu.

Ability to Assume Responsibility

Management wants to have a trust on the employees that if situation demands, they would be able to cope up with them and keep the show goig. All service staff should be able to cope up with the demands of the job and possess the ability to assume responsibility. They should be loyal to their employers, responsible to the guests and friendly towards their fellow workers. They should not consider any job as menial, and should be willing to perform all kinds of jobs efficiently. This will help the service staff to grow in their careers and at the same time enhance the image of the establishment in the eyes of the guests.

Maximise Revenue

Cutting down on costs and maximizing the revenue of the establishment should be of prime objective to all members of the staff, even to those in junior positions. Because if the organization does well, it will be able to support its staff well.

Punctuality

You don't like a person who doesn't keep time. Punctuality is all-important. If staff is continually late for duty, it shows a lack of interest in his work and a lack of respect for the management and customers.

Local Knowledge

As the guests come from other places they need someone to tell them about the local custom, problems, and other nitty-gritty. In the interest of customers, the staff should have a certain knowledge of the area in which they work so that they may be able to advise the guests on the various forms of entertainment offered, the best means of transport to places of interest and so on.

Personality

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

Attitude to Customers

It is important to pay attention to the guests. The correct approach towards the customer is of the utmost importance. The staff must not be servile, but should anticipate the customer's needs and wishes. A careful watch should be kept on customers at all times during the service without staring. Care should always be taken when dealing with difficult customers. (There is really no such thing as a 'difficult' customer – they are normal people whom one is uncertain how to deal with.) Staff should never argue with customers as this will only aggravate the situation. All complaints should be referred to someone in authority in the food service area.

Honesty

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

CHECK YOUR PROGRESS

Why is it important to have salesmanship for a waiter?

Why should a waiter strive to maximize the revenue of the restaurant?

1.12 COORDINATION OF F&B SERVICES WITH OTHER DEPARTMENTS

The Food and beverage service department is seen to possess a very healthy intra and inter departmental relationships in prospect of accomplishing works. This has also made the functioning of the organization very smooth. Positive co-operation and co-ordination can be found in between the intra departmental staffs, as they are willing to lend a helping hand during busy operation hours and happily exchange their ideas and views with each other.

Housekeeping

It coordinates with housekeeping department regarding the cleanliness of the cleanliness of the outlets, different F&B sections and regarding the regular supply of staff uniforms and linens.

Kitchen

It coordinates with kitchen department for the preparation of various food and beverage items as per the orders. The kitchen also coordinates with food and beverage service department regarding the functions, outdoor caterings and promotional activities.

Security

It coordinates with security department to create a safer environment for the guests, hotel personnel and the assets to control them properly.

Engineering

It coordinates with engineering department for repairs, maintenance and installation of various equipments and physical features required during operation hours and special functions.

Information System Department

It coordinates with information system department regarding the updating and installing of different electronic information system. Every personal are provide with the password as access into the computer system of the hotel by the IS department. Similarly the micros cards are also issued to the F&B staffs and the degree of accessibility is governed by the rank of the staffs.

Materials Purchase Department

It coordinates with materials department for regular supply of food, beverages and essential stationeries for the outlet.

Sales and Marketing

It coordinates with sales and marketing department for the sales of banquet halls, fixing the menu price and providing provisions and service as per the Banquet Event Order.

Finance Department

It coordinates with finance department for payment of salary and budget development

CHECK YOUR PROGRESS

What is the possible interaction between Housekeeping and F&B service departments ?

Which way does the F&B Service Department does coordinate with the Engineering Section?

1.13 SUMMARY

In this unit we have seen that the hospitality industry plays an important role in driving the economy of our country. There are lots of scope in generating employments in the hospitality industry. Working in hospitality industry, makes you feel better as you have to constantly act showing your positive attributes like smiling faces, loyalty, good manners, cleanliness, punctuality and similar other emotions. Besides earning the income, employment in hospitality sector helps you become a good human being.

The classification of the catering establishment is broadly in three major branches: (a) Commercial (b) Industrial and Institutional and (c) Welfare. The Commercial Catering instutions can further be devided under sub groups of Residential and Non-residential commercial institutions. Examples of Residential Commercial organizations are Hotel, Motel, House boat, Guest House, Club, Youth Hostel, Spa, Sanitorium. The examples of non-residential commercial complexes include restaurants, bars, coffee shops, automated vending machines, night clubs, drive-in and carrousel. The industrial or institutional forms of catering includes: transport, armed forces catering, etc. The welfare catering includes that at prison, orphanage, old-age home, religious places, etc. There are also such catering institutions (like cafeteria, canteens and Tiffin)which can be classified as “Others”.

We studied the hygiene and sanitation concepts. It is important to be both clean (free of dirt/dust) as well as sanitary (free of pathogens which cause illness). We saw how to take precautions during food preparation, purchase and storage; with prepared food; and while serving food. You have learned important concepts of equipment sanitization, grooming standards and food hygiene.

We have learned about service outlets like Tea Longes, coffee shops, restaurants and banquets and studied the hierarch of personals at a hotel and organisaional structure of F&B Service department. We have studied the duties and responsibilities of various designations in a F&B Department. We have studied the attributes of the waiting staff as well as those of the service employees. The F&B department interacts with the housekeeping, kitchen, engineering and IT sections to serve the guests and to generate the required revenue to the property.

1.14 END QUESTIONS

The following questions should help you prepare for the End Examinations. These questions are for 5 marks each and should take you 11 minutes under examination conditions.

1. Explain in simple terms what is meant by GDP, GDP growth rate and standard of living?
2. Explain how standard of living in a country depends on the population growth rate and GDP growth rate?
3. Describe the scope and function of F&B Service departments.
4. What is the difference between a hotel and a motel?
5. Explain the classification of catering services
6. Describe ways to maintain the professional hygiene
7. Draw a chart showing the various departments under the F&B departments
8. What are the designations of the various staff at a modern hotel?
9. Draw the organizational chart of F&B department
10. Draw the organizational chart of a restaurant.
11. Describe the functions of the various employees in F&B establishments
12. Describe what attributes the various employees should possess to meet the professional needs
13. Explain how F&B department coordinates with the other departments in hotel.
14. Which sector of our economy contributes the most to the Gross Domestic Product of our country?
15. Why the hospitality industry is important to the society?
16. What are the advantages of working in hospitality sector?
17. Name the three branches of catering industry.
18. Describe concept of a Hotel and a Guest House.
19. Explain the concept of Houseboat, Youth Hostel and Club.
20. What are the various services available at destination spas?
21. Give examples of Non residential catering services.
22. What is a bar, a night club and a carousel?
23. What are the main features of Industrial Catering?
24. Explain the difference between being clean and being sanitary?
25. Which agency stipulates standards for sanitation?
26. Which four heads cover the safeguards on prevention of food borne illnesses?
27. Which agency stipulates standards for Food Safety in India?
28. Explain the importance of good manners and personal hygiene in sanitation?
29. Which the seven steps to plan cleaning schedule of equipments?
30. What steps managers can take to ensure that the staff maintains hygiene standards?
31. Which qualities will make a carry out his job properly as a leader?
32. Explain the concept of Tea House.
33. What is the cultural impact of coffee shop?
34. Which three sections come under F&B Department?
35. Which three sections come under F&B Service section?
36. Who is the Head of the F&B Department?
37. Whom does the Banquet manager report to?
38. Which are the various sections under Director HR in a modern hotel?
39. Who does a station head waiter report to?
40. Which are the functions that a waiting staff has to perform?
41. What the importance of a waiter in a restaurant?

42. What is meant by “expecting clients needs and wishes” as a quality of a service staff and how can it be achieved ?
43. What is the importance of curtsey in service staff?
44. Why is it important to have salesmanship for a waiter?
45. Why should a waiter strive to maximize the revenue of the restaurant?
46. What is the possible interaction between Housekeeping and F&B service departments ?
47. Which way does the F&B Service Department does coordinate with the Engineering Section?

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UNIT 2 FOOD SERVICE EQUIPMENTS AND SAFETY

Structure:

- 2.0 Before we begin
- 2.1 Unit Objectives
- 2.2 Introduction to Food Service Equipment
- 2.3 Classification and Description
- 2.4 Usage, Upkeep and Storage
- 2.5 Food Service Tools
- 2.6 Side Station
- 2.7 Safety Procedures
- 2.8 Fuel
- 2.9 Fire and Safety, Emergency Procedure
- 2.10 Summary
- 2.11 End Questions
- 2.12 Reference

2.00 BEFORE WE BEGIN

Let us continue the study of Food and Beverages Service. In the previous unit, we had seen how the hospitality industry is a significant contributor of our economy, how a hotel is organized, what the organization structure of a restaurant is, what the designations of the various staff employed in a hotel for service are and how the F&B department coordinates with the other departments of the hotel. We have been introduced with the human players of the game. Now, in this unit, we will get introduced with the material or physical players of the service activities. Yes, I will tell you about the equipments which are used in service activities. When I talk about the equipments, I am not limiting myself with only the tools or equipments; I am talking about all the physical and material aspects of the service activity. I am talking about the interior, the light, the furniture, the tablecloth, the bowls, spoons, etc. I will tell you how these equipments look like, how they are used and how to take care of them. As a professional working in the service industry, you need to know not only about how to take care of the equipments so that you get best out of them, but also how to take care of yourself. That's right! I don't want you to get hurt. How to handle these equipments safely is my concern. Of course, despite your best efforts, you may get burns, cuts and injuries. Hence I should also discuss how to take emergency precautions if and when such things happen.

You may have got a fair idea about how significant this unit is for you. To be an excellent professional in the service industry, you should learn all these. Then you will be able to take good care of the equipments and also keep yourself safe and secure. So enjoy learning this unit.

2.01 UNIT OBJECTIVES

After studying this unit you will be able to

- Describe the scope and function of Food Service Equipment
- Explain the classification of Food Service Equipment
- Describe ways to maintain Food Service Equipment
- Explain what is meant by Food Service Tools
- Describe Side Station
- Explain Safety Procedures
- Describe the functions of Fuel and safety measures in handling fire in service areas
- Describe safety measures in handling fire and various procedures in handling emergencies

2.02 INTRODUCTION TO FOOD SERVICE EQUIPMENTS

When I am talking about the term “service equipments”, I am talking about almost everything that contributes to the service activity. Thus I am talking about the linen, the crockery, and tools for serving like ice-cream cutter, hollowware, glassware as well as furniture, fixtures and cutlery. All of these contribute to the style of the restaurant. In any restaurant, the food service equipments are procured based on the criteria like

- Standard of the restaurant
- Type of service expected
- Theme of the restaurant
- Taste and type of clientele
- Durability
- Ease of maintenance
- Availability for replacement
- Storage
- Flexibility of use
- Cost
- Standardization
- Aesthetic considerations

CHECK YOUR PROGRESS

What is included in the term service equipment?

What are the considerations for purchasing the equipments?

2.03 CLASSIFICATION AND DESCRIPTION

As I mention that we include all the material players which interact in the service activities of the restaurant in the scope of the term “service equipment”, it includes the following major categories.

48. Linen
49. Furniture
50. Tableware
51. Chinaware
52. Glassware
53. Flatware (cutlery or silverware)
54. Hollowware
55. Service trolley

I will discuss these in details now.

2.03.01 LINEN

The type of linen used would depend on the class of the establishment, type of clientele, cost involved and the style of menu and service to be offered. Damask is the best material that can be used for table linen.

The main items of linen normally to be found are:

Tablecloths

- To fit 2ft square table = 54'' x 54''
- To fit a round table of 3ft diameter = 54''x54''
- To fit 3ft square table =72''x72''
- To fit rectangular table=72''x96''
- To fit rectangular table=72''x54''

Slip cloth

- To cover a stained table cloth= 3ftx3ft

Serviettes

- Square if linen = 18in to 20in
- Square if paper = 14in to 17in

Buffet cloths

- Minimum size = 6ft x 12ft

Waiter's cloths or service cloths

These are used by every waiter as protection against heat and to keep uniform clean.

Tea and glass cloths: The best are made of linen or cotton.

Table Linen

Table linen includes table cloths, placemats, table runner and table napkins. They are called table linens because they used to be made from linen fabrics which were durable.

There are a number of items available in this type. You can also find a range of disposable including serviettes, placemats and tablecloth available in various colours and qualities. You may also find now reversible tablecloths with a thin polythene sheet running through the centre, preventing any spillages from penetrating from one side to the other. They may be expensive but there are many advantages and when compared with laundry charges, they may well be higher.

What cloth is used for these? Nowadays, table linen can be made from both natural and synthetic fabrics.

Table cloths: These are made with various different fabrics and colors. There can be some variety. Usually, patterned or colored table cloths are used for casual dining whilst white and pastel colors are used for more formal occasions. The size of a table cloth is determined by the size of the table on which it would be placed. Table cloths may hang down the side of the table up to at least 30cm. When you have very formal and buffet tables, the cloth may hang almost to be the ground. You may also see that table cloths should be well ironed and used without creases.

Placemats: They usually measure about 28-43cm. they come in various shapes like rectangular, oval, round etc. the material used includes linen, lace, plastic, jute, cork etc. Placemats are easier to maintain but they are placed on table cloths to protect them. Let me

tell you a significant point: Tablemats (or placemats), are used to cover the place occupied by one person while table cloths cover the whole table.

Table runners: Table runners are usually 30-33 cm wide and a little longer than the table on which they are used. They are most likely used alongside placemats. They are placed across the middle of the dining table lengthwise.

Uses of table cloths, table runners and placemats

They are often used to make the table attractive

They can be a “sound-dampener” to prevent dinnerware from making noise on the dining table

They can also serve as heat pad

Table napkins: Table napkins are made with fabric or paper. The fabric must be absorbent. They can be made to match other table appointments or can be made to contrast with them.

There are different napkin sizes. The standard sizes are: cocktail 13cm, square, luncheon 38cm square also dinner 56-66 square. Table napkins can also be made of paper. Such napkins are cheaper and save washing. They can, however, be used only for informal dining.

Functions of table napkins: these napkins are used for wiping hands, and wiping the mouth protecting clothing while eating.

Choice of table lines: To choose table lines, you must always consider its durability, colours, fastness and ease of care.

CHECK YOUR PROGRESS

What is the standard size of a napkin for a luncheon?

What is the standard size of a serviette?

2.03.02 FURNITURE

We chose the furniture used in hotels and restaurants according to the needs of the establishment. The type of operation being run determines the specific needs as far as the dining arrangement is concerned.

Quite likely, by use of different material, designs and finishes and by careful arrangement, the atmosphere and appearance of the food, and service area can be changed to suit different occasions.

We have various types of wood and wood grain finishes, each suitable for a particular decor. Wood is strong and rigid and resists wear and stains. It is found to be the principal material that is used in chairs and tables in all food and beverage service areas with the exception of canteens, some staff dining-rooms and cafeterias.

Wood is a popular choice. However, more metals, like aluminum and aluminum-plated steel or brass, are gradually being introduced into dining furniture. Aluminum is light-weight, hardwearing, has a variety of finishes, is easily cleaned and the costs are reasonable. Nowadays, a wooden-topped table with metal base may be found together with chairs with light-weight metal frames and plastic finishes for the seat and the back.

Formica or plastic-coated table tops, you may find, in many cafeterias or staff rooms. These are easy to clean, hardwearing and eliminate the use of linen. The table tops come in a variety of colors and designs suitable for all situations. Place-mats can replace linen.

These days you will find plastics and fiber glass as being used extensively to produce dining-room chairs. These materials are easily molded into a single piece seat and back to fit the body contours, the legs usually made of metal. They offer advantages like being durable, easily cleaned, light weight, can be stacked, are available in large range of colors and designs and are relatively inexpensive. They are more frequently found in bars, lounges and staff dining rooms rather than in the first-class hotel or restaurant.

Chairs

You need something to sit on. Chairs can be found in a range of designs, materials and colors to suit all situations and occasions. Due to the wide range of styles, the chairs vary in height and width, but as a guide, a chair seat are ideally 46 cm (18 in) from the ground, the height from the ground to the top of the back is 1m (39 in) and the depth from the front edge of the seat to the back of the chairs is 46 cm (18in).

What points should be borne in mind while purchasing chair? The main considerations while purchasing chair may be size, height, shape and even the variety of seating required-banquette, armchairs, straight-backed padded chairs, giving the guest a choice. A leather or wool-fabric is much easier to sit on than PVC which tends to become uncomfortable around the back and seat.

Certain principles may be borne in mind when planning the food and beverage service area to minimize the seating area. This is also important. An example in relation to a cafeteria style operation can be seen in the following figure:



Fig 2.01: Typical restaurant chair

Care may be taken when planning a cafeteria that the customers waiting for a meal from the various service points do not interrupt the flow of customers around the tables of those going out through the main entrance.

The seating arrangements will depend on:

- The size and shape of the food service area
- The design of tables and chairs used
- The allowance made for gangways and cleaning trolleys
- The type of establishment

Let me give you some tips. As a guide, take 0.25-0.75 sq m (3-9 sq ft) per person as sufficient area; this takes into account the seating, table space, gangways and access to counters. The type of furniture used here must be pleasant to look at, hardwearing, durable and easy to clean. The chairs used are usually of the stacking variety as this does not take up more storage space when the food service area is being used for other types of functions, but also for cleaning. The tables may be in a

variety of shapes, thus breaking the monotony of the layout of the room. The tops are usually of formica or similar finishes which facilitates cleaning. The edges and corners of the tables must be reinforced to avoid chipping and cracks when knocked by trolley, trays, etc. The formica top may come in a variety of colours and may tone in with the decor of the service area.

Tables

Tables come in three main shapes:

- Round
- Square
- Rectangular

How do we choose shapes? An establishment may have a mixture of shapes to give variety or all the tables of one shape according to the shape of the room and the style of service being offered. Such tables will seat two to four people and two tables may be pushed together to seat larger parties. Extensions may be provided to cope with special parties, luncheons, dinners, wedding, etc. By using such extensions correctly, a variety of shapes may be obtained allowing full use of the room and using the maximum number of covers in the minimum space in many instances, the table top may be found to have a plasticized formica or green baize covering which is heat resistant and non-slip so the tablecloth will not slide about deadens the sound of china and tableware being laid.

When talking about the sizes we normally refer to covers. Here cover means the area required for serving a single person. SO if a table has two covers, it means it can “cover” or give service to two persons. As a guide, tables may be said to be of approximately the following sizes:

The dimensions for square, rectangular and round tables are given in the following figures.

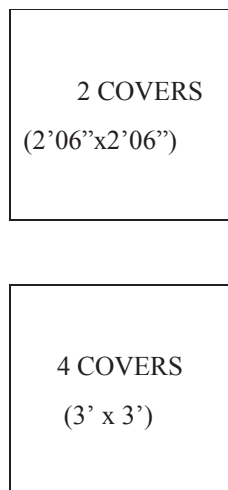


Fig 2.02: Square Tables

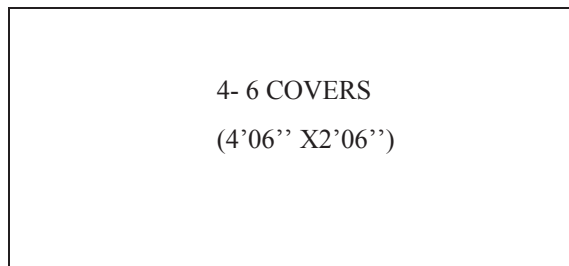


Fig 2.03: Fraser Table

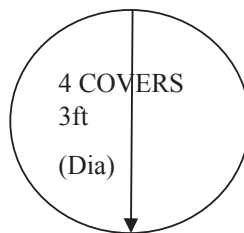


Fig 2.04: Caledonia

Sideboards

A sideboard can be described as an item of furniture traditionally used in the dining room for serving food, for displaying serving dishes such as silver, and for storage. It usually consists of a set of cabinets, or cupboards and one or more drawers, all topped by a flat display surface for conveniently holding food, serving dishes, and even lighting devices. The overall height of the tops of most sideboards is approximately the waist level.

The style and design of a sideboard varies from establishment to establishment. It will depend upon:

- The style of service and the menu offered
- The number of waiters or waitresses working from one sideboard
- The number of tables to be served from one sideboard
- The amount of equipment it is expected to hold

It is essential that the sideboard is of minimum size and portable, it makes it may be moved easily if necessary. If the sideboard is too large for its purpose then it may be taking up space which could be seat more customers. Some establishments use smaller fixed sideboards and use 'tray jacks' –movable folding tray stand, when serving the food and clearing that table. The top of a sideboard may be of a heat resistant material which can be easily washed down. After service, the sideboard is either completely emptied out or restocked for the next service. In some establishments, the waiters are responsible for the equipments on their station. After service, they restock their sideboard and it is then locked. Where this system is carried out, the sideboard also carries its own stock of linen, i.e. , everything necessary to equip a particular waiter's station or set of set of tables. The material used in the makeup of the sideboard may blend with the rest of the decor.



Fig 2.05: Side board

The actual lay-up of a sideboard depends on:

- Its construction: the number of shelves and drawers for tableware, etc.
- The type of menu and service offered.

Therefore, the layout for side table in every establishment may vary slightly, each being suited to its own needs, its style of service and presentation. It is suggested, however, that in each establishment, the sideboards be laid up in the same fashion. If this is done, then the staff gets used to looking for a certain item in a certain place and this facilitates speedy service, which is essential.

2.03.03 TABLEWARE

Tableware can be described as the dishes or dishware used for setting a table, serving food and dining. It includes cutlery, glassware, serving dishes and other useful items for practical as well as decorative purposes. The quality, nature, variety and number of objects vary according to culture, religion, number of diners, cuisine and occasion. For example, Middle Eastern, Indian or Polynesian food culture and cuisine sometimes limits tableware to serving dishes, using bread or leaves as individual plates. Special occasions are usually reflected in higher quality tableware. Tableware is, thus, a term recognized as embracing all the items of flatware, cutlery and hollowware. It may be classified as follows:

Flatware: In the catering trade, flatware denotes all form of spoons and forks.

Hollowware: Hollowware consists of any item made from silver, apart from flatware and cutlery, e.g., teapots, milk jugs, sugar basins, oval flats, etc.

Cutlery: Cutlery refers to knives and other cutting implements.

Manufacturing produce varied patterns of flatware, hollowware and cutlery in a range of prices to suit everyday demands. One pattern of flatware and cutlery is scaled down to three-quarters of the normal size specifically for tray service.

Let us see which materials are used. The majority of food service areas either use plated silver or stainless steel. The points to be kept in mind while purchasing flatware and cutlery are:

The type of menu and service offered

The maximum and average seating capacity



Fig 2.06: Tableware is what you see on a dining table (Pic: Wikipedia)

The various types of tableware commonly used are listed as follows:

Special tableware

- Sugar tongs
- Asparagus tongs
- Oyster forks
- Finger bowl
- Set of cruets
- Ice-cream scoops
- Sauce ladle
- Soup ladle
- Butter dishes
- Snail tongs
- Snail forks
- Fondue fork
- Caviar knife
- Sundae spoon
- Ice-cream spoon
- Pastry forks cum knife
- Corn on the cob holder
- Lobster pick
- Butter knife
- Cheese knife
- Grapefruit spoon
- Nut cracker
- Gateaux slice

Steak knife

We will discuss their use in a section 2.04 of this unit.

The examples of hollowware are as follows:

- Soup tureens
- Individual soup bowls
- Trays
- Oval flats with lids
- Oval or round vegetable dishes with lids
- Oval or round under dish for vegetables
- Soufflé cases
- Oval or round entree dishes
- Oval or round dishes for entree
- Round flat with covers
- Asparagus dish
- Water jug
- Muffin dish
- Cocktail juice container

We will see their uses in section 2.04 of this unit.

The silver that is used for serving drinks includes the following:

- Salver for serving
- Trays for clearing
- Ice tongs
- Ice buckets
- Wine chiller

The still room silver includes the following:

- Coffee pots
- Hot milk jug (creamer)
- Tea pots
- Hot water jugs
- Cream jugs (creamer)
- Toast racks

Silver (EPNS)

Let me introduce you to one of the popular material. In good restaurant, flatware and cutlery plays a very significant role as it enhances the appearance of a well-laid out table. Electro-plated nickel silver (EPNS) has been the most popular variety from which knives, forks, spoons and other table appointments are made. EPNS has quite a lot of advantages like the shine can be retrieved by simple methods. It can be described as food-friendly, hygienic and aristocratic. It is said to be good for health as silver is ionized to form a great bactericide. The base metal on which plating is done is an alloy of copper, tin and nickel. Electroplating can be described as a process in which the base metal is thoroughly buffed to make the surface absolutely smooth and rounded. Next, it is dipped in a bath of silver nitrate solution by using the item as an anode along with pure silver metal as the cathode. An exact voltage ampere electricity is passed while maintaining the silver nitrate solution at a particular strength. The whole process is wholly scientific. The average thickness may not be less than 5 micron and a minimum of 3 microns at any point of the surface. Normally, 5 star hotels prefer 8-10 microns.

Stainless steel

You all have heard about stainless steel. In recent times, stainless steel is replacing EPNS in budget restaurants. Stainless steel flatware and cutlery are available in a variety of grades. The higher priced designs usually have incorporated in them in an alloy of chromium (which makes the metal stainless) and nickel (which gives fine grain and luster). Good flatware and cutlery is made of 18.8 stainless steel, i.e., 18 % chromium and 8 % nickel.

Stainless steel is finished by different degrees of polishing

High polish finish

Dull polish finish

A light grey matt, non-reflective finish.

It is worth noting that stainless steel resist scratching far more than other metals and therefore, it is said to be more hygienic. At the same time, it neither tarnishes nor stains; hence it is called “stainless”.

CHECK YOUR PROGRESS

What is included in the term cutlery?

State the advantages of EPNS.

Define Flatware.

CHINAWARE

Crockery can be described as the term used for referring the ceramic dishes in everyday use.

It is made of silica, soda ash and china clay, glazed to give a fine finish. It may be opaque and free from air bubbles. Chinaware can be found in different colors and designs that are always coated with glaze. Patterns on the top of the glaze wear and discolor quickly. Chinaware is more resistant to heat than glassware.

Let us see these material one by one. First, the china clay. The china clay is the most popular variety in which compounds of calcium like calcium carbonate and chemically neutral salts of calcium are mixed with water along with several other compounds to make a smooth paste. This is given different shapes and heated in temperature controlled ovens to make it hard and strong. It is further immersed in dull coloring material mostly white which works as a primer. It is then coated with glossy epoxy (synthetic resin) coating. The natural material used for this is egg white, gelatin, linseed oil or synthetics like acrylic polystyrene films. This process is known as verification. The several layer coating can be done depending upon hand printing, stickers, block printing being sandwiched in between. The gold finish is given at the end dissolved gold normally at the brims of cups and plates.

Ceramic: Ceramic is a mixture of china clay and silicates (glass) which makes it harder and more brittle.

Pearl china: Pearl china is another version which has a silver white surface and is made using gelatin.

Bone China: Bone china is another variety in which a mixture of china clay and refined animal bones or calcium phosphate is used which makes it delicate and translucent.

Hotel china: Hotel china is more popular, heavier, thicker, and less brittle, chip or crack resistant. It is heated at a higher temperature and given thicker epoxy coating. The materials are more compressed and bubble free.

Melamine: Melamine is a food grade plastic. Polypropylene and polymers are moulded into all kinds of shapes, and sizes. The stickers are impregnated with design. A thin film of hard coating is given to protect the print. They are often used for middle class clientele. Such are highly prone to scratches, soon become dull and lose their sheen. However, they are less prone to clipping and breaking.

Stoneware: Stoneware is made of marble, granite, green or pink marble, sandstone, red stone and rocks. It is carved with machines, into various shapes. They are polished by using fine grade diamond dressers.

Earthenware: Earthenware is a popular Indian container for serving kulfi, phirni (Indian desserts) produced from the clay found on the river bank of river Ganges. It is fired and painted with a natural red colour dye called Geru. The advantage of this is it gives value addition and tradition. It is more hygienic because of one time use. Due to its porous nature, the chances of bacterial growth are possible, which may cause food poisoning.

Standard sizes of the common chinaware

Entrée plate	9 ¾ ” and 10”	Coffee cup	8 to 10 Oz
Slide plate	6 ¾ ”	Tea cup	6.67 oz
Desert plate	7” and 8 ½ ”	Saucer	6”
Fish plate	8”	Demitasse cup	3 ½ oz
Soup plate	8 ¾ ”	Tea Pot	½, 1, 1 ½ , 2 Pt,
Soup cup	7 ½ ”	French Onion Soup Bowl	8 oz.
Joint plate	10”	Salad Plate	5”

CHECK YOUR PROGRESS

How the earthenware are used in India?

What are the features of Stoneware?

GLASSWARE

Let us come to the glasses. Glass has been and still is used in place of china as crockery. However, it does not give a good plate presentation of food. On the contrary, some things like wines, soft drinks and even water always show their natural colour through transparent glasses, so it is indispensable for service of these.

You may have noticed that if you pour hot tea on to a cold glass during very cold days, the glass cracks. Hot drinks are avoidable because often the sudden change of temperature may crack the glass. Incidentally, Pyrex and some patented glasses like Borosil are often used to cook and serve. Glass

containers are most popular for domestic use, more so because of microwave cooking. Glasses have variety of finishes but chemically, it can be described as silicon dioxide. The raw materials used are silica and soda ash. Lead is added to make the glass crystal clear.

Common soda glass can be described as a transparent or translucent material made from fusion of silica (sand) and sodium carbonate (soda and calcium carbonate or lime). Crystal glassware can be described as a very clear glass made from flint glass, which contains lead oxide, silica, potassium carbonate and potassium nitrate. Good quality crystal glass makes a ringing sound when struck. Common and crystal glass can be engraved, colored or gilded.

The glass can be machined in the following ways. The glasses may be cut with machines, diamond tips or by hand tools. They may be itched or ground to make them semi transparent. The thinner and shinier the glass, the more is it's value. Glasses may be blown manually or by machines. They can also moulded.

How do we rate glasses? Grading of glasses is very significant. For the blown variety, as the products are inconsistent, the standardization is difficult. In a single two and the rest 25 per cent are of grade there. Cut glasses are the most expensive variety and Belgians are experts in giving intricate designs.

How should we purchase glassware? When purchasing glassware, it may be ensured that it is completely transparent, free of air bubbles and not chipped. Glasses are measured in terms of capacity, i.e., ounces (oz) or centiliters. Restaurant glassware is usually plain except in speciality restaurant, where they may be colored.

56.

HOLLOWWARE (FOOD CONTAINERS)

Food containers can be described as the containers in which cooked food is brought to the table. There are independent of cooking utensils because they have decorative and cosmetic value and may be glossy or shiny in appearance. Often they are ornamental with innovative designs to suit the theme of the restaurant. Silver plated utensils are the best. The material used in silver plated utensils is called EPNS (Electro plated nickel silver) - the best metal is an alloy of copper, tin and nickel on which silver plating is carried out to make it non-corrosive and food friendly. The glitter of silver greatly improves the standard and quality of the restaurant. EPNS utensils have one drawback; they get oxidized fast, particularly in polluting atmosphere. However, there is a remedy for this- the use of reducing agent called calcium carbonate (CaCO_3), which when applied, reacts with silver oxide, reacts with CaCO_3 and reduces to silver metal and calcium hydroxide in presence of water. There are other methods also for cleaning silver. Gold plated cutlery or bronze (copper and tin) are nowadays hot favorite among the neo-rich, though the plating does not last long because it is thin. An average of 05 micron of silver gives a fairly lasting life.

Other materials used for making restaurant containers (hollow ware and flatware) are glass, porcelain, pyrex, ceramics, china, polycarbonates, ABS plastics and stainless steel.

We have learned about the stainless steel a while ago. Stainless steel containers are most popular because of their glitter, polish, food-friendliness and maintenance, hard and non-brittle nature. It neither cracks nor chips, hardly bends or dents, easy to maintain, non-corrosive and is available in different thickness. It is available in three finishes- mirror, stain and matt. Its disadvantages are its heaviness, progressive loss of luster which is irreversible and has no scrap value.

CHECK YOUR PROGRESS

What is EPNS?

State the materials that are used for making restaurant containers.

2.03.04 SERVICE TROLLEY

Let us learn another concept. The service trolleys play significant role in selling food and beverages. Such are mobile display units which can be wheeled to any part of restaurant to enhance sale. We will be discussing some of the service details later in this unit under the section 2.06. Let us see the various types of service trolleys:

- Wine trolley
- Hors d'oeuvres trolley
- Fruit trolley
- Salad trolley
- Cheese trolley
- Pastry trolley
- Desert trolley
- Guéridon trolley

CHECK YOUR PROGRESS

What are the advantages of service trolleys?

Name at least 5 types of service trolleys.

2.04 USAGE, UPKEEP AND STORAGE

2.04.01 Linen

This can be described as perhaps one of the costly items included within the overheads. Therefore, its control is of utmost importance. The generally recognized routine in the majority of establishments is an exchange of 'one for one'. In other words, one clean linen item is issued for each dirty handed in.

The original stock of clean linen is issued upon the receipt of a requisition form written in duplicate and signed by a responsible person from the food service department. This copy of the requisition form goes to the housekeeping department or linen room and the duplicate copy remains in the requisition book held in the food and beverage service area. A surplus linen stock is usually held in the food service area in case of emergency.

It is important to note that at the end of each service, the dirty linen may be noted and sent to the housekeeping department to be exchanged with clean linen. Because of the high cost of laundering such linen, where tablecloth is perhaps only a little soiled, a slip cloth would be placed over it for the succeeding service. This is not as expensive as having a table cloth re-laundered.

How do we store linen? Linen may be stored on paper-lined shelves, the correct sizes together and the inverted fold facing outwards, which facilitates counting and control. If the linen is not stored in a cupboard, then it may be covered to avoid dust setting on it. There are many qualities of linen present these days from the finest Irish linen and cotton to the synthetic material such as nylon and viscose.

CHECK YOUR PROGRESS

What precautions must be taken in use of linen?

Why is it important to control the issue of linen?

2.04.02 Glassware:

Points to be remembered for storage and upkeep of glassware:

- It should be stored inverted manner in single rows with paper on shelf to prevent slipping.
- Use glass racks to store glassware, as they are rubber-lined and have individual compartments to prevent movement of glass items during transit and storage.
- Glasses should be kept on trays with a cloth so that they don't slip.
- If you have glasses with stem, use the stem to handle it and store in inverted manner.
- Hold the glasses against light to detect smudges or water spots.

2.04.03 Chinaware

Points to remember while using chinaware:

- Chinaware has high breakage rate and hence needs to be handled with care
- It should be stored on shelf
- It should be stacked with care so that toppling is avoided.
- It should be stored at a height of convenience
- Avoid dust and germs by covering properly

2.05 FOOD SERVICE TOOLS

2.05.01 Hollowware (Food containers)

The following is the use of common hollowware during table service:

- Trays (carry glassware and other containers. Round trays are used to carry beverages)
- Soup bowls (ceramic bowls are used for each of the customers)
- Soup tureens (used to serve soup during service. Soup is poured into soup bowls for each guest on his/her soup bowls from tureen)
- Oval flat tray with lid is used to carry food to the table of guests
- Round flat tray with lid is used for service of vegetables
- Oval or round entre dish carry food from kitchen to the table of guests where the food is portioned on the dishes of the guests.
- Water jugs (either silver plated or stainless steel) used to serve water to the guests.
- Sauce boats are used to present sauce on the guest table.

In room service, the following hollowware are used:

- Sugar pots are used to hold granulated sugar or sugar cubes.
- Creamers are used to hold milk.
- Teapots are used to hold tea.
- Coffee pots are used to hold coffee.

57. During the cocktail service the following are used:

- Ice buckets hold ice.
- Champaign bucket keeps the champaign chilled as it uses ice to surround the bottle.
- Round salvers are used for serving drinks.

CHECK YOUR PROGRESS

What are the common uses of hollowware in the service?

What types of hollowware are used during cocktail service ?

2.05.02 Tableware

The following tools are used on table:

- Asparagus tongs are used pick hot or cold asparagus.
- Cruet sets are used to dispense salt and pepper on the dish.
- Finger bowls are used to wash the fingers after the meal
- Ice cream scoops are retractable scoops which are used to portion ice cream from ice cream tub.
- Oyster fork is used to open oyster shell.
- Sugar tongs are used pick sugar cubes
- Snail fork is used to pick meat from snail shell.
- Snail tongs are used to pick snail.
- Soup ladle is a upright long handle spoon which is used to portion the soup to the guest.
- Sauce ladle is a long handle spoon which is used to portion sauce.
- Toast rack has divisions to hold toast upright.
- Fondue fork has two tine and a long handle is used to cook food cubes in a fondue pot of hot oil
- Caviar knife is used to pick caviar
- Sundae spoon is a long handle spoon used to reach deep inside the sundae glasses.
- Ice cream spoon is used to slice and lift ice cream and has blunt edge.
- Pastry fork cum knife is used to cut and pick pastry
- Corn on the cob holder is a trident shaped short fork is used to pierce corn on the cob
- Lobster pick is used to reach the difficult areas on the lobster
- Butter knife is used for cutting, slicing and lifting butter.
- Cheese knife is used for cutting, slicing and lifting cheese.
- Grape fruit spoon is a deep bowl spoon that allows scooping into rounded grape fruit.
- Nut cracker is used to crack nuts like walnut, almond, etc.
- Gateaux slice is a flat spoon allowing lifting of pastries.
- Steak knife is a knife with serrated edge to cut thick meat easily.

The following are also classified as tableware:

- Flower vases
- Fruit stand
- Tea strainer
- Candle stand
- Wine cradle
- Sundae coup
- Oil and vinegar bottle
- Oval au gratin (used for au gratin preparation)
- Cocotte dish (used for item used in proportions)

- Jam and marmalade pot
- Tooth pick holder
- Straw holder
- Chafing dishes (Such ones are heated by solid fuel and are used for holding food on buffet tables)
- Burners
- Copper pans
- Punch bowl and ladle
- Bread baskets
- Ash tray
- Cake stand
- Pudding cup
- Wooden salad bowl
- Melon Bowl

Let us see how some of these tableware items look like:

		
Asparagus Tong	Caviar Knife	Cheese Knife
		
Corn-on-cob Holder	Fondue Fork	Grape Fruit Knife

		
Ice-cream Scoop	Pastry Tong	Sauce Ladle
		
Skewer	Snail Tong	Soup Ladle

2.05.03 GLASSWARE

Following is a list of glassware used in hotels and restaurants:

Brandy Balloon

Tom Collins

Cordial glass

Cocktail glass

Champaign flute

High Ball glass

Irish coffee glass

Margareta glass

Martini glass

Old fashioned glass

Parfait glass
 Pilsner Glass
 Pousse
 Punch cup
 Red wine glass
 Sherry glass
 Sour glass
 White wine glass
 Sundae glass

Let us now see how some of these glassware look like:

 <p>Brandy Baloon</p>	 <p>Champaign Flute</p>	 <p>Cocktail Glass</p>
 <p>Cordial Glass</p>	 <p>Highball Glass</p>	 <p>Irish Coffee</p>
 <p>Margarita Glass</p>	 <p>Old Fashioned Glass</p>	 <p>Parfait Glass</p>

 <p>Pilsner Glass</p>	 <p>Pousse Glass</p>	 <p>Punch Cup</p>
 <p>Red Wine Glass</p>	 <p>Sherry Glass</p>	 <p>Sour Glass</p>
 <p>Sundae Glass</p>	 <p>Tom Collins</p>	 <p>White Wine Glass</p>











CHECK YOUR PROGRESS




What are the corn-on-cob holders and what are their uses?

What is meant by the term tableware?

2.05.04 CHINAWARE

Let us see how the various chinaware which we saw earlier look like.

Entrée plate		Coffee cup and Plate	
Side plate		Tea cup	
Desert plate		Saucer	
Fish plate		Demitasse cup	
Soup plate		Tea Pot	

Soup cup		French Onion Soup Bowl	
Joint plate		Salad Plate	

2.06 SIDE STATION

The side station is also called the dummy waiter or service console. This is a very significant piece of furniture in a restaurant. It is used by the service staff for keeping all the service equipment at one place. There is another use. It is also used as a landing table for the dishes picked up from the kitchen *en route* to the table and the dirty dishes from the guest's table to the wash-up area. For the convenience of the service staff, the side station should be strategically located in a restaurant.

The side station should be kept clean and presentable as it can be seen by the guests.

The following service equipment can be stored in a side station.

- Salvers
- Creamers
- Wine chiller and stand
- Coffee pots
- Teapots
- Ice buckets and tongs
- Finger bowls
- Cruet sets
- Sugar bowl and tongs
- Soup ladles
- Butter dishes
- Bottle and wine openers
- Cigar cutters
- Bread baskets
- Bud vases
- Candle holders
- Wine cradle
- Toothpick stand
- Straw stand

- Pot holders
- Drip bowls

CHECK YOUR PROGRESS

What is a side station?

Which equipments are stored on a side station?

2.06.01 About Guéridon Service

Side station or trolley is used in Guéridon service as well. Let us learn about this concept.

Guéridon Service is where a dish is prepared, portioned, carved or cooked on a trolley or small table (gueridon) close to the customer's table.

This is a specialized form of service which is generally only used in formal or fine dining rooms. It involves a disciplined skill which comes from practice and experience. Careful mis-en-place is essential.

Guéridon service was originally known as 'Russian Service' and involved serving large joints of meat, poultry, game and fish. This food would be displayed on a sideboard or side table, then carved or portioned by service staff allowing guest to have as much or little as they wished.

During the nineteenth century Guéridon service became more popular especially in the more 'up-market' establishments. By the turn of the century Guéridon was an established part of fine dining.

Dating back to the Edwardian era, Guéridon (pronounced girradon) is a specially designed service trolley from which food may be carved, filleted, flambéed, or prepared and silver served to the guest. This form of service in Australia is normally found in higher class establishments, yet throughout Europe and parts of the United States varying forms of Guéridon service can be found in all types of restaurants and hotels.

Guéridon service is distinguished by the fact that the food is cooked or completed tableside in front of the guests. The service is quite formal and very elegant. The food is brought from the kitchen on heavy silver platters or chargers and placed on a tableside cart called a 'gueridon'. The food is prepared on the gueridon, which has a small burner for sautéing and tabletop space for finishing the food. Some familiar items prepared in this manner are

- Steak au Poivre (Pepper Steak),
- Caesar Salad and
- Flambéed desserts.

How do we serve? Once the food is prepared, it is served to the guests on heated plates from the gueridon. This type of service is quite labour intensive and at times can require two servers, however, guests usually love the show and it allows the server to spend much more time one-on-one with each table. Usually, the greater the skill level of the server providing the service, the greater the appreciation of the guest, and the better the tip.

The Guéridon comes in various forms from gas trolley to plain trolley using methylated spirit.



Fig 2.07: Spirit Burner



Fig 2.08: Flambe Trolley



Fig 2.09: Portable Gas burner lamp

The top and under shelf of the Guéridon should be covered with a folded tablecloth.

Preparation and serving of dishes at the table can be described as “seen service” and one which markets the establishment and the food extremely well. The demand for cooking to be done in the sight of the customer is increasing rapidly - from the small hamburger, chicken rotisserie operations to the more exclusive flambé Guéridon service, restaurants offer.

During the preparation of the dish at the table, the waiter/waitress should always give some background comment on what he/she is actually doing, the ingredients he/she is using and, the proposed end results.

Selling the dish has already been achieved, but it will only be continued if the dishes are tasty and deftly prepared, as well as pleasantly served.

When table-cooking, the waiter/waitress must look as efficient and capable as a chef. Cold preparations tend to be the simplest form of tableside preparation because they require little more than the assembly of ingredients.

How do we make it interesting? It has been proven that visual and dramatic presentations are powerful aids in promoting business. Guests are impressed by the skills shown in Guéridon performances. Flaming, in particular, is a reliable means of attracting the attention of other tables in the restaurant and has the effect promoting repeat orders. The flickering lamp and the misc-en-place on the Guéridon add substantially to the restaurant atmosphere, helping to create the ambience the customers expect.

An important tip: More than anything else, individual service and cooking/preparation at the Guéridon hinges upon the personality and, appearance of the waiter/waitress who performs the task.

Types of trollies

The various types of trolleys are

- Hors d'oeuvre variés trolley
- Salad trolley
- Food preparation trolley
- Carving trolley
- Flambé trolley
- Sweet trolley
- Cheese trolley
- Liqueur trolley, etc.

CHECK YOUR PROGRESS

What is a Gueridon service?

What are the various types of trolleys?

2.06.02 About Russian Service (Service à la russe)

Service à la russe (French, "service in the Russian style") is a manner of dining that involves courses being brought to the table sequentially. It contrasts with service à la française ("service in the French style"), in which all the food is brought out at once in an impressive display. The Russian Ambassador Alexander Kurakin is credited with bringing service à la russe to France in the early 19th century, and it later caught on in England. This is now the style in which most modern Western restaurants serve food (with some significant modifications).

The "Russian service" place setting is arranged normally with place card holder, individual salt cellar and pepper shaker, utensil setting for 8 courses (charger plate, dinner napkin in napkin ring, bread plate, individual butter dish with lid, butter spreader on crystal knife rest, cocktail fork, soup spoon, fish knife and fork and crescent shaped bone dish for fish bones, entrée knife and fork, ice cream fork (for sorbet during palate cleansing course), relevé (main) course knife and fork, salad knife and fork, dessert fork and dessert spoon. Also stemware for water goblet, sherry glass, white wine glass, red wine glass, and champagne flute. Salad course is served in European fashion at end of meal. Sherry is served during appetizer and soup courses, white wine is served during fish and entrée courses, red

wine during the relevé (main) course, and champagne during the dessert course. Coffee/tea would be served after the dessert course.

CHECK YOUR PROGRESS

What are the salient features of Russian Service?

How is the Russian service is arranged ?

2.07 SAFETY PROCEDURES

Safety in Gueridon services

Check the lamp for fuel leak and loose fittings

Always keep fire extinguisher within reach and every staff must know how to operate the extinguisher

- Do not position the trolley too close to the guest's table

Leave a minimum of 2 feet space between the trolley and the guest's table for the waiter to attend to the table without wheeling the trolley

When flambéing a dish, do not bend your head or shoulder

While carving, ensure the steam outlet is positioned away from the guests

Advantages of Guéridon Service

Highly personalized service. The wait staff prepares or carves the dish and serves the guest personally

- High level of customer satisfaction. The dishes are prepared, carved, or flambéed in the guest's presence

Good merchandising device. Guest will be tempted to order for dishes that are served from the trolley

Wait staff can exhibit their culinary, carving, and service skills. It gives them good job satisfaction

High average spending power

Limitations of Guéridon Service

Slow service

Low seat turnover

Expensive style of service—as it requires more service area and highly skilled staff

Chances of accidents are more

More investment on service equipment

Cooking in the service area may leave odour

CHECK YOUR PROGRESS

What precautions should be taken for Gueridon Service?

What are the advantages of Gueridon service ?

2.08 SUMMARY

Now, in this unit, we have got introduced with the material or physical players of the service activities. We have discussed about the equipments which are used in service activities. When we talk about the equipments, we were not limiting ourselves with only the tools or equipments, we talked about all the physical and material aspects of the service activity. I am discussed about the interior, the light, the furniture, the tablecloth, the bowls, spoons, etc. I have discussed how these equipments look like, how they are used and how to take care of them. We have also seen that service station or dummy waiter are used to keep the necessary things to help a waiter. In the same connection we also discussed the Russian Service and Gueridon service. We also communicated to you that as a professional working in the service industry, you need to know not only about how to take care of the equipments so that you get best out of them, but also how to take care of yourself. We discussed about the safety concerns and safety procedure to be observed while giving Gueridon Service.

You may have got a fair idea about how significant this unit is for you. To be an excellent professional in the service industry, you should learn all these. Then you will be able to take good care of the equipments and also keep yourself safe and secure.

2.09 END QUESTIONS

The following questions should help you prepare for the End Examinations. These questions are for 5 marks each and should take you 11 minutes under examination conditions.

1. What is the diameter of a joint plate?
2. What is glassware primarily used for?
3. How is crystal glassware made?
4. What is the volume of red wine glass?
5. Describe the scope and function of Food Service Equipment
6. Explain the classification of Food Service Equipment.
7. Describe ways to maintain glassware.
8. Explain what is meant by Food Service Tools
9. Describe Side Station.
10. What safety precautions need to be taken while offering Gueridon service?
11. What is included in the term service equipment?
12. What are the considerations for purchasing the equipments?
13. What is the standard size of a napkin for a luncheon?
14. What is the standard size of a serviette?
15. What is included in the term cutlery?
16. State the advantages of EPNS.
17. Define Flatware.
18. How the earthenware are used in India?
19. What are the features of Stoneware?
20. What is EPNS?
21. State the materials that are used for making restaurant containers.
22. What are the advantages of service trolleys?
23. Name at least 5 types of service trolleys.
24. What precautions must be taken in use of linen?
25. Why is it important to control the issue of linen?
26. What are the common uses of hollowware in the service?
27. What types of hollowware are used during cocktail service ?
28. What are the corn-on-cob holders and what are their uses?

29. What is meant by the term tableware?
30. What is a side station?
31. Which equipments are stored on a side station?
32. What is a Gueridon service?
33. What are the various types of trolleys?
34. What are the salient features of Russian Service?
35. How is the Russian service is arranged ?
36. What precautions should be taken for Gueridon Service?
37. What are the advantages of Gueridon service ?

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UNIT 3 FOOD SERVICE 1

Structure:

- 3.0 Before we begin
- 3.1 Unit Objectives
- 3.2 Condiments and Accompaniments
- 3.3 Menu: Concept, Types, Features
- 3.4 Menu Design
- 3.5 Menu Presentation
- 3.6 Layout of Table
- 3.7 Ten Types of Napkin Folding
- 3.8 Receiving and Greeting Guest
- 3.9 Summary
- 3.10 End Questions
- 3.11 Answers to Check Your Progress
- 3.12 Reference

3.00 BEFORE WE BEGIN

In this third unit of the course, we will be studying the concept of menu in details. You are all aware of menu. When you go to a restaurant, you are presented with a menu. It lists the food available at the place and also the prices of the food items. Depending on your situation you order the food. You may like to have a snack if you don't have appetite or if you don't have time. But, do you know that there are different types of menus? What are these different types of menus called? What is their purpose? Under what situation people prefer one kind of menu? What is the psychology of menu? What is the importance of menu presentation and design?

In this unit, you will learn about menu planning. Menu planning is not a simple exercise, as it involves making a well-balanced diet, which is a basic requirement for a healthy meal. The main aims of menu planning are to fulfill the needs of the customer, and at the same time within an allotted budget.

You will also learn about the history of menus. In the beginning, menus were lists of food, in seemingly random fashion with the food being raw, prepared or cooked. Individual menus came into use early in the 19th century and courses began to be formulated. The success of a food service operation, no matter what its size, depends heavily on those who plan the menus and how they do it. While it may seem a simple exercise of providing something to eat and drink, in practice good menu planning requires a lot of skill.

You will also learn that many things have to be kept in mind while planning a menu. The sequencing and meal planning depend entirely on the meal in question, whether it is breakfast, high tea or dinner.

All these things we will learn in this unit. We will also learn about table layouts. We will learn how to fold napkins to different interesting shapes. The guests get amused by looking at the various interesting shapes of the napkin folds. We will also see how the guests are received and greeted.

3.01 UNIT OBJECTIVES

After studying this unit you will be able to

- Describe the term Condiments and Accompaniments
- Distinguish between Condiments and Accompaniments
- Describe the role and purpose of accompaniments and condiments
- Describe the concept of Menu
- List various types of menus and their salient features

- Describe how menu are designed
- Explain how menu are presented
- Describe the layout of table
- Describe ten types of napkin folding
- Explain how guest are received and greeted

3.02 CONDIMENTS AND ACCOMPANIMENTS

Condiments are the food items served with food to add or adjust the taste and flavor or the food. For example, sauces served with steak adds the taste and flavor to the food (steak). Similarly, pickles, chutney, onion, spice, etc are used for the same purpose. These thing go with a very wide variety of the food items. They are not dishes in their own right. They are complementary with the food guest has ordered. No one will order pickle or chutney with roti in a hotel, though in villages farmers are known to eat onion with *bhakari* or roti.

Accompanimnets are the additional items usually served with food. For example, bread and butter is served with salad or soup.

Servers should know the accompaniments and condiments to be served with menu items. It is expected that the condiments and accompaniments are placed before the food and they are kept on the table throughout the course of the meal.

In casual restaurants the condiments are part of the table setup. (For example, you will find onion, pickles, chutney, boat of spices kept on the table even when guest has not ordered any thing in a average restaurant.)

In high value (fine dine) restaurants whese are served in sauce pots or boats and served individually to the guests.

CHECK YOUR PROGRESS

What are the purposes of condiments and accompaniments?

What is the similarity between condiments and accompaniments?

3.03 MENU: CONCEPT, TYPES AND FEATURES

3.03.01 CONCEPT OF MENU

A menu is virtually a list of dishes planned for production in a catering operation and many include full meals, snacks or beverages. Initially menus were list of food, with the food being raw, prepared or cooked. Individual menus came into use early in the nineteenth century, and course began to be formulated. For special occasion seven or so course like hors d oeuvre, soup, fish, entree, sorbet, roast, sweet, savory were served.

A menu can be described as a list of dishes planned for production in a catering operation and may include snacks or beverages. It can be described as a list of items served by a food and beverage outlet. It performs a number of functions:

- It introduces the establishment to the customer. It authorises production of meal in the kitchen.
- It helps to prepare the inventory of food and ingredients and is the basis of establishing purchasing procedures.

- It determines the type of equipment, staff skills and type of supervision required.
- It helps to organize spaces and work in store, kitchen and service area.
- It determines the style of service to be set up.
- It forms the basis for the calculation of food and labor cost, over head expenses and desired profits.
- It reflects on the type of customer the establishment wishes to attract.
- It satisfies the need of the customer for nutrition, hunger as well as social and psychological needs.
- It introduces interesting food combinations to customers through specialty food items imparts knowledge of the food eaten in different states, countries and culture.
- It provides a menu of developing good eating habits in people.

3.03.02 WHAT IS ‘MENU ENGINEERING’ OR ‘MENU PSYCHOLOGY’?

Menu engineering can be described as an interdisciplinary field of study devoted to the deliberate and strategic creation of menus. It is also commonly referred to as ‘menu psychology’. In general, the term menu engineering is used within the hospitality industry (specifically in the context of restaurant), but it can also be applied to any industry that displays, the goal of menu engineering is to buy what you want them to buy and discouraging the purchase of items you do not want them to buy.

The fields of study that contribute the most to menu engineering include the following:

- Psychology (perception, attention, emotion/effect)
- Managerial accounting (contribution margin and unit cost analysis)
- Marketing and strategy (pricing, promotion)
- Graphical design (design layout, typography).

CHECK YOUR PROGRESS

58. What is the goal of menu engineering?
59. Which subject areas do contribute to menu engineering?

3.03.03 TYPES OF MENUS

The following are the various types of menu

Table d’hôte

Table d’hôte menu means table of the host. This menu is a set menu in which a number of dishes are planned by the host and the food is served at a set price. This is a French phrase. Table d’hôte literally means ‘host’s table’. It can be described as a restaurant terminology to indicate a menu where multicourse meals with only a few choices are charged at a fixed price. Such a menu may also be called prix fixe or ‘fixed price’. The terms ‘set meal’ and ‘set menu’ are reasonably common as well. As the menu is already set, the cutlery on the table may also already be set for all of the courses.

Table d’hôte menu offers a complete meal for one price. Something like our *thaali* or unlimited *thaali* system. Sometimes, two or more complete meals are offered on the menu, each meal having its own price. Some table d’hôte menus offered limited choices to guests within the meal they select, for example, a guest may choose between a soup and a salad, or a restaurant may offer a choice of desserts. But for the most part, a meal on a table d’hôte menu is set by the planner and guests are given few, if any, choices.



Fig 3.01: Table d'hôte menu

(Pic: By Ewan Munro - Flickr: Dinner by Heston Blumenthal, Knightsbridge, SW1, CC BY-SA 2.0, <https://commons.wikimedia.org/w/index.php?curid=18578000>)

A la Carte

This menu is a choice of menu and offers a variety of dishes or items to customers under certain food list which are priced individually. Another French phrase, A la carte means ‘according to the card’. It is used in restaurant terminology as follows:

- An option to choose at no extra charge and a side dish to accompany a main course item. With a la Carte menu, food and beverages items are listed and priced separately. Guests need not choose a meal that has been planned for them. They can choose from the various appetizers, entrees, side dishes and desserts listed to make up their own meal. Prices of the menu items they select are added together to determine the cost of the meal.
- A reference to a list of items that are priced and ordered separately, rather than selected from a list of preset multicourse meals at fixed prices, in contrast to a table d’hôte, at which a menu with limited or no choice is served at a fixed price.

Cyclic Menu

These menus are compiled to cover a given period of time one month, three month, and so. They consist of a number of set menus for establishment such as industrial catering, restaurant, cafeteria, canteen, private dining rooms.

Combination Menu

In some establishment it is common to have a la carte menus with a ‘Special of the Day’. This special may be a set of dishes with an accompaniment or a plated meal offered in the table d hote form. Many operations have means that are a combination of the table d’hôte and A la Carte pricing styles. Table d’hôte menus may offer a selection of individually priced desserts. A la Carte menus include a choice of vegetables and potatoes or rice with the price of the entrée.

A few operations have combination menus that offer an extensive list of complete meal packages and extensive a la carte selection. Chinese and other ethnic restaurant are most likely to features these combination menus:

CHECK YOUR PROGRESS

What are the distinguishing factors between a la carte and table d'hôte menu types?

What is meant by combination menu?

3.03.04 CATEGORISATION AS PER USE

Let us see another way of categorization of menus. Menus are categorized by how often they are used:

Fixed menus:

Let us see what it means. Coffee shops and chain restaurant often use a single menu for several months (or longer) before replacing it with a new fixed menu. Daily specials may be offered to give frequent guests some new sections, but there is still a set of items that forms the basic menu. Fixed menus work best at restaurant and other food service establishment where guests are not likely to visit frequently, or where there are enough items listed on the menu to offer an acceptable level of variety.

Cycle menus:

This is another type. Cycle menus are designed to provide variety for guests who eat at an operation frequently, or even daily. Non-commercial operations, self-operated, and those that are operated by contract management companies in schools, health care facilities, business and industry facilities and other settings, frequently use cyclic menus. Typical cycle ranges from 1 to 4 weeks, but some are longer. Let us see an important point. Establishing the right cycle length is very important. With too short a cycle, the menus may be repeated too often and guests may become dissatisfied. If the cycle is too long, production and labour costs involved in purchasing, storing and preparing the greater variety of food may be excessive. The optimum cycle length varies by type of operation and how often guests are expected to eat there. Some casino hotels in Las Vegas use a 7-day cycle menu because most guests do not stay long enough to notice the repetition. In a resort, where an average guest stays for two weeks, a 2, 3, or 4 week cycle menu may be planned, depending on how concerned the management is with providing variety for guests who stay longer than average. In a large university, a cycle menu of several weeks may be appropriate.

Banquet menu:

We now come to another variety. It can be described as an elaborate table d'hôte menu offering more than four courses. The dishes are rich in quality and often fairly expensive because a banquet is a formal feast. It is generally given to highlight important events like the visit of head of state, marriage and so on. The banquet menu is prepared by the F & B manager or the banquet manager in consultation with the chef. A set menu of various price ranges is made and offered to the client who organizes the party after ascertaining prices per head.



Fig 3.02: Banquet menu example

(Pic: Wikipedia)

Let us see how the institutions plan their meals. The daily menu used in a cycle can be a la carte or table d'hôte. Schools, hospitals, prisons and other institutions may use table d'hôte menus in the cycle: offer one set meal for each meal period (breakfast, lunch and dinner) each day (although menus offering as choice are also used in many noncommercial operations). Commercial operations that cycle menus use a la carte menus. A hotel restaurant on a 7-day basis could rotate seven different a la carte menus.

We all have seen menus at restaurants. In a restaurant, a menu is a printed brochure or a public display that shows the list of options for a dinner to select. A menu may be a la carte or table d'hôte. 'Menu' can also be used in a more general sense, synonymous with diet. The selections of foods available are generally based upon a particular location or culture.

CHECK YOUR PROGRESS

Which are the various types according to "category by use"?

What are the features of cycle menu and where is it used ?

3.03.05 CLASSIFICATION AS PER MEAL TIME

The menu for different meals will differ. For example what you eat at breakfast is different than what you eat for lunch or dinner. Similarly if you have missed your lunch due to some reason, you may eat a different dish during tea time to make up for the lost opportunity. Let us now look at what the typical menus for these meals are.

BREAKFAST (petit Dejeuner):

Breakfast is called the most important meal of the day. It is the first thing you eat after waking up. Breakfast supplies instant energy through simple carbohydrates. It should be soft and light, preferably liquid or semisolid because at that time the digestive system is not ready to take solid food, which is difficult to digest. An ideal time for breakfast is 8AM to 10AM. Breakfast may be served in the hotel restaurant or dining room, in the breakfast room set aside for this meal or in the guest room. The different types of breakfast are continental, American, English, and Indian.

How do we begin the breakfast? The first course is liquid to semisolid like fruit juice, fruit, and cereal with milk, followed by soft protein like egg. Fish and organ meat supplemented with butter, bread and preserves, finished with tea/coffee to stimulate the nervous system.

Breakfast Menu

(i) English breakfast:

The first variety is here. An English breakfast can be described as a very elaborate breakfast. It comprises of ten courses:

- Stewed Fruits: Apples, prunes, figs, pears cut and cooked in sugar syrup (flavoured)
- Cereals: Oatmeal, cornflakes, rice crispies, porridge served with hot/cold milk
- Eggs to order: Omelet, boiled, scrambled, poached, fried eggs
- Fish: smoked or poached- herring, haddock, sardines, salmon
- Meat: Grilled bacon, sausages, ham, salami, kidneys or liver
- Choice of rolls or toast: Toasted white/brown bread, rolls, croissants, muffins, brioche, doughnuts, and Danish pastries.
- Butter and preserves: Butter, jam, honey, marmalade, maple syrup
- Fruits: Melon, papaya, mango, orange, grapefruit, pears
- Choice of juices: Pineapple, grapefruit, tomato, orange, sweet lime, mango
- Beverages: Tea/coffee, milk, cocoa

(ii) American breakfast:

Let us see what it means. It usually starts with a glass of water and then is followed with five courses:

- Beverages: Tea/coffee, milk, cocoa
- Choice of juices: Pineapple, grapefruit, tomato, orange, sweet lime, mango
- Cereals: Oatmeal, cornflakes, rice crispies, porridge served with hot/cold milk
- Choice of breads: Toasted white/brown bread, rolls, croissants, muffins, brioche, doughnuts, and Danish pastries with Butter, jam, honey, marmalade
- Eggs to order: Omelet, boiled, scrambled, poached, fried eggs

(iii) Continental breakfast:

This is the third variety. It can be described as an European breakfast and contains:

- Beverages: Tea/coffee, milk, cocoa. If coffee is served along with continental breakfast, it is known as ‘the complet’
- Choice of breads: Toasted white/brown bread, rolls, croissants, muffins, brioche, doughnuts, and Danish pastries with Butter, jam, honey, marmalade
- Choice of juices: Pineapple, grapefruit, tomato, orange, sweet lime, mango

(iv) Indian breakfast

WE are all familiar with the Indian variety. Choices of Indian breakfast: Puri bhaji, stuffed parathas served with curd, idli/uttapam/dosa/served with samber and cocunt chutney, upma, cheela, chana bhatura, choley kulcha

60.

61. BRUCH OR LOW TEA (midmorning refreshment)

62. This is combination of lunch and breakfast hence the name. For those who skip their breakfast and want to have a heavy meal toward the later point of the day may take brunch. Brunch is easy to digest as it has light and semisolid food but in substantial quantity and a soup like starter; a dessert may be incorporated in the end. However, heavy main course with accompaniment, and garnishes are replaced by light snacks. Breakfast cereals, jams and jellies are avoided. Waffles and pancakes are often incorporated in the meal. It is taken between 10am and 12noon.

LUNCH

This is what you eat in the noon time. The British enjoys dry, easy-to-eat items like sandwiches and savories with coffee or tea. They avoid lunch. On the other hand, the French, Italian, Spanish, Greek and Portuguese people enjoy an excellent lunch with several courses, followed by a midday nap. An ideal time for lunch is between 12 noon and 3pm. The menu is similar to dinner, i.e., appetizer is preferred to soup, a beer or a soft drink to wet the gullet, fish to heavy roast or braised items. Items with rice are avoidable as they induce sleep or drowsiness.

63. HIGH TEA

64. This is what you take late noon time around 5 pm. Any time between 3pm to 5pm is a good time for high tea. An elaborate snacks display with cookies, tea fancies, pastries can be incorporated to satiate the hunger of those who had a light lunch or skipped their lunch. This is but a party suggestion to avoid the regular service of lunch.. A high tea is usually in a modified a la carte from and the menu will offer, in addition to the normal full afternoon tea menu, items such as grills, toasted snacks, fish and meat dishes, salads, cold sweets. The meat dish normally consists of the main pies and patties, while the fish dishes are usually fried or grilled.

High tea menu

A typical high tea menu should look like this:

- Hot butter toast or toast or toasted teacake or crumpets
- Assorted afternoon tea sandwiches
- Smoked salmon, cucumber, tomato, sardine, eggs, gentleman’s relish
- Brown and white bread and butter
- Fruit bread and butter
- Chicken patties or lamb pies (tomato ketchup, brown sauce), grilled fish or fried fish (mustard, Worcestershire sauce, vinegar)

- Hot scones (with butter and clotted cream)
- Raspberry or strawberry jams
- Gateaux and pastries

AFTERNOON TEA

Nowadays, the venue of tea is changing from the hotel lounge to coffee shops, cafes and food courts. It can be described as an old and slowly dying English tradition of taking afternoon tea at 4 pm. However, afternoon tea is still served in establishments and in a variety of forms, which may be classified into three types: full afternoon tea, high tea, and reception or buffet tea.

Full tea/evening tea:

Full tea consists of a variety of sandwiches, tea fancies; cookies with other snacks with a pot of hot tea. Early lunchers and late diners prefer being served full tea. However, it is an essential part of the food cycle of most well off people of the world. It is taken between 3pm and 7pm. Tables are also specifically laid for full tea in restaurants particularly coffee shops.

DINNER

At dinner, people relish and enjoy a meal at leisure because there is no rush for office or business as at breakfast. Hence, the cooks and service staff excel in imposing their skill, art and mettle, at dinner.

SUPPER

Supper is for those who miss their dinner and a light soft meal before bedtime for those who had early dinner.

CHILDREN'S MEAL

Most kid's meals come in bags or cardboard boxes, with a special themed promotion, with activates on the bag a small toy. Typical children's meal includes:

- Toy
- 12 oz (354.8ml) soft drink
- 2.2 oz (62.3g) hamburger
- Small French fries

McDonald's happy meal, Burger king's kids' meal and KFC's laptop meal are examples of meal for kids.

VALUE MEAL

These are the inexpensive variety of meals. Value meals are offered together at a lower price than they would cost individually. Fast food restaurants offer value meals as a common merchandising tactic to facilitate bundling, upselling and price discrimination. The perceived creation of a 'discount' on individual menu items in exchange for the purchase of a 'meal' is also consistent with the loyalty-marketing school of thought. Additionally, the term is based on value theory, which utilizes certain marketing tactics to encourage people to spend more money than they originally intended on their purchase.

CHECK YOUR PROGRESS

Which are the various meals according to the time of day when they are taken?

What is meant by English Breakfast?

3.03.06 CLASSICAL TWELVE COURSE FRENCH MENU

Twelve courses of French menu are as follows:

Course Number	French term for the course	English name for course
1	Hors d'oeuvre froid	Cold appetizer
2	Potage	Soup
3	Poisson	Fish
4	Entrées	Entry of meal
5	Releve	Main course
6	Sorbet	Sherbet
7	Roti	Roast
8	Legume	Vegetable
9	Entremet	Sweet
10	Bonne bouche	Savoury/cheese
11	Dessert	Fruits
12	Café	Coffee

Let us find out about these courses in details.

HORS D'OEUVRE

This is the starter of the meal. It is the first course of the meal and is composed usually of tangy, salty, sour, hot items that help to stimulate appetite. The hors d'oeuvre should have an eye appeal and should be decorative. The d'oeuvre usually applies to a variety of side dishes offered as appetizers such as potato salad, herring, sardines, cold egg dishes, mushrooms, artichoke, asparagus; single items served as a preliminary appetizer course before the soup dishes like melon, caviar, oysters, smoked salmon, salami and sausage.

Let us see another point. France has also adopted a custom of serving hors d'oeuvre as zakuski. Zakuski is made up of hors d'oeuvre washed down with liberal draughts of wine and liquor. Formerly in Russia, this was served in the antechamber adjoining the dining room.

Cold hors d'oeuvre

1.Salad:

We have studied salad in details in HTS101 Unit 4. Salad is made of herbs, plants, eggs, meat and fish seasoned with salt, vinegar and pepper, with or without other ingredients. According to Brillat Savrin,

'salads' freshen without enfeebling and fortify without irritating. Salads are divided into two categories – simple and compound.

i) Simple salad: Plain salad could be green salad (raw) or salad of cooked vegetables consisting of one kind of vegetables

ii) Compound salad: Compound salad is a combination of different ingredients such as the following

a) Salade americaine: Cucumber cut in thin slices, previously soaked in salted water then rinsed and seasoned with vinaigrette, surrounded with lettuce hearts with slices of tomatoes and quarters of tomatoes and quarters of hard-boiled eggs.

b) Salad russe: Macedoine (dices) of boiled seasonal vegetables like peas, carrots, turnips, potatoes bound with mayonnaise.

2. Shell fish:

These fish have shells on their outer parts. Like we have bones internally, these fishes have bones externally and flesh inside. Shell fish such as oysters, snails, prawns, crayfish, shrimps, scamps, mussels are served. These could be served from an hors d'oeuvre tray.

3. Eggs:

Eggs could be served cold as a hors d'oeuvre for example in the form of:

- Oeuf dur mayonnaise
- Oeuf farcis

4. Fruits:

You can serve various fruits such as avocados, melons, grapefruits, etc.

5. Fruit juices:

You can serve juices too. Assorted fruit juices are served in a pony tumbler underlined with a quarter plate, a doily paper and a tea spoon. Examples are mixed fruit juice cocktail, tomato juice cocktail, grapefruit cocktail.

6. Sea food cocktail:

These cocktails are made with oysters, snails, prawns, crayfish, shrimps, scamps and mussels. Sea food is served with cocktail sauce, in a cocktail cup underlined with a quarter plate and a tea spoon.

7. Canaples:

What are canapés? These are shaped pieces of bread, buttered and treated under salamander or shallow fried, and different toppings are placed on it. A canapé is a small, prepared and unusually decorative food, held between the fingers and often eaten in one bite. As they are often served during cocktail hours, it is generally desired that a canapé may also be referred to as finger food, although not all finger foods are canapés. Crackers or small slices of bread or toast or puff pastry, cut into various shapes, serve as the base for savory butter or pastes, often topped with savory foods as meat, cheese, fish, caviar, foie, gras, purees or relish.

Examples of canapés are as follows:

- Angles on horseback
- Devils on horseback

8. Galantine:

Galantine is a dish made from boned poultry or meat, stuffed and pressed into symmetrical shape. It is cooked in a gelatin stock

Hot hors d' oeuvres:

After cold hors d' oeuvres, let us consider hot ones. These are popular during the winters, such as:

1. Beignets or fritters:

A fritter is any kind of food coated in batter and deep fried. The word comes from the Latin *frictira* 'frying' by way of old French and Middle English.

65. 2. Bouchees or patties:

66. The original Pattie is a mix of mashed potato and sage blended together and made into a round or square shape, then covered in batter and fried, much like a fish cake. There are different kinds of patties, such as meat patty (corned beef) and cheese patty (cheese and onion) but the most common variety is the standard sage, onion and potato patty

3. Brochettes or skewers:

They are popular dishes that consist of small pieces of grilled, skewered meat. The meat may be marinated in vinegar and spices (such as cumin, pepper and garlic), and while skewers can be made of any type of meat, the most popular are made of beef, lamb, chicken, pork.

4. Croquettes or rissoles:

A croquette can be described as a small fried food roll containing usually as main ingredients mashed potatoes, and/or minced meat (veal, beef, chicken or turkey), shellfish, fish, vegetables and soaked white bread, egg, onion, spices and herbs, wine, milk or any of the combination thereof, sometimes with a filling, often encased in breadcrumbs. The croquette is usually shaped into a cylinder or disk, and then deep fried.

Deluxe hors d' oeuvres

1. Caviar:

Caviar can be described as the processed, salted roe of certain species of fish, most notably sturgeon (black caviar) and salmon (red caviar). It is commercially marketed worldwide as a delicacy and is eaten as a garnish or a spread.

2. Snails:

Snails are a delicacy in French cuisine, where they are called escargots. In an English language menu, escargot is generally reserved for snails prepared with traditional French recipes (served in the shell with garlic and parsley butter). Before preparing the snails to eat, the snails should fast for 3 days with only water available. After three days of fasting, the snails should be fed flour and offered water for at least a week. This process is done to cleanse the snails.

3. Smoked salmon:

Smoked salmon can be described as a prepared form of salmon, typically a fillet that has been cured and then hot or cold smoked owing to its moderately high price, smoked salmon is considered a delicacy

4. Oysters:

Oysters can be eaten with half shell, raw, smoked, boiled, baked, fried, roasted, stewed, canned, pickled, steamed, broiled or used in a variety of drinks. Preparations of these dishes vary widely. It can be as simple as opening the shell and eating the contents, including the juice. Butter and salt are often added. But, in the case of oysters Rockefeller, preparation can be very elaborate. They are sometimes even served on edible seaweed.

POTAGE OR SOUP

We study the preparation of soup in HTS101 Unit 4. It is an extract of meat, vegetables, fish or poultry in stock or water. It is possible that a soup in its earliest form was a complete meal, because it was found hearty, nourishing, economical and wholesome. Usually soups are served piping hot, but many soups are also served cold. We have learned about the soups in details in the course HS101 Unit 4.

POISSON OR FISH

Poisson is the French word for fish. Don't worry; we don't serve poison in breakfast. Never spell poisson as poison. Fish is the first solid/semisolid diet which is light and soft in texture, easy to digest and takes very little time to cook. The most nourishing fish are river water fish such as hee, lamprey, salmon, trout, mackerel, turbot, herring.

Different type of fish available

- i) White flat fish: Brill, sole, pomfret, turbot, common skate, hake, plaice.
- ii) White round fish: Cod, hake, lamprey, gudgeon, balluga
- iii) Shellfish: Lobster, prawn, shrimps, oyster, mussels, crab, scampi, snails
- iv) Oily fish: Anchovy, eel, herring, mackerel, salmon, tuna, trout, sardines, sprats, pilchard

Classes of fish

- i) Crustaceans: They have brush-like shells and a covered body. Example are lobster, crab fish, cray, shrimps.
- ii) Molluscs: They have soft structure, partially or fully enclosed in shells largely made of mineral composition. Examples are oyster, clams, mussels, scallops.

Cuts of fish

- Darne: A steak of round fish like cod, salmon
- Goujons and goujonettes: Filleted fish cut into strips approximately of 6.8 cm x 1 cm
- Troncon: A steak of flat fish like turbot, halibut.
- Fillet: Cut of fish from bone. Flat fish can give four fillet and round fish two fillets.
- Supreme: Pieces cut from fillets of salmon. Turbot without bone and skin.
- Paupiette: Paper-thin fillet of fishlike sole, plaice, whiting spread with stuffing and rolled.
- Delice: Fillets of flat fish where the quarter of the head end and the quarter of the tail end of the fillet are folded under the skin and the side is folded inwards.
- Steaks: Thick slices of fish on or off the bone

Different kinds of cooked fish

- i) Poached fish:

Poached fish is made by cooked it gently in water, which is just below the boiling point (93-95 °C). The liquid is held as close to the boiling point as possible without there being any perceptible movement of the liquid.

ii)Cold fish mousse:

Cold fish mouse is made by poaching and then mincing fish into a paste. Herbs and seasoning is then added to the paste which is then set into various moulds with a binder such as aspic jelly.

iii)Deep fried fish:

Deep fried fish is made by cooking the fish by frying it. It is a popular method for French/Indian cuisine. As the fish is immersed in hot fat, it is essential that the fat is of a good quality and has a high smoking point. The frying pan should have sufficient depth. The size and shape of the food to be fried should be uniform. Fried fish should have good appearance.

iv)Shallow fried fish:

Shallow fried fish is made by cooking the fish by immersing it in fat. The presentation side should always be fried first and then turned, both sides should be browned evenly.

v)Steamed fish:

Let us study this a bit. Steamed fish is made by cooked the fish in moist heat, i.e. direct or indirect steam. Indirect streaming is done when the food is placed in a closed pan or in a steamer, which is surrounded by plenty of stream from fast boiling water. The food item could be protected with greaseproof paper, or cloth or aluminum foil to prevent water from getting into the direct steaming is done by placing the article in a perforated container or on a covered plate over a saucepan of water.

vi)Grilled fish:

Grilled fish is made by placing the fish on grill bars and to the action of radiated heat. Charcoal, cock, gas or electricity subjecting may be used for grilling fish. In an authentic grill, the heat is located below the grill bars, and if the source of heat is above the grill bars, the grilling equipment is called a salamander. The grill bars should be cleaned and oiled, or the bars will rust and food will stick to them. Usually, small items are grilled, the meat is cut, trimmed and slightly flattened with a bat. Then, the meat should be seasoned with salt and pepper and brushed on both sides with oil. The fish is then grilled on the grill bars, turned when half cooked, brushed oil occasionally and cooked to the required degree. Fish are cooked and served with lemon wedges, butter and parsley.

vii)Backed fish:

Backed fish is made by applying of dry heat in an oven. The degree of dryness of heat may be modified by the amount of steam produced from the item baked. During baking, the mixture or moisture in the product expands by air, steam or carbon dioxide.

Shellfish preparation

- Homard Americane
- Homard Cardinal
- Homard Newburg
- Homard Thermidor

Service of poison:

It is served in a hot half plate and the cutlery provided is a fish knife and fish fork on the cover. If fish is served as a main course, then it is served on a large plate with accompaniments and the cutlery provided is fish knife and fish fork.

ENTRÉE

The word entrée literally means 'entrance'. This course was initially served before the roast course or Roti, but now it is served before the main course or Releve. The following can be served as entrée:

- Hot hors d' oeuvre
- Cereals (rice)
- Egg preparations
- Organ meats and sausages
- Pasta
- Savoury pastries

Some example of pasta products are as follows:

- Fettucini: Flat strips of pasta, approx ½ cm broad
- Macaroni: Hollow, cylindrical small noodles of ½ mm thickness
- Ravioli: Two sheets of pasta stuffed and cut into fancy shapes
- Spaghetti: Solid, cylindrical long noodles
- Lasagne: Thick sheets of pasta approx. 1 inch in thickness
- Cannelloni: Stuffed, cylindrical pasta product
- Tahlia Telli: Flat pasta, 16 mm wide made from wheat
- Fucilli: Pasta with a spiral shape of corkscrew

Special entrée dishes

1. Foie D' Agneau A A Anglaise: Lamb liver cut in slices, grilled and dressed with bacon rashers.
2. Cervele Frit A A Anglaise: Brain dipped in egg, rolled in breadcrumbs, deep fried and served with tomato sauce.

Entrée are served on a hot half plate, and the cutlery provided are a small knife and a small fork. A dessert spoon is kept on the side board, in case the guest demands it.

RELEVE

Big joints of veal, lamb, meat, poultry, are served with heavy accompaniments and garnish. The accompaniments of Releve are vegetables and potatoes. Potatoes are placed at the 2 o' clock position while the vegetables are placed at 10 o' clock position, in a large hot plate and cutlery provided are a large knife and a large fork.

- i) Continental accompaniments: Vegetables and potatoes
- ii) Chinese accompaniments: Chinese cruet set comprising of chilli sauce and soya sauce
- iii) Indian accompaniments: Achar, papad, chutney and green salad

Different releve preparations

- a) Chicken: Poulet Saute Chasseur, Poulet Maryland
- b) Lamb: Gigot de Mutton Roti, lamb shaslik
- c) Beef: Boeuf Strognoff
- d) Veal: Veau Codon Bleu, Escalope De Veau A A Anglaise
- e) Pork: Suckling pork

Other meats:

- Hare
- Wild bear
- Horse meat
- Squirrel
- Whale

Releve is served on a hot large plate, and the cutlery provided are a large knife and a large fork.

SORBET

It is the sixth course of the menu and a rest between the main course and Roti 10-12 minutes are allotted for the sorbet service. Russian and Egyptian cigarettes are passed with sorbet. Sorbet is iced water, flavored with champagne or any other liquor. It is sweetened and coloured with fruit and fruit juices

Different sorbet preparations

- Sorbet A A Sicilienne
- Sorbet Alexandra
- Sorbet A A Americain
- Marquise

Sorbet is served in a parfait glass, with a quarter plate and a doily paper as underline. After the clearance of the main course, the dessert cutlery stays on the cover. An ashtray is placed on the cover in the centre. Cigarettes are passed on a quarter plate with a doily paper and a match box.

ROTI

In this course, roasted game birds are served, for example chicken, pigeon, turkey, quail, pheasant, snipe, duck, goose, may be served in this course. It is accompanied by a salad which is served on a half moon shaped plate.

Different roti preparations

- Faisen A A Normande
- Caille En Cocotte
- Dindonneau A A Chipolata

Roti is served on a hot half plate, and the cutlery provided is a small knife and a small fork. A side plate or a quarter plate is put on the side board along with a side knife. If the guest asks for bread, the quarter plate and knife are put on the cover. When serving roast of large birds, the joints may be

served on a large plate, and the cutlery provided is a large knife and a large fork. If the roast is part of the main course, it may be served as main dish.

LEGUME

Different vegetables such as mushroom, artichokes, asparagus and carrots are served in this course.

Different legume preparations

- i) Artichaut provencale: Artichokes are boiled, tossed in butter and cooked in cocote dish with peas and lettuce.
- ii) Artichaut lyonnaise: Artichokes are cut into quarters, tossed in oil with fried onions and garnished with parsley.
- iii) Asperges flamande: Asparagus is boiled and coated with sauce which is made from butter and egg yolk.

Legumes are served on a cold or hot half plate, depending upon the dish, cutlery provided are a small knife and a small fork.

Vegetables like artichoke and asparagus are eaten with fingers therefore a finger bowl is passed at the end of the meal if serving cold legume, accompaniments are vinaigrette or mayonnaise. Of serving hot legume, accompaniments are hollandaise or beurre noisette.

While serving asparagus, an inverted fork is placed under the plate, so that the plate tilts towards one side, where the appropriate amount of vinaigrette or mayonnaise collects.

ENTREMET

It is a sweet course. Hot or cold puddings, cakes and Indian sweets are served in this course. These days, this course is merged with the dessert course.

- i) Crème caramel
- ii) Diplomat pudding
- iii) Soufflé
- iv) Baked Alaska
- v) Gateaux ananas
- vi) Fruit and nut cake
- vii) Ice cream

Entremet is served on a cold half plate and the cutlery provided is a dessert spoon and a dessert fork. Ice cream is served in an ice cream cup or cocktail cup, with a quarter plate and a doily paper as an underliner with a tea spoon or ice cream spoon.

BONNE BOUCHE

This course comes after the entremets course. It includes many savoury dishes.

Different bonne bouche preparations

- Anchovies on toast
- Roe on toast
- Haddock on toast
- Mushrooms on toast
- Devils on horseback

- Angels on horseback
- Canapés
- Cheeses

Different cheeses

- English: Cheddar, Cheshire, Lancashire, Derby, Stilton, Leicester, Gloucester
- French: Brie, Camembert, Port du Salut, Roquefort, Demi Sel
- Swiss: Gruyere, Emmenthal
- Dutch: Edam, Goda
- Italian: Gorgonzola, Parmesan, Parmesan
- Danish: Danish Blue
- German: Bavarian Blue
- Belgium: Limburger
- Greek: Feta
- American: Brick, Colby
- Scottish: Caboc, Dunlop

Accompaniments of cheese

- i) Special cruet set consisting of salt, pepper and mustard.
- ii) Celery is served in a glass bowl on a bed of crushed ice.
- iii) Radishes are served, when in season, in a glass bowl.
- iv) Castor sugar is passed in sugar dredges for cream cheese.
- v) Assorted cheese biscuits like cream crackers are served.

Bonne bouche is served on a half plate, and the cutlery provided are a small knife and a small fork.

Service of cheese: Cheese is presented on a cheese board or displayed on a trolley. Cheese is served on a quarter plate. It is cut into pieces with the help of a cheese knife. It is picked with the beak of a cheese knife and the cutlery provided is a small knife and a small fork. Cheeses are also provided as dips or accompaniments.

DESSERT

In the dessert course, fresh and dry fruits are served. Fresh fruits are arranged in a fruit basket which is called Corbielle des Fruits. Fresh fruits may be divided into four main categories:

- i) Soft fruits: Banana, papaya, grapes
- ii) Hard fruits: Pears, apple, mango, etc
- iii) Dry fruits: Walnuts, cashew nuts, almonds, pistachio
- iv) Citrus fruits: Oranges, sweet limes, grapefruit

Service of dessert:

Fruits may be served in a fruit basket or a half plate. Cutlery provided is a fruit knife and a fruit fork. Grapes are served along with grape scissor and a finger bowl of fresh water to wash the grapes. A nutcracker is passed for nuts. A finger bowl and fresh napkins are passed after the service.

CAFÉ OR COFFEE

It is customary to serve coffee at the end of a meal. Coffee could be served with or without milk and with white or brown sugar. There are wide varieties of coffee being served at different time and places. Digest if coffee has a small quantity of digest if and stimulant that ends dinner with a refreshing note. It is a small cup of coffee served in a demitasse which is about 2 1/2 oz. or 75 ml. it has a compatible saucer and coffee spoon. Frequently it is placed on quarter plate (F & B) to make it look decently large on the table and also to hold any spill while pouring brownies, biscuits and chocolate-flavored liquor are occasionally offered at this stage. Cigar, cognac and liquor are natural accompaniments. Black coffee is most popular after dinner but coffee could be served with or without milk and with white or brown sugar.

CHECK YOUR PROGRESS

Which are the twelve courses in a classical French menu?

What is typically served during the Entrée course ?

3.04 MENU PLANNING

Factors to keep in Mind while planning Menu

The following are the factors kept in mind before planning a menu

Competition: While planning the menu locality needs to be considered, seeing how many restaurants are their near by looking into the competition in price and quality. Menu should be planned different from what is been already given in the market.

Location: The location should be surveyed properly looking into the potential of the market.

Clientele: While planning the menu the customers should be surveyed seeing that what kind of customer will be served whether family, youngster or a mix crowd

Spending capacity: While planning the menu and after surveying the customer on should see their spending capacity. Depending upon the spending capacity of the clientele the quality should be maintained.

Range of dishes: One must decide the range of dishes to be offered and the pricing structure. It should be decided whether to price each dish separately or offer a previously decided menu or a combination of both

Costing: An organisation will be profitable or not depends on how it menu is compiled. Cost can be quickly analysed everyday with the help of computers

Let us now study the art and science of menu design or menu planning. Planning a menu is a simple exercise that involves applying the knowledge of food, nutrient requirement and individual preferences to plan adequate and acceptable meals.

Let us remember that a well-balanced diet is a basic requirement for a healthy meal. However, a nutritious meal must look, smell and taste good. Balanced diet is defined as 'right kind of foods in the right amounts and proportions, to meet the nutrient needs of the persons'. It helps to decide:

- What to serve
- Where to shop
- How much to spend
- How much to serve
- How much to buy
- How to prepare food
- How to serve meals and at what time

Benefits of planning a menu

Planning menus become essential when the food has to be bought, prepared and served in large quantity to people. The advantages of planning are:

- If menus are planned in advance, they help in providing, appetizing, nourishing and attractive meals to customer with reasonable price. A price advantage can be obtained by buying seasonal foods and in quantities which carry discount.
- As the quantity of food required is calculated it can be bought in advance.
- Planning insures that the food is not wasted and the left over's can be used in next days menu which are already planned.
- Time and efforts spend on spot ordering, shopping and receiving of food material is avoided to a large extent.
- Time and efforts spend in preparation and cooking is minimized as ingredients are prepared and kept in advance.
- Careful planning may save fuel. Example milk can be heated together for the preparation of hot beverages, setting of curd or for preparing cottage cheese.
- Next planned menus offer a wide range of dishes as seasonal variety of food is introduced in advance.
- Planning in advanced reduces the anxiety of the planner and enables him to give clear instruction to the staff.
- Menu planning helps in the accurate calculation of food cost and introduction of food that can give more profit.
- Planning helps to take care of price fluctuation so there are no changes on the menu.
- Planning menu is an important activity for food service operators and procedure should be adhered to determine how it can be done.

To summaries, Menu planning helps in various ways. The chief aims of menu planning are as follows:

- Economies of time, labour and fuel
- Planning meals within budget
- Aiding in the proper purchase, preparation and service of food
- Fulfill the nutritional needs of the customer
- Providing variety in the diet, by making proper selection of foods from within each of the three food groups
- Making meals appealing and palatable by proper selection of food in terms of color, texture and flavor
- Providing nutritious meals taking into account individual preferenc'e
- Planning meals in advance, so that any pre-preparation required canbe made, and also so that leftovers from previous meals are economically utilized.

Menu

Before studying menu planning, one should get back to of the meaning of a menu. A menu is a list of dishes planned for production in a catering operation and may include full meals, snacks or beverages.

Menu planning may, therefore, appear to be a simple exercise involving putting down whatever items the planner or the cook like and are easy to prepare. Past experience of sales may help them to forecast the quantities of each item that needs to be prepared. They may together decide to keep their outlet open for only a few hours or till the quantity prepared is sold out. If the food is finished and some customers see the 'closed' sign; and thus, customers go away without being served, the next day the manager may buy the related materials in large Menu Planning quantities. This is often the case with small roadside establishments that do not have much storage space or trained staff but start a business using the hit and trial management techniques.

They may even be faced with the opposite situation where customers did not come again, as they had a bad experience the previous day. This will lead to cooked food being left unsold. All such experiences show that:

- The chefs have to know what the customers like and at what times of the day are suited for those.
- Menus need to be planned for the customer and not the managers or staff of the establishment.
- The staff must know how to prepare the demanded foods well and to the quality standards desired.
- The atmosphere should be light and relaxing and not tense and noisy.
- They need to serve dishes in attractive ways to tempt customers.
- The efforts put in to please customers and satisfy them should also generate profit for the establishment to make it worthwhile.

One can go on thinking of many more factors that need to be consciously or unconsciously considered before a final list of food items or menu could be prepared and offered to customers to choose from at a reasonable price.

Thus, menu planning is not a simple listing of food items. They have to be arrived at after much thought and this complex process is called menu planning.

Let us now see why so much effort needs to be put in by catering managers for writing down a menu. It is because the menu performs a number of useful functions for smooth operation of establishments.

Planning Meals

Before finalizing the items on the menu, every planner must consider the basic factors essential to the situation and the customer for whom the menu is being planned.

The situation

The basic factors to be considered in terms of the situation would be:

- (i) The location of the establishment in relation to the market
- (ii) Space available for storing food in wholesome condition
- (iii) The size of the kitchen and service areas
- (iv) The number of staff and their skills
- (v) Equipment available in kitchen and service areas
- (vi) The policy of the establishment in terms of:

- (a) What type of customers it wishes to attract. This will be basically determined by the pricing policy, in that the higher the prices, richer the customer and the higher his power to pay.
- (b) The extent to which the establishment wishes to invest in catering, in comparison to other areas on expenditure such as furniture, decor, equipment, and so on.
- (c) The degree of automation or labour-saving devices desired.
- d) Personnel in terms of trained staff or cheaper unskilled labour.
- (e) Profit margins.
- (f) The type of service, i.e. whether food is served or pre-plated and handed over or packed and delivered.

CHECK YOUR PROGRESS

What is meant by menu planning?

What factors are to be considered while planning menu ?

The customer

We have to value the customers well. Customers are likely to represent people of varying ages, activities, occupations, physiological status and sex. They would also belong to various religious and cultural backgrounds. Some, perhaps, may have rigid food habits. The following section illustrates how the various requirements form the bases for menu planning. This is indicated in the sample menus given along with the special factors that are considered while planning menus.

PORTION CONTROL

Portion control means controlling the size or quantity of food to be served to each customer. The amount of food depends on the following three considerations.

(i) Type of customer or establishment:

There will be difference in the size of portions served to different customers such as portion served to heavy industry workers will be different from the portion served to female clerical workers.

(ii) Quality of food:

Good quality of food yields a greater number portion than poor quality food. Low quality stewing beef need trimming and does not give six portions from a kilogram whereas a good quality stewing beef will give eight portions from kilogram.

(iii) Buying price of food:

The buying price of food corresponds to the quality of the food. The price paid for a food item should be equivalent to its quality. A good price means a good quality which means good yield and good portions.

Portion control should be closely linked to buying of food. Without the knowledge of food bought it is difficult to know the number of portions obtained to it.

Portion control equipments

There are certain equipment's that can be used for controlling the size of the portion. Some equipments are:

- Scoops for ice cream.
- Ladles for soup and sauces.
- Fruit juice glasses.
- Soup plates or bowls.
- Milk dispenser and tea dispenser.
- Individual pie dishes, pudding dishes, moulds and cooks

BOARDING SCHOOL

Since boarding schools have the responsibility of providing meals to resident school children, the important factors in planning their meals are:

(i) Nutritional balance

School children generally spend a lot of physical energy at play. They are also at various stages of growth and so their general nutritional needs would have to be considered while planning their meals. Some children may have special requirements because of sickness or injury. The considerations would, therefore, emphasize on planning balanced diets suitable to their needs.

(ii) Four-meal pattern

This comprises breakfast, lunch, tea and dinner with bedtime milk or milk-based beverages.

Children are generally restless and do not like to spend too much time at the table. Besides, they feel rushed in the morning because they have to reach school on time. Menus, therefore, have to provide dishes that are not only quick to eat, but satisfying. Perhaps, something they can carry out of the dining hall easily, such as a hamburger or a salad roll; or stuffed parathas, pancakes and whole fruit would be in order.

Children have varying appetites and often prefer snaky meals at frequent intervals, to a few large ones.

(iii) Purchasing power

This may not very important because parents or guardian have already paid the charges in advance before sending children to boarding school and are aware of the quantum of expenses.

iv) Planning

Planning should be done according to the average age of the children. First, their favorite dishes should be cooked. Then a dish that they generally dislike should also be made. This will tempt them to eat whatever food is cooked for them. Similar age groups should be seated together. Service arrangements should be made to help the younger children with the plating of their food. The service should be supervised by teachers who eat with them to set an example of discipline eating of everything offered.

iv) Gender

The tastes and needs of the girls and boys differ. Gender is as important factor to be considered, as girls like very different types of foods than boys. Girls are also less active than boys and eat less, but they like variety in colour, texture and flavors. Boys prefer fast foods and snacks which they can eat while performing activities. A policy of mixing dishes in the menu to suit both sexes is desirable unless their hostels are separate and have separate production and service units.

In general, boys prefer food with a higher satiety and caloric value than girls of the same age, who become figure conscious and prefer light, frequent but small meals. Also, girls generally prefer food that is spicier.

(vi) Service methods

Self-service methods should be encouraged while supervision is necessary to ensure every dish is picked and eaten.

(vii) Food safety

Safety of food should be ensured in the production process, service and hygienic habits of children who would normally use their hands while eating.

CHECK YOUR PROGRESS

How do we take into account the nutritional balance while designing a menu?

What role does gender play in menu planning?

(viii) Eating patterns

(a) Don't be monotonous. Children tend to easily get bored with food. So menus need to provide variety in colour, texture taste and flavour.

(b) The climatic and weather conditions are important considerations too. In very dry and hot weather, children lose a lot of body water and salts through perspiration. The menus then would need to introduce extra liquids and salts, because children do not generally like to drink plain water.

The menu planner, therefore, has to consider all these listed factors when planning menus for children, in addition to making them cost effective, popular and profitable. The structure of the menu for a children's hostel would, therefore, be follows:

Main dish - Curry

Side dishes - Root vegetable/green/other vegetables

Cereal - Rice/roti /chapatti/poori

Curd - Plain/raita (boondi raita or pineapple raita)

Salad - Green/mixed /seasonal

Sweet/dessert - Cooked/frozen /topped/fruit

Accompaniments – Papad/pickles/chutney

Meal planning for a school child

A child in the age group of 7 to 12 years is known as

- The rate of growth of a school child is less than the rate of growth of a preschool child.
- Growth continues at a steady pace.
- There will be an improvement in the functioning of body tissues and organs.
- Growth takes place in the form of development of muscles and bones.
- Preparation for adolescence.

The following should be the weight of boys/girls in the age group of 7—12 years.

Age (Years)	Boys (Kg)	Girls Kg
7 to 8	24.46	24.45
8 to 9	26.42	25.97
9 to 10	30.00	29.82
10 to 11	32.29	33.58
11 to 12	35.26	37.17
12 to 13	38.78	42.97

The main nutrients required are those that give

- Energy
- Iron
- Calcium
- Protein

The important points that should be kept in mind while feeding a school child are:

- Boys have more muscle tissue and less adipose tissue.
- Girls have more adipose tissue and less muscle tissue.
- Shedding of baby teeth takes place and permanent teeth will emerge.
- Boys and girls are engaged in more vigorous activities, may be in the form of sports, so, there is a need for more energy.
- More sweating will take place and hence loss of water, sodium and potassium.
- Fluid intake should be increased.
- Blood volume increases and it pushes up the iron needs.
- Bones will grow due to mineralization of bones.
- Recommended daily intakes (RDI5) for energy, protein, calcium, Thiamine (B 1), Riboflavin (B2) and Niacin increases as age increases.
- The RDIs for Vitamin C, folic acid, Vitamin B12, Vitamin A, remains Menu Planning unchanged.
- Iron absorption is more in case of girls.

CHECK YOUR PROGRESS

Which factors should be taken into account while designing menu for children?

What are the difference in the menus for children and the adolescence?

Meal planning for adolescents

Persons in the teen-ager group (13 to 18 years) are called adolescents. During this period, major physical, Mental and emotional changes take place, which are as follows:

- This is a period of rapid physical growth.
- There will be sharp increase in height and weight.
- Growth and development of skeletal system and muscular system.
- Muscles and bones increase in size and strength.
- Heart, lungs, stomach and kidneys attain their final adult size and level of functioning.
- There will be an increase in blood volume.
- Functional capacity of respiratory, digestive and circulatory system increases.
- Sexual characters will appear.
- Functioning of reproductive system starts.
- The changes in the body structure and functioning are guided by hormones, androgens in males and estrogens in females.
- It is a period of physiological stress for the body, because of the extremely rapid rate of growth.

Diet plays a crucial role in promoting and sustaining growth. This is the last chance to catch up growth.

The main nutrients required are those that give:

- Iron
- Protein
- Energy
- Calcium

The main points to be considered while planning meals for adolescents are as follows:

- Be careful about dieting, weight reducing techniques
- Avoid over-eating
- Exercise is the remedy for over weight

Meal planning for adults

Persons who are more than 20 years old are called as adults. During this period, their growth in terms of body size is completed.

- In case of young adults, the body has the capacity to replace the worn out tissues.
- There will be a gradual and progressive change in body functioning.
- Breakdown of tissue increases and renewal of worn out tissue decreases.
- Nutritional needs are for maintenance of body functions.
- In case of older adult, the body has lost the capacity to replace the worn out tissues.

Changes during ageing

The following changes take place during ageing.

- Kidney functions: There is a marked reduction in the number of functioning of the kidney cells.

- Reduction in the amount of saliva secreted: Hence Swallowing becomes difficult. Teeth become loose: Thus, chewing becomes difficult.
- Digestive tract functioning: The number of taste buds in the mouth decreases. This reduces sensitivity to taste.
- Decreased secretion of digestive juices: So, food is not digested and absorbed properly and it stays longer in the stomach.
- Muscles of digestive tract become weak: Movement of food in the tract slows down and constipation sets in.
- Skeletal system: Skeletal bone loss occurs with aging.
- Loss of calcium and phosphorus: This results in thinning of bones. Osteoporosis is a condition in which bones become weak and brittle (mostly in women).

The main nutrient requirements are:

- Energy
- Body building
- Protective/regulatory

CHECK YOUR PROGRESS

What changes occur in bodies of adolescences and adults which need to be taken while menu planning?

What factors do we consider while designing menu for adults?

CONSIDERATION OF MENU PLANNING

The success of a food service operation, whatever its size, depends heavily on those who plan the menus and how they do it. While it may seem a simple exercise of providing something to eat and drink, in practice good menu planning requires a lot of skill. It is important, therefore, that people responsible for planning menus have a good knowledge of:

- Food
- Preparation and service methods
- Aesthetic presentation
- Customers

1. Food

This involves knowledge about different types, forms and varieties of foods; their seasonal availability; nutritional factors; and the presence of toxic elements in certain food varieties; the edible portion obtained from each food; taste and flavour differences and how they can best be combined for meals; acceptability and cost factors.

2. Preparation and service methods

A menu planner does not necessarily prepare or serve the food. However, it is important for him/her to know which food is best prepared and by which method of cooking. This is possible only if the planner knows about the inherent qualities of foods in terms of texture, Composition, color, flavor and all other chemical and physical properties. Knowledge of the behavior of these characteristics to the application of heat, addition of salts, acids, oils and spices are also very essential to any method of food preparation.

In same way, knowing what food is suited to what style of service; which flavors Menu Planning blend together best, and how to combine them are the crux of customer's food acceptability,

3. Aesthetic presentation

How a dish looks is also important. The color, taste and flavor of a meal as well as its appearance on the plate or in the display case determines customer's choice, there are different ways in which simple food can be presented to catch the eye of customers. Equipped with this knowledge, the menu planner can introduce a variety of form and colour in menus to attract customers and increase acceptability.

4. Customers

It is important for the menu planner to be familiar with the food expectations of a customer. A general idea of his/her food preferences or favorites, Physiological requirements, paying capacity, social standing, regional or ethnic backgrounds, and the reasons for eating out are essential for providing customer satisfaction. People eat outside their homes for a number of different reasons and each reason affects their choice of food at a particular time. Office goers, for instance, stopping for a quick lunch would prefer light inexpensive meals, while an executive who is entertaining would choose more elaborately presented items. Similarly, captive customers, such as children in a boarding school, or people in an old age home will necessarily eat from a less selective menu, because they have no choice but to eat what is prepared in the institutional kitchen. Again, people traveling long distances look forward to food because other activities as in a train or an aeroplane are restricted. The menu should, therefore, be interesting in terms of providing variety in form, colour and flavour. In addition, they need to be easy to serve and eat while traveling.

CHECK YOUR PROGRESS

Which factors do we consider while designing menu?

What role does preparation and service methods play in menu planning ?

Why Plan Menus

Planning menus is essential when food has to be bought, prepared and served in large quantities to people of varying tastes and requirements. The following are the advantages of planning:

- It has provisions for appetizing, nourishing and attractive meals for customers at a fair price. This is only possible if the meals are planned in advance, so that a price advantage can be obtained by buying seasonal foods and in quantities that carry discounts.
- Planning meals helps determine requirements accurately. Food buying can thus be controlled through advance buying, because quantities are calculated beforehand.
- It ensures that food is not wasted because any leftovers can be creatively incorporated in the next meal on menu which is already planned out.

- Time and effort spent on haphazard ordering, shopping and receiving of food materials is saved.
- Time and effort spent in preparation and cooking is also minimized because ingredients required for subsequent meals are known in advance. Garnishes, for instance, can be prepared along with salads at one time. Chopping and cutting separately for each dish is avoided. Time is not lost in waiting for ingredients, as they are already purchased and ready for use.
- Carefully planned menus save fuel and cut down on waste through excessive leftovers: for example, milk may be heated together for the preparation of hot beverages, setting of curds or for preparing cottage cheese, instead of placing the milk in three containers and heating small quantities separately. Similarly, planned menus can help to save on quantities and ingredients e.g. leftover curds may be added to boiling milk for making cottage cheese or paneer instead of vinegar or lemon juice. Also, the whey obtained need not be wasted, but added to curries, soups, etc.
- Menus help to note favorite dishes and those which did not sell too well in the past. From these records, decisions regarding the number of portions of each item to be prepared for service can be made.
- Planning tends to offer a wider choice of dishes because seasonal varieties of foods can be introduced in advance. This becomes very restricted when preparation has to be done on the bases of spot decisions.
- Advance planning removes a lot of anxiety for the planner and enables clear-cut instructions to be given to staff. This also helps to create harmony among people at work.
- If the planner is absent for a day, customers need not have to go hungry or disappointed, because the work goes on according to plan.
- Meal planning helps in the accurate calculation of food costs and inclusion of items that can be profitably sold. It also becomes far easier to fix selling prices in advance for the information of the customer.
- Planning helps to take care of price fluctuations and prevents frequent changes on menu displays as far as the customer is concerned.

Planning menus is thus an important activity for every food service operation, and catering managers need to ensure procedures which can determine how best it can be done.

WELL-PLANNED MENU MAKING

The following sample menus have been suggested for various institutions and occasions to act as guidelines for planning.

Menu A (Boy's Hostel, one day)

Breakfast:

Toast, Butter milk

Lunch

Curd, Chappati, Rice, Vegetable (sauteed)

Tea

Samosa, milkshake

Dinner

Egg Curry (or Veg Kadhi)
Gajar ka Halva, Dal rice, Palak , Potato sauteed,

Menu B (Girl's Hostel, One day)

Breakfast:

Milk, Porridge, egg poached, butter toast

Lunch

Curd/Raita, chutney, Curry-pakora, Chappati, Rice, Vegetable (sautéed), pickle

Tea

Cookies, tea/coffee

Dinner

Vegetable sautéed, Chapatee

Kheer/Halva, Dal rice.

The following factors have been taken into consideration in preparing this menu:

- (i) The Indian food habits which include a curry, curd, dal preparation (usually consumed in some form at least once a day), and an Indian dessert at dinner.
- (ii) Boys need a nutritionally balanced diet provided by food from all food groups in each meal. The satiety value through a fried snack, egg and halwa take care of protein and extra calories for activities, besides providing all the other nutrients.
- (iii) The menu provides, in this format, a lot of flexibility, so that different curries, hais, forms of egg, snacks, fruits and shakes can be provided according to seasonal availability.
- (iv) Boys do usually not like salads unless they are incorporated in sandwiches or rolls, which can be introduced as snacks, in the form of burgers, kebabs, pakoras, etc.

The difference in Menus A and B is chiefly in the provision of spicy preparations, such as raita, pickle, chutney and assorted pakoras with inclusion of salads for girls. Eggs have been provided in unfried forms in preference to fried forms. This menu is just as flexible as Menu A and can be varied according to the mood of the customer and the availability of ingredients.

It may be noted that Menus A and B are only light, and if a cyclic menu is prepared which is the normal practice in hostels, then specific dishes may be written out for several days in advance.

Menu C:

For A conference lunch menu attended by delegates from different countries.

Lunch

Stuffed capsicum and tomatoes

Cottage cheese/Meat ball curry

Mixed vegetable pulao

Pineapple raita

Green salad

Carrot mould with cream

Coffee

Other factors to be considered while planning menus

The factors taken into consideration while planning are:

(i) The dishes are generally acceptable to persons from all the countries. The menu accomplishes this through:

- The starter and salad which are two items that are eaten all over the world.
- The curry selected is familiar to most persons—meat balls served with spaghetti or in tomato sauce are common to most.
- Cottage cheese curry provides vegetarians with an equivalent substitute for meat curry.
- Indian curries are relished by people from all countries.
- Rice is a common cereal in most countries and people look forward to tasting oriental flavours in the form of pulaos.
- Pineapple raita would provide the familiar flavour of the fruit.
- Yoghurt can act as a suitable accompaniment to the rice.
- Carrot and halwa molded and served with cream introduces a new form of pudding to foreign palates, while being relished by most Indian.

(ii) The composition of the menu allows for quick service between conference sessions.

(iii) The colour, texture, flavour and attractiveness is taken care of on a buffet table during service.

(iv) There is very little scope for over spicing. For those who wish to add more Spices, these could be placed on the table in the form of chutneys, pickles, papads and cruets of salt and pepper or salad dressings.

While the menu accounts for tastes and habits of the people from all over the world, the Indian touch that many delegates relish is not absent.

Menu D: A canteen menu

Special of the day	pizza	Rs 100.00
Assorted fried snack (with chutney)	per plate	20.00
Mini meal	per plate	40.00
Sandwiches	per pack	25.00

Fruit cake	per piece	15.00
Tea	per cup	5.00
Coffee	per cup	8.00
Cold drinks	per glass (200ml)	10.00

The factors considered in planning are:

- (i) The eating habits of the customers. If it is an office canteen, hot beverages will be demanded throughout the day.
- (ii) The purchasing power of customers
- (iii) Favorite among customers is included in the days special.
- (iv) Easy to serve in disposables.
- (v) The satiety value and value for money.
- (vi) Minimum on the spot preparation.
- (vii) Items that will provide attractive displays.

CHECK YOUR PROGRESS

Why do we plan menu?

Plan a menu for Boys hostel for children of age group 10 to 15 (Class 6th to class 10th).

3.05 MENU PRESENTATION

3.05.01 ECONOMIC CONSIDERATIONS

As early as the mid-20th century, some restaurants have relied on “menu specialists” to design and print their menus. Prior to the emergence of digital printing, these niche printing companies printed full-color menus on offset presses. The economics of full-color offset made it impractical to print short press runs. The solution was to print a “menu shell” with everything but the prices. The prices would later be printed on a less costly black-only press. In a typical order, the printer might produce 600 menu shells, then finish and laminate 150 menus with prices. When the restaurant needed to reorder, the printer would add prices and laminate some of the remaining shells.

With the advent of digital presses, it became practical in the 1990s to print full-color menus affordably in short press runs, sometimes as few as 25 menus. Because of limits on sheet size, larger laminated menus were impractical for single-location independent re to produce press runs of as few as 300 menus, but some restaurants may want to place far fewer menus into service. Some menu printers continue to use shells. The disadvantage for the restaurant is that it is unable to update anything but prices without creating a new shell.

During the economic crisis in the 1970s, many restaurants found that they were having to incur costs from having to reprint the menu as inflation caused prices to increase. Economists noted this transaction cost, and it has become part of economic theory, under the term “menu costs.” As a general economic phenomenon, “menu costs” can be experienced by a range of businesses beyond restaurants; for example, during a period of inflation, any company that prints catalogues or product price lists will have to reprint these items with new price figures.

To avoid having to reprint the menus throughout the year as prices changed, some restaurants began to display their menus on chalkboards, with the menu items and prices written in chalk. This way, the restaurant could easily modify the prices without going to the expense of reprinting the paper menus. A similar tactic continued to be used in the 2000s with certain items that are sensitive to changing supply, fuel costs, and so on: the use of the term "market price" or "Please ask server" instead of stating the price. This allows restaurants to modify the price of lobster, fresh fish and other foods subject to rapid changes in cost.

The latest trend in menus is the advent of handheld tablets that hold the menu and the guests can browse through that and look at the photographs of the dishes.

3.05.02 Writing style

The main categories within a typical menu in the US are "appetizers," "side orders and a la carte," "entrées," "desserts" and "beverages." Sides and a la carte may include such items as soups, salads and dips. There may be special age-restricted sections for "seniors" or for children, presenting smaller portions at lower prices. Any of these sections may be pulled out as a separate menu, such as desserts and/or beverages, or a wine list. Children's menus may also be presented as placemats with games and puzzles to help keep children entertained.

Menus can provide other useful information to diners. Some menus describe the chef's or proprietor's food philosophy, the chef's resume, or the mission statement of the restaurant. Menus often present a restaurant's policies about ID checks for alcohol, lost items, or gratuities for larger parties. In the United States, county health departments frequently require restaurants to include health warnings about raw or undercooked meat, poultry, eggs and seafood.

3.05.03 Types of Menu Presentations

1. Paper

Menus vary in length and detail depending on the type of restaurant. The simplest hand-held menus are printed on a single sheet of paper, though menus with multiple pages or "views" are common. In some cafeteria-style restaurants and chain restaurants, a single-page menu may double as a disposable placemat. To protect a menu from spills and wear, it may be protected by heat-sealed vinyl page protectors, laminating or menu covers. Restaurants weigh their positioning in the marketplace (e.g. fine dining, fast food, informal) in deciding which style of menu to use.

While some restaurants may use a single menu as the sole way of communicating information about menu items to customers, in other cases, the meal menu is supplemented with ancillary menus, such as:

- An appetizer menu (nachos, chips and salsa, vegetables and dip, etc.)
- A wine list
- A liquor and mixed drinks menu
- A beer list
- A dessert menu (which may also include a list of tea and coffee options)

Some restaurants use only text in their menus. In other cases, restaurants include illustrations and photos, either of the dishes or of an element of the culture which is associated with the restaurant. An example of the latter is in cases where a Lebanese kebab restaurant decorates its menu with photos of Lebanese mountains and beaches. Particularly with the ancillary menu types, the menu may be provided in alternative formats, because these menus (other than wine lists) tend to be much shorter than food menus. For example, an appetizer menu or a dessert menu may be displayed on a folded

paper table tent, a hard plastic table stand, a flipchart style wooden "table stand," or even, in the case of a pizza restaurant with a limited wine selection, a wine list glued to an empty bottle.

Take-out restaurants often leave paper menus in the lobbies and doorsteps of nearby homes as advertisement. The first to do so may have been New York City's Empire Szechuan chain, founded in 1976. The chain and other restaurants' aggressive menu distribution in the Upper West Side of Manhattan caused the "Menu Wars" of the 1990s, including invasions of Empire Szechuan by the "Menu Vigilantes", the revoking of its cafe license, several lawsuits, and physical attacks on menu distributors.

67. 2. Menu board

Some restaurants – typically fast-food restaurants and cafeteria-style establishments – provide their menu in a large poster or display board format up high on the wall or above the service counter. This way, all of the patrons can see all of the choices, and the restaurant does not have to provide printed menus. This large format menu may also be set up outside (see the next section). The simplest large format menu boards have the menu printed or painted on a large flat board. More expensive large format menu boards include boards that have a metal housing, a translucent surface, and a backlight (which facilitates the reading of the menu in low light), and boards that have removable numbers for the prices. This enables the restaurant to change prices without having to have the board reprinted or repainted.

Some restaurants such as cafes and small eateries use a large chalkboard to display the entire menu. The advantage of using a chalkboard is that the menu items and prices can be changed; the downside is that the chalk may be hard to read in lower light or glare, and the restaurant has to have a staff member who has attractive, clear handwriting.

A high-tech successor to the chalkboard menu is the 'write-on wipe-off' illuminated sign, using LED technology. The text appears in a vibrant color against a black background.

3. Outdoor



Fig 3.03: Menu cards - Presi Corp.

(Pic Wikipedia)

Some restaurants provide a copy of their menu outside the restaurant. Fast-food restaurants that have a drive-through or walk-up window will often put the entire menu on a board, lit-up sign, or poster outside, so that patrons can select their meal choices. High-end restaurants may also provide a copy of their menu outside the restaurant, with the pages of the menu placed in a lit-up glass display case; this way, prospective patrons can see if the menu choice is to their liking. As well, some mid-level and high-end restaurants may provide a partial indication of their menu listings—the "specials"—on a chalkboard displayed outside the restaurant. The chalkboard will typically provide a list of seasonal items or dishes that are the specialty of the chef which are only available for a few days.

4. Digital displays

With the invention of LCD and Plasma displays, some menus have moved from a static printed model, to one which can change dynamically. By using a flat LCD screen and a computer server, menus can be digitally displayed allowing moving images, animated effects and the ability to edit details and prices.

For fast food restaurants, a benefit is the ability to update prices and menu items as frequently as needed, across an entire chain. Digital menu boards also allow restaurant owners to control the day parting of their menus, converting from a breakfast menu in the late morning. Some platforms support the ability allow local operators to control their own pricing while the design aesthetic is controlled by the corporate entity. Various software tools and hardware developments have been created for the specific purpose of managing a digital menu board system. Digital menu screens can also alternate between displaying the full menu and showing video commercials to promote specific dishes or menu items.

5. Online menu

Websites featuring online restaurant menus have been on the Internet for nearly a decade. In recent years, however, more and more restaurants outside of large metropolitan areas have been able to feature their menus online as a result of this trend.

Several restaurant-owned and startup online food ordering websites already included menus on their websites, yet due to the limitations of which restaurants could handle online orders, many restaurants were left invisible to the Internet aside from an address listing. Multiple companies came up with the idea of posting menus online simultaneously, and it is difficult to ascertain who was first. Menus and online food ordering have been available online since at least 1997. Since 1997, hundreds of online restaurant menu web sites have appeared on the Internet. Some sites are city-specific, some list by region, state or province.

6. SECRET MENU

Another phenomenon is the so-called "secret menu" where some fast food restaurants are known for having unofficial and unadvertised selections that customers learn by word of mouth. Fast food restaurants will often prepare variations on items already available, but to have them all on the menu would create clutter. Chipotle Mexican Grill is well known for having a simple five item menu, but some might not know they offer quesadillas and single tacos, despite neither being on the menu board.

In-N-Out Burger has a very simple menu of burgers, fries, sodas, and shakes, but has a wide variety of "secret" styles of preparations, the most famous being "Animal Style" burgers and fries. This can also occur in high-end restaurants, which may be willing to prepare certain items which are not listed on the menu (e.g., dishes that have long been favorites of regular clientele). Sometimes restaurants may name foods often ordered by regular clientele after them, for either convenience or prestige.

CHECK YOUR PROGRESS

Which are the various ways in which menu are presented?

What is meant by secret menu ?

3.06 LAYOUT OF TABLE

Points to be observed while laying a table

When we lay out the table we have to be aware of some of the important things. We list them for you here:

1. The chairs, sideboard and trolleys should be spotlessly cleaned.
2. The table and chairs should be kept in proper place according to the lay out of the restaurant or according to the requirement of the day.
3. Table on which tablecloth is to be used should be covered with baize cloth which is of a thick, soft material like velvet.
4. Table should be 30'' from the ground and the chair seat should be 18'' high from the ground level.
5. For square, round and rectangular table, a square or rectangular cloth should be used. The length and width of the cloth should be two feet extra from the table-top dimension. If a square table cloth is to be used on a round table, the four corners of the table cloth should just brush the floor. The four corner of the tablecloth should be well hemmed to give a neat tidy appearance. Spoilt, crumpled or form cloth should never be used. When spreading a tablecloth one should make sure that the right side is on the top. Different types of cloth material used are cotton or linen. The damask is the best material for table linen. It is mixture of cotton and linen, with geometrical designs and has the strength of cotton and texture of linen.
6. Occasionally, a decoration piece can be placed on which a flower arrangement can be done but arrangement should have a low flower vase. Large flower arrangements in the vase prevent customers sitting opposite each other from conversing. Heavily scented flowers should never be used as they adversely effect the flavour of the food.
7. Each cover should be well balanced and never be overcrowded with cutlery crockery and glassware. Covers: It is the space required on the table for laying cutlery, crockery and glassware for one person. Normally, each cover requires 24''x15'' and 27''x15'' space for banquet.
8. Knives and spoons are placed on the right hand side of the cover whereas forks are placed on the left-hand side of the cover. Dessert spoon and forks for the sweet are placed on the top on the cover. A side plate is placed on the extreme left-hand side of the cover with small knife or side knife. The cutting edge of all the knives should be towards the left-hand side of the cover. The water tumbler should be placed on the right hand side of the cover near the tip of the first knife. The butter should be placed on a quarter plate along with a butter spreader in the center on the table. A napkin is placed in the center of cover or side plate but rarely in the tumbler as this practice is unhygienic.
9. Two opposite covers should be exactly opposite to each other, namely the large knife should be in line of the fork of the opposite cover. Only necessary cutlery for the meal should be placed. The order of laying the cutlery should be from outside to inside of the sequence in which they are to be used
10. Salt and pepper cellars are placed between two or four covers.
11. Crockery used in the restaurant should be spotlessly clean, glassware and cutlery well-polished. Chipped and cracked crockery and glassware should never be used.
12. While placing the plate and glassware on the table see that the monogram is directly facing the customer.

13. The crockery should be carried on the salver or on a large plate covered with a waiter's cloth or napkin. The cutlery should never be handled in the bare hand. Crockery should be handled with clean waiter clothe and in no case should the waiter touch prongs, bowls of spoons, blades of knife. Glassware should be handled from the base and never from the brim. The plates should be covered with a waiter's with a waiter's cloth.

14. Menu card should either be placed on the menu cared stand or on the sideboard or on the menu card holder placed on the table.

15. The cutlery for hors d'oeuvres fish knife and fish fork can laid in advance on the cover or can be brought on the same plate which is used for the hors d'oeuvres course. Generally, this is done when there is a fish in the course as well.

16. All the cutlery, crockery should be placed approx. $\frac{1}{4}$ to $\frac{1}{2}$ inches away from the edges of the table.

CHECK YOUR PROGRESS

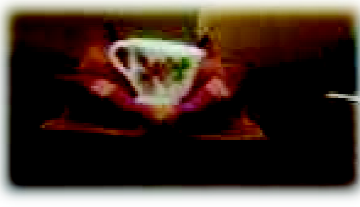
Which points must be kept in mind while laying a table?

What is meant by cover?

3.07 TEN TYPES OF NAPKIN FOLDING

3.07.1 The Rose Napkin Fold

(All pics in sections 3.07 by Dr R.V. Vadnere, author)



Even though it looks fairly elaborate, this fold is an easy one, and it can be done with almost any variety of napkin. Display small bowls or glasses on top of these, or use them as novelty cocktail napkins.



1. Place the napkin face-down in front of you.

2. Fold the two right corners of the napkin in so the tips rest at the center.

3. Fold the remaining two corners of the napkin in so the tips meet with the last two in the center.

4. Once again, begin folding the outer corners in so they meet at the center.

5. Once all of the tips are folded you are left with a square about 1/4 the size of the unfolded napkin.

6. Flip it over.



7. Fold the corners in so they meet in the center and then place something sturdy in the center, or hold it with your fingers.

8. While maintaining downward pressure in the center of the napkin, reach underneath each corner and pull out the flaps to create petals.



9. Remove the center weight and your rose should look as pictured here.

10. If you like you can reach underneath the center of each side and pull out a second set of petals to fancy it up some more. Place something in the center and you're done, have a rosy meal!

3.07.2 The Fancy Silverware Pouch



This napkin fold is to hold your cutlery on the table



1. Place the napkin face-down in front of you.



2. Fold the napkin in half and orient the open end toward you.



3. Fold the napkin into quarters.

4. Orient the napkin so the open corner is facing away and to the right.



5. Roll the top-most layer of napkin diagonally down to the center and press it flat.



6. Roll the next layer down until it meets the first and press that one as well.



7. Repeat the last step once more.



8. Turn the napkin over.



9. Fold the right side back about 1/3 of the way and press it down.



10. Fold the left side back also about 1/2 of the way and press.



11. Flip it over and insert the food poker, slicer, and scooper

3.07.3 *The STANDING FAN FOLD*



Lay the napkin face-down in front of you.

Fold the napkin in half and orient the open end towards you.



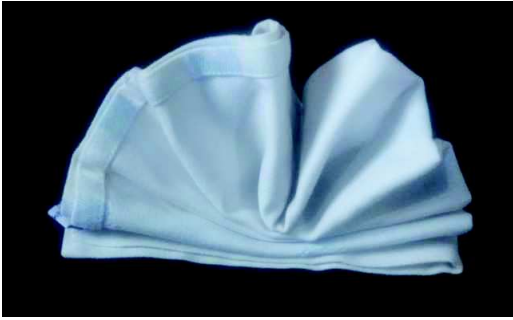
Fold the napkin like an accordion starting at either narrow end. Leave one end with 2-3 inches of unfolded napkin to support the standing fan.



Fold the napkin in half with the accordion folds on the outside.



Grasp the unfolded corners where they meet on the open end and fold them in diagonally, tucking them under the accordion folds.



Open it and stand it up. A beautiful fan for a beautiful dinner.

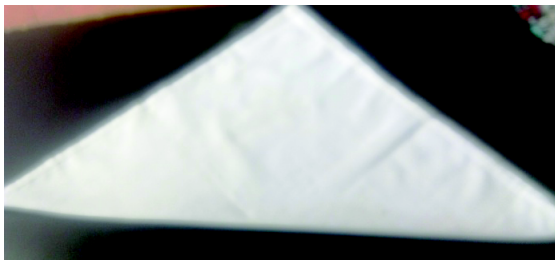
3.07.04.CONE



1 Place the napkin face down in front of you



2 Fold the napkin in half diagonally.



3 Orient the napkin so the open corner faces away from you.



4 Fold the left-most corner diagonally so the point rests on top of the far corner.



5 Repeat the last step with the right side, bringing this fold evenly along to the last one



6 Turn the napkin over, keeping the open ends pointing away from you.



7 Evenly fold the bottom third of the napkin up and press the it down well. An iron may be needed here.



8 Fold both the left and right sides back and underneath the napkin evenly to create the finished product seen here. That looks so nice I bet you just can't wait to smear food on it!

3.07.05 Slide



1 Place the napkin face-down in front of you.



2 Fold the napkin in half and orient the open end towards you.



3 Fold the napkin into quarters



4 Orient the napkin so that the open end is pointing away from you.



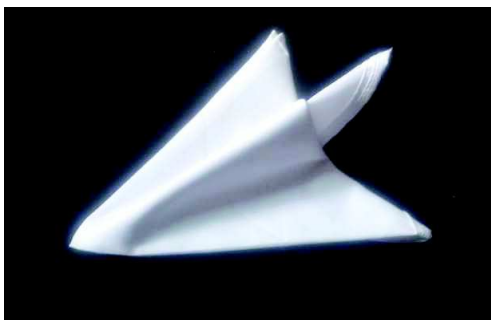
5 Fold the napkin in half by bringing the far end up to the front. Press this fold down well.



6 Take the top-layer of napkin and fold it back, making a crease about 1/2"-1" before the top.







7 Flip the napkin over, keeping the single-layer tip pointing away from you.











8 Fold the napkin in half from left to right and press the fold down well. Open and stand to finish– Very nice!

3.07.06 French Fold

	1 Place the napkin face-down in front of you.
	2 Fold the napkin in half diagonally.
	3 Orient the napkin so the long side is on the left.
	4 Fold the far corner of the napkin diagonally towards you and to the right so that the crease falls an inch or two short of the right-most corner and the newly formed point at the bottom is a few inches to the right of the left one.

3.07.07 Pyramid

	<p>This classy napkin folding technique is simple, fast, and can be made easily with most napkins. If the napkin being used is thin and flops easily then iron it with light starch prior to folding and it will turn out perfectly!</p>
	<p>Lay the napkin face down in front of you. Fold the napkin in half diagonally. Rotate the napkin so the open end faces away from you</p>
	<p>Fold the right end up to meet the far corner, ensuring the edge of this new fold lays on the centerline as shown.</p>
	<p>Repeat the last step with the left side, folding the left tip up to the far corner, creating a diamond shape with a seam running down the center.</p>
	<p>Turn the napkin over, keeping the open end facing away from you.</p>

	<p>Fold the napkin in half by bringing the farthest point of the diamond up and back to the nearest point.</p>
	<p>Turn the napkin over again, this time keeping the open end facing towards you.</p>
	<p>Fold the napkin along the center seam and you have a neat, sturdy pyramid. If your napkin won't stand neatly then you may need a little starch</p>

3.07.08 *The Sail*



Place the napkin face-down in front of you. Fold the napkin in half and orient the open end towards you.



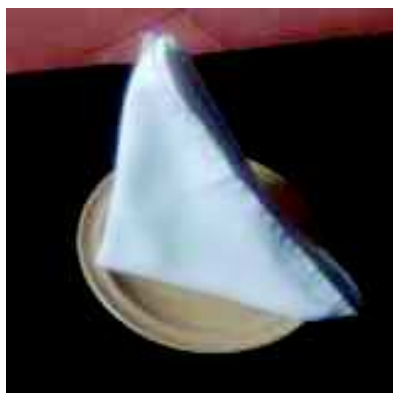
Fold the far-right corner diagonally to the center of the side that is closest to you. The edge of this flap should run down the center of the napkin.



Repeat the last step with the other side, folding the far-left corner diagonally to rest right along side the previous fold.



Fold the napkin in half by bringing the center seam up from the work surface and allowing the ends to fall backwards..



Smooth down the folds so it stands nicely and voila! A fast and easy standing-fold for your dinner party. Now you can sail across the seas on your dinner plates

3.07.09 The shirt



This is a neat fold to have sitting on your guests dinner plates, and it's pretty easy assuming that you have an iron.



Place the napkin face-down in front of you.



Fold the two right corners of the napkin diagonally so the tips rest at the center.



Fold the two left corners of the napkin diagonally so the tips meet the other two in the center.



Fold the right side over so it's edge rests on the napkins center-line.



Fold the left side over to meet the last fold at the center-line of the napkin.



Turn the napkin over.



Fold the top 1/4" – 1" (the size of collar width) down and press it with your iron. This will be the collar of the shirt.



Flip the napkin over again.



Fold both upper corners in diagonally, so the points meet in the center at an angle to form the front collar of the shirt.



Take hold of the two corners in the center of the napkin's near side and fold them up and out diagonally – so the edges are almost parallel to the folds at the far end. These will become the sleeves.



Take hold of the near end of the napkin, and fold it up towards the collar, tucking it underneath the lower points of the collar and pressing it down.

3.07.10 The Diamond



Got some really limp napkins and want something nice to make without eating up too much time? Then this one's for you, if you're using thick/stiff napkins then an iron will help.



Place the napkin face-down in front of you.



Fold the napkin in half and orient the open end toward you.



Fold the napkin into quarters.



Fold the top-most layer of the napkin in half diagonally – up and to the left.



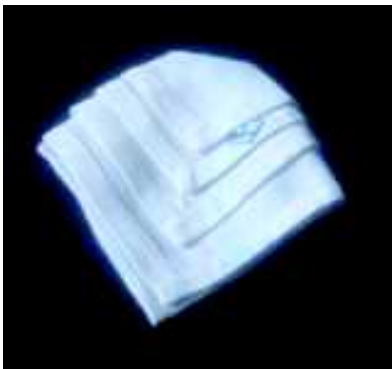
Fold the next layer of napkin diagonally up and to the left, stopping slightly before the last fold to create an even, staggered effect.



Repeat by folding up the next layer of napkin to a point just before the last one.



And one last time with one last layer. Keep them as uniform as you can.



Now fold both sides of the napkin under and in to create an even, staggered diamond effect on the napkin. Press it down as flat as possible and you're ready to greet guests within 60 seconds!

CHECK YOUR PROGRESS

How do you fold the napkin as Rose?

What features of napkin is required for good folding (like, texture, starching, shape – rectangular/square, fabric, etc)?

3.08 RECEIVING AND GREETING GUESTS

Before the guests arrive

1. You begin by a briefing by maître d'hôtel about the menu changes, the specials, and the possible price changes before the doors are opened for the day. It is very important. It is an absolute must for all concerned to report on duty earlier than the stipulated time so that the maître d'hôtel can check the appearance of the personal as well as brief them on any points of service.
2. You are now assigned a station. After getting the stations one should check that the cutlery, glasses and other table accompaniments are clean and shining. The tables should not wobble, and the chairs should be dusted and the general cleanliness of dining hall should be good.
3. Sideboard should be complete and ready for service. We will be studying in details how to stock the side boards and maintain the par stock in detail in Unit 4 of this course. On the sideboard all the preparatory sauces, oil and vinegar, sugar pots (with white sugar and brown sugar.) water jugs, all plates to be used as under plates and saucers, service, spoons and forks, extra cutlery, extra linen, coffee spoons tooth picks, flats and salvers should be there.
4. Have a good knowledge of the menu. The menu of the day should be studied carefully and before offering it is the late customers. One needs to ascertain from the kitchen what dishes are available on the menu. This will help avoid taking a wrong order. Before beginning the day, one should make sure that the interpretation on the dishes on the menu is clear and one knows the accompaniments that go with each dish. The cutlery to be used for the service of special dishes must also be known.

When the guests arrive

1. Smile while you greet guests. When the guest comes to the table, he should be received with a smile either from the hostess or maître d'hôtel or in a smaller establishment directly, they should be greeted pleasantly with a 'good morning', or 'good afternoon' and made comfortable by drawing out their chairs; especially the women guests. Parents should be helped in seating their babies on highchairs or if highchairs are not available then on an additional cushion placed on the chairs. Any wraps or parcels are to be checked in at the appropriated place. If one has a regular checking service, the claim check should be given to the guest. If the waiter on another station is busy or out of the dining room, one should assist with seating of guests at that station and should never stand with folded arms watching customers wander around without being greeted.
2. When the guests are comfortably seated, the menu is to be presented opened on the first page and placed before them, from the left, directly in front of each guest. One should not wave or flourish the menu. The glasses should be filled with iced water for each guest.

CHECK YOUR PROGRESS

Which steps be taken before the arrival of guests at a restarant?

What are the things to do when the guests arrive ?

3.09 SUMMARY

In this unit, you have learned that:

Menu planning is a simple exercise that involves applying the knowledge of food, nutrient requirement, and individual preference to plan adequate and acceptable meals. It helps to decide:

- What to serve
- How much to serve
- How much to spend
- Where to shop
- How much to buy
- How to prepare food
- How to serve meals, at what time

The meal planning depends on the location of the establishment in relation to the market, space available for storing food in wholesome condition, size of the kitchen and service areas, number of staff and their skills, equipment available in the kitchen and service areas. And on other hand it depends on customers, their purchasing power, planning, sex, service methods, food safety, eating patterns, etc.

- A menu is virtually a list of dishes planned for production in a catering operation and may include full meals, snacks or beverages.
- There are different types of menus, such as table d'hôte or set price menu, a la carte, special party or function menus, ethnic or specialty menus, hospital menus, menus for people at work, and so on.
- In the beginning, menus were lists of food, in seemingly random fashion with the food being raw, prepared or cooked. Individual menus came into use early in the 19th century and courses began to be formulated.
- In the 20th century as the movement of people increased and people settled in different countries, the introduction of styles of food and service from a wide variety of nations resulted in the number of ethnic dishes and ethnic restaurants.
- The success of a food service operation, no matter what its size, depends much on those who plan the menus and how they do it. While it may seem a simple exercise of providing something to eat and drink, in practice good

Menu planning requires a lot of skill. It is important therefore, that people Menu Planning responsible for planning menus have a good knowledge of:

o Foods

o Preparation and service methods NOTES

o Aesthetic presentation

o The customer

- The sequencing and meal planning depend entirely on the basis of meal in question whether it is breakfast, high tea or dinner, which may go totally reverse, depending on the nature of meal.
- Every culture, time and place has given great emphasis on selection of raw materials, method of preparation, sequencing of service of each item, keeping in view nutritional, physiological and psychological requirements of individuals.

We have also seen that the menus differ from the time of meal (e.g., breakfast, lunch, supper, etc)

We have studied in details the full classical French dinner and saw various dishes which are offered during each of these courses.

We have studied how table are laid out and how to receive guests.

We studied ten types of napkin folds using step by step procedure using photographs for each stage.

3.10 END QUESTIONS

The following questions should help you prepare for the End Examinations. These questions are for 5 marks each and should take you 11 minutes under examination conditions.

1. Describe the concept of Menu.
2. What is meant by Menu planning?
3. Which are the courses of a Full Classical French dinner?
4. Give examples of dishes to be served as releve?
5. What is meant by English breakfast?
6. Describe Continental Breakfast.
7. What is meant by cover? What does it play role in table layout?
8. List various types of menus and their salient features.
9. What are the ways in which menus can be classified?
10. What is meant by table d'hôte ?
11. Describe a banquet menu.
12. What is meant by menu presentation?
13. Describe how menu are designed.
14. Explain various ways in which menu are presented
15. Describe the layout of table
16. Describe ten types of napkin folding
17. Explain how guest are received and greeted
18. What are the purposes of condiments and accompaniments?
19. What is the similarity between condiments and accompaniments?
20. Which are the various types according to "category by use"?
21. What are the features of cycle menu and where is it used ?
22. Which are the various meals according to the time of day when they are taken?
23. What is meant by English Breakfast?
24. What is meant by menu planning?
25. What factors are to be considered while planning menu ?
26. How do we take into account the nutritional balance while designing a menu?
27. What role does gender play in menu planning?
28. Which factors should be taken into account while designing menu for children?
29. What are the difference in the menus for children and the adolescence?
30. What changes occur in bodies of adolescences and adults which need to be taken while menu planning?
31. What factors do we consider while designing menu for adults?
32. Which factors do we consider while designing menu?
33. What role dos preparation and service methods play in menu planning?
34. Why do we plan menu?
35. Plan a menu for Boys hostel for children of age group 10 to 15 (Class 6th to class 10th).
36. Which are the various ways in which menu are presented?

37. What is meant by secret menu ?
38. Which points must be kept in mind while laying a table?
39. What is meant by cover?
40. How do you fold the napkin as Rose?
41. What features of napkin is required for good folding (like, texture, starching, shape – rectangular/square, fabric, etc)?
42. Which steps are to be taken before the arrival of guests at a restaurant?
43. What are the things to do when the guests arrive?

3.11 REFERENCES

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UNIT 4 FOOD SERVICE II

Structure:

- 4.0 Before we begin
- 4.1 Unit Objectives
- 4.2 Classification of services
- 4.3 Usage and Service methods
- 4.4 Preparation for services
- 4.5 Mise en place and Mise en scene
- 4.6 Arrangement and setting up station
- 4.7 Par stock maintained at each side station
- 4.8 Functions performed while holding a station
- 4.9 Method and Procedure of taking a guest order
- 4.10 Emerging trends in Food services
- 4.11 Summary
- 4.12 End Questions
- 4.13 Reference

4.00 BEFORE WE BEGIN

We will continue our journey into the discipline of Food and Beverages (F&B) Service in this unit. We are going to learn some of the important concepts and learn various skills during this unit. Whenever we do any systematic study, we classify the subject matter so that we get a very clear perspective of the matter. We will hence begin this unit with a classification of the services. We will then dig deeper into the variety of service methods and learn about those service methods. We will then learn step-by-step methods of preparation of service. When the guests have not arrived, the plates are to be arranged, the service stations are to be set up and so many things have to be done. We will not only list these things which are to be done, we will give you clear procedures of attaining those with quality and safe ways of doing it. We will learn to do the service in mise en place and mise en scene manners. We will again give you very clear step by step instruction on functions to be performed while holding station. You will learn thirty four stages of waiting from greeting the guest to bidding them farewell. We will give you instructions on how to take order. We will conclude the unit with a discussion on the emerging trends in food service.

4.01 UNIT OBJECTIVES

After studying this unit you will be able to

- Describe classification schemes for services
- Describe various types of service methods and their use
- Describe steps in preparation for services
- Explain what is meant by mise en place and mise en scene
- Describe how side stations are set up
- Explain various functions performed while holding a station
- Describe the methods and procedure of taking guest order
- Describe various emerging trends in food services

4.02 CLASSIFICATION OF SERVICES

There are different ways of serving food. An operation should use a service style or a combination of service styles that satisfies the guest's wants and needs.

4.02.01 Forms and methods of service

Table service

1. American
2. English
3. French:
4. Russian:
5. Gueridon/cart/trolley service

Room Service

Full or partial room service:

i) Centralized: In this type of service all the food orders are processed from the main kitchen and are sent to the rooms by a common team of waiters.

ii) Decentralized:

iii) Mobile pantries:

2 Breakfast only service:

3. In room facilities

i) Mini Bar

ii) Tea coffee making facilities

Buffet service

Banquet service

i) Formal State

ii) Semi formal Professional

iii) Informal social

Cafeteria service

Ethnic and traditional Indian service

Others

i) Quick service (e.g. 'drive through' or 'take-away')

ii) Deli service

iii) Counter service

iv) Tray or trolley service

v) Home delivery service

CHECK YOUR PROGRESS

Which are the various types of services?

What are the various services under Banquet service?

4.03 USAGE AND SERVICE METHODSS

There are different ways of serving food. An operation should use a service style or a combination of service styles that best satisfies the guest's wants and needs. In order to understand these various ways we need to study them.

4.03.01 Forms and Methods of Service

Method of service depends on many factors. But principally the style of service depends upon the type of catering establishments, whether it is a five-star or three star hotel or a countryside establishment. Other factors involved are as follows:

- Type of menu
- Cost of food
- Equipment available
- Location of raw material
- Availability of raw material
- Number of guests expected
- Type of guests, i.e., tourist, business, worker
- Time available for eating, i.e., a short lunch or a leisure dinner

In a five-star hotel, there can be different restaurants serving different food in different style.

The major division of the service method may be according to where the service is done. A service may be performed at a restaurant or place where the guests arrive or it can be performed at a place where the guest stays. The former includes the table service, banquets, etc and the latter includes room service and some other forms.

4.03.02 Table service

Traditional table service provides service for guests who are seated at tables. Servers bring food and beverages to the guests. They are also responsible for clearing and resetting of the tables. There are four common styles of table service: plate, family style, cart and platter.

1.American: American service (also called plate service) is the most frequently used service style in the US. It has many variations, but the variations usually have these steps in common:

- i) Servers take the guest's orders after the guests are seated
- ii) Order are given to kitchen staff, who prepare the food and portion it onto plates.
- iii) Plates are brought to the table by servers and presented to the guests. A variation of plate service is often used for banquet events at which everyone eats a pre-planned meal at the same time. There are many ways of handling banquet service desired and so on.

2. English: English service (also called family style service) is, for many guests, much like service at home. Food is placed in bowls or on platters to be passed around the table. The food is brought to the table by servers who present the food to the guests. The guests then pass the food around the table, helping themselves to the amounts they desire. Some operations use family style service when featuring family-oriented themes. Other operations use family style service only on holidays.

3. French: French service (also called cart service) is used in some dining rooms that feature gourmet food and an elegant ambience. A characteristic of cart service is that many food items are partly or completely prepared at the tableside. Food for preparation may be brought to the tableside on a cart with some type of heating unit. Steak Diane, flaming desserts and drinks, and Caesar salads are some popular items that are prepared in this manner. Cart service requires experienced employees. Some operations use cart service in combination with plate service, i.e., they feature some specialties served in the French tradition along with their regular fare.

4. Russian: In Russian service (also called platter service), food production employees portion and arrange food attractively on platters. Servers then carry the platters directly to the table and. After presenting the food to the guests, serve portions onto the guest's plates. Platter service can be as elegant as cart service, but it is faster and more practical. It is sometimes even used for banquets. We studied these in Unit 2.

5. Gueridon/cart/trolley service: It is a form of food service provided by restaurants to their guests. This type of service includes preparing food (primarily salads, main dishes such as beef stroganoff, or desserts) in direct view of the guests by using a 'gueridon'. A gueridon typically consists of a trolley that is well equipped to prepare, cook and serve the food to the guest. There will be a gas hob, chopping board, cutlery drawer, cold store (depending on the trolley type) and general working area. In this service food is brought in a raw or semi-prepared state and the cooking is finished in front of the guest on a gueridon trolley. Service is very elaborate and offers greatest personal attention. This food preparation is done by maitre d'hotel, and he is assisted by chef de rang or commis de Rang, who should be highly skilled. The service is done from the right hand side as it is pre-plated.

CHECK YOUR PROGRESS

On which factors do the style of service depend?

What are the features of American service?

4.03.03 Room Service

In table service the guest comes to a place like restaurant or dining hall and is served there. On the other hand, Room service implies serving of food and beverage in a hotel room. Small orders are served on trays. Major meals are taken to the room on trolleys. The guest places his orders with the room service order taker. The waiter receives the order and transmits the same to the kitchen. In the meanwhile, he prepares his tray or trolley. He then goes to the cashier to have a cheque prepared to take along with the food order for the guest's signature or payment. Usually, clearance of soiled dishes from the room is done after half an hour. However, the guest can telephone room service for the clearance as and when he has finished with the meal.

Room service varies from basic tea and coffee making facilities in the room to possibly a minibar, from vending machines in the floors to the service of a variety of meals in rooms. The extent of service in hotel guest rooms will depend on the nature of the establishment. In five-star hotels, 24 hours room service is expected, while in a two star hotel or a three-star hotel service may be limited to tea and coffee making facilities in the room and only continental breakfast might be available to be served in the room.

Different types of room services available are as follows:

Full or partial room service: Service may be operated from a floor pantry there may be one on each floor of an establishment or every two or three floors. An alternate service where all food and beverages come from a central kitchen and are sent to the different floors by lift, before been taken to the rooms, possibly in a hot trolley. According to this, the service may be classified in three forms:

i) Centralized: In this type of service all the food orders are processed from the main kitchen and are sent to the rooms by a common team of waiters.

ii) Decentralized: In decentralized type of service each floors or a set of floors may have separate pantries to service them. Orders are taken at a central point by order takers who in turn convey the order to the respective pantry.

iii) Mobile pantries: In mobile pantries type of service hotels have pantries installed in service elevators. Orders are received by a central point who conveys it to the mobile pantry. The pantry has to just switch on the floor and give instant service.

Floor service staff must have considerable experience as they have to deal with the service of all type of meals. They have to deal with serving alcoholic beverages and so must have a good knowledge of the product and the licensing laws. The floor service staff tends to work on a shift system, as the service has to be provided 24 hours a day.

The hotel guest may call for service by pressing a button that lights up a series of coloured lights in the corridor or lights up a panel in the floor pantry which is divided into numbered sections denoting the rooms or the guest may telephone directly to the floor pantry or telephone their request to the reception or the restaurant or dining room.

A food or wine check is made out for all requests from the hotel guests or in the events of a special luncheon or dinner parties, a bill is made out and presented to the host who will sign it to show that the services listed have been received. It is very important that a signature is obtained in case of any query or complaint when the bill is presented to a hotel guest on leaving an establishment. All checks once signed by the hotel guest, should be passed immediately to reception or control so that the services rendered may be charged to his/her account. All orders are usually taken in triplicate, the top copy going to the department supplying the food or beverage required, a duplicate going to the control or reception (after being signed by the hotel guest) and the third copy is kept by the floor service staff as a means of reference.

The pantry from which the floor service staff operate may be linked to a minis till room and it generally holds the equipment requirement for the preparation and service of any meal. These equipments are a follows:

- Linen
- Trays
- Sink unit
- Hotplate
- Knives
- Cutting boards
- Refrigerator
- Suzette pans
- Lift to central kitchen
- Open gas rings
- Gueridon trolley
- Shelves and cupboards
- Chafing lamps
- Ice making machine

- Salamander
- Coffee making machine
- Chinaware
- Cutlery, flatware, hollowware
- Wine buckets, stands, baskets

Sufficient equipments must be available to maintain a high standard and enable efficient services to be given at all times.

The service staff carries out all their own pre-service preparation before the service of meals. This includes the checking and refilling of cruets and other equipment, laying up breakfast trays, changing of linen, laying up of tables, washing and polishing glasses, cleaning of trays, and so on.

CHECK YOUR PROGRESS

Which are the various types of room service?

What are the various types of equipments are stored in a pantry?

Floor service staff must also cooperate with other staff within the establishment. The floor service staff should ensure that all rooms cleared as soon as meals are finished so that the meals are not in the way when rooms are being cleaned.

Breakfast only service: In some hotels only breakfast service is available, which is often provided by the housekeeping staff. In this kind of service the menu card also acts as an order which is hung on the outside of the hotel guest's bedroom. The bottom portion of the card goes to the floor service pantry or to the central kitchen. Trays are then made up and delivered to the room within appropriate time range. An example of a breakfast means is shown in below:

PLEASE HANG YOUR ORDER OUTSIDE

YOUR DOOR BEFORE 2:30am

From 04:30am until 06:00am CONTINENTAL BREAKFAST ONLY

06:00 – 06:30

06:30 – 07:00

07:00 – 07:30

07:30 – 08:00

CONTINENTAL BREAKFAST

No. of portions-----@ 260/-Rs.

Fruit Juice

Orange

Grape

Tomato

Bakery

- Croissants
- Danish Pastry
- Toast

Cereals

- Cornflakes
- Rice crispies

Beverage

- Coffee
- Tea
- Hot Milk

INDIAN BREAKFAST

No. of portions-----@ 360/-Rs.

Meal

- Stuffed Paratha with curd
- Aloo Puri
- Masala Dosa with sambar and chutney
- Chola Bhatara

Beverage

- Coffee
- Tea
- Hot Milk
- Lassi

CELIBRATION BREAKFAST

No. of portions-----@ 450/-Rs.

Includes your choice of breakfast above plus:

- Fruit Salad
- Smoked salmon

- Grilled kippers
- Poached egg

Guest Name No.

of

Breakfasts

Fig 4.01: Example of Breakfast Menu

3. In-room facility: Certain in room facilities are provided. These are as follows:

Mini bar: Mini bars are restocked each day and the consumption reconciled with the billing office. An example of mini bar menu is shown in following figure. This card also acts as a hotel guest self-completion bill.

THE TAJ MAHAL HOTEL BOMBAY

PRIVATE BAR

In order to facilitate your departure and avoid late charges please indicate your private consumption in the box and hand it to the cashier when settling your bill.

ALCOHOLIC BEVERAGE

<input type="checkbox"/> in-house Champagne	375 ml	Rs. 3000/-
<input type="checkbox"/> Chablis	375 ml	Rs. 3000/-
<input type="checkbox"/> Jack Daniels	50 ml	Rs. 1000/-
<input type="checkbox"/> Gordon's Gin	50 ml	Rs. 1000/-
<input type="checkbox"/> Cristal Vodika	50 ml	Rs. 1000/-
<input type="checkbox"/> Bacardi Rum	50 ml	Rs. 1000/-
<input type="checkbox"/> Becks beer	330 ml	Rs. 600/-
<input type="checkbox"/> Budvar beer	330 ml	Rs. 1000/-

NON-ALCOHOLIC BEVERAGE

<input type="checkbox"/> 2 Club soda	330ml	Rs. 300/-
<input type="checkbox"/> Mineral water	330 ml	Rs. 300/-
<input type="checkbox"/> Tonic water	330 ml	Rs. 300/-
<input type="checkbox"/> Cock	330 ml	Rs. 300/-
<input type="checkbox"/> Orange juice	200 ml	Rs. 350/-
<input type="checkbox"/> Tomato juice	200 ml	Rs. 350/-
<input type="checkbox"/> Salted peanut	60 ml	Rs. 200/-
<input type="checkbox"/> Playing cards	60 ml	Rs. 100/-

PRICES INCLUDE GOODS AND SERVICE TAX

ROOM NUMBER

NAME

DATE

SIGNATURE

Fig 4.02: Example of Minibar Menu

ii) Tea and coffee making facilities: The standard stock for these (usually complimentary) facilities includes a teacup and saucer, a teaspoon (one person), tea/coffee pot (both), kettle(self-switching) and a selection of tea, coffee, sugar, chocolate, creamer, non sugar sweetener and possibly, biscuits. The stock should be a standard stock, replaced each day by the room attendants.



Fig 4.03: Tea making facilities at hotel

4. Buffet service: A buffet service or serving of serving meals in which food is placed in a public area and diners generally serve themselves. It is a popular method for feeding a large number of people with minimal staff. Buffets are offered at various places including hotels and many social events. Sideboards are also known as buffets as they may be used to offer the dishes of a buffet meal to guests.

For buffet service, food is attractively arranged on platters that are placed on large serving tables or counters so that guests may serve themselves. Sometimes, a separate table is used for each course. Plates, flatware and other necessary items are conveniently located. Some restaurants offer only buffet service. Some offer buffets part of the time. Table service operations may have special buffets on weekends and holidays. Others offer a combination of table and buffet service all the time-soup. Salad and dessert bars are some examples of buffet service combined with table service.

Different types of buffets are as follows:

One form of buffet is to have a table filled with plates containing fixed portions of food. Customers select plates containing whatever food items they want as they walk along. This form is most commonly seen in cafeterias. A variation occurs in a dim sum house, where the patrons make their selections from a wheeled trolley containing the plates of food that circulates through the restaurant. Another derivative of this type of buffet occurs where patrons choose food from a buffet style layout and then pay based on what was chosen. Another form, known as the 'all-you-can-eat' buffet, is customers pay a fixed fee and then help themselves to as much food as they wish to eat in a single meal. This form is found often in restaurants, especially in hotels.

A third type of buffet commonly offered in delicatessens and supermarkets is a salad bar, in which customers help themselves to lettuce and other salad ingredients and then pay by weight. A salad bar is a buffet-style table or counter at a restaurant on which salad components are provided for customers to assemble their own salad plates. Most salad bars

provide lettuce, chopped tomatoes, assorted raw, sliced vegetables (such as cucumbers and celery), dried bread croutons, bacon bits, shredded cheese and various types of salad dressing. Some salad bars also have additional food items such as cooked cold meats (e.g. chicken and ham), deviled eggs, cold pasta salads, corn chips, bread rolls, soup and fresh cut fruit slices.

- A fourth type of buffet is associated with a celebration of some sort.

As a compromise between self-service and full table service, a staffed buffet may be offered: diners bring their own plate along the buffet line and are given a portion from a server at each station. This method is prevalent at catered meetings where diners are not paying specifically for their meal.

A traditional form of buffet in Sweden is the smorgasbord, which literally means a table of sandwiches.

CHECK YOUR PROGRESS

Which are the various types of buffet services available?

What is meant by breakfast only service?

5. Banquet service: The word banquet means sumptuous service. They are arranged to cater for a large number of people for any occasions. The need for banquet arises because of:

i) Space problems

ii) Lack of kitchen equipment

The banquet department is organized as follows:

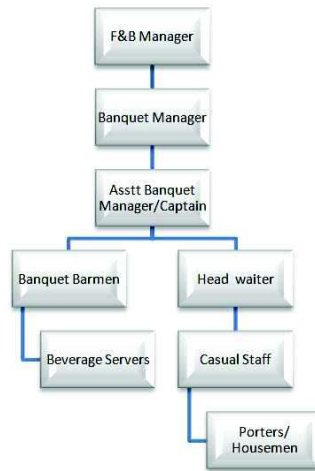


Fig 4.04: Organization structure of a Banquet section

Casual staff is part-time staff usually employed during functions for service and clearance. Porters are unskilled labor usually involved in shifting furniture, etc., during hall setup and closing.



Fig 4.05 Types of Banquets

Formal/state banquets: These hold functions involving heads of states or government. The facilities provided are to suit the status of the guest to be served. In these banquets, protocol(hierarchy) is strictly adhered to. Elaborate seating plan is made and seats are numbered.

Semi-formal/professional banquets: These banquets hold functions involved heads of various business organizations, hotel chains, company board meetings. The facilities provided vary according to clientele. A top table is allotted at which the senior-most guests are seated according to their rank and the rest of the guests seat themselves randomly.

Informal/social banquets: These banquets hold social functions like marriages, receptions, birthday parties, anniversaries, farewells. There is no set seating plan and facilities provided are as per the customer's demand.

Service style in banquet

Sit-down/silver service: It is done for formal/state function where some eminent guest are involved. A server serves the guest food at the table.

Sit-down buffet service: It is employed during professional functions where seating arrangements are provided for each guest.

Standing finger or fork buffet: It is used in social functions where there is limited seating for the guests. Snack is provided for finger service and a complete meal is provided for fork service.

CHECK YOUR PROGRESS

Describe various types of banquets.

Describe the organization structure of a banquet department.

Banquet function prospectus

Banquet function prospectus is a written document enlisting the details of the banquet functions. It is a mutual service agreement between guest and the banquet sales representative ensuring that the details are noted correctly before they are circulated to the different departments for the necessary action. It should be duly filled and circulated to the concerned departments at least 48 hours prior to the function for smooth operations. In case of last minute bookings for amendments and cancellations, at least 6-12 hours notice is essential.

6. Cafeteria service: In most cafeteria, guests move through service lines, selecting their food items as they go. The most expensive or hardest-to-serve food items are usually portioned by services staff. In some operations, however, cafeteria service is similar to buffet service. Guests help themselves to items on display. Traditionally, cafeterias have required guests to enter the serving area, move along a straight-line serving counter and pay for their meals at the end of the counter or as they exit the dining room. Today there are alternatives such as ‘scramble’ layouts in separate serving stations that feature various types of foods. For example, there may be a salad bar, soup station, hot and cold sandwich area, entre-centre beverage centre, and dessert bar. There is less of a waiting-in-line feeling when a scramble system is used and service is usually faster.

7. Ethnic and tradition Indian service: Indian food has sufficient quantity of liquids, in which morsels of Indian bread (roti, poori, and nann) are dipped or soaked and consumed. Rice should always be taken after having bread. There is no course in Indian menu, incidentally, very often in some states, sweet is served before meal. Indian food which goes with rice has to be spread on a large area; at least 15 inches plate (thali) with a vertical brim is ideal for consuming Indian food. It also holds the bowls, simultaneously. Ideally, each bowl can be fitted with a small spoon to consume little at a time mixed with rice. Most Indians, nonetheless, like to eat rice with fingers, the curries are poured straight onto the rice from the bowl a thoroughly smeared by kneading with fingers. A finger bowl is passed at the end to rinse fingers.

8. Other types of service: Quick service (also called fast-food service), deli service, counter service and tray service are among the others.

i) Quick service: Quick service operations generally offer seating as well as drive-through and take-away services, service is limited to taking the guest’s orders and giving the food to the guests on trays or carry-away sacks or cartons. Customers park their vehicle and are served there. It is very convenient and this kind of service is practiced in drive-in theatres and restaurants.

ii) Deli service: It features take-away service and also offers limited seating at tables or at counters. Some restaurants have limited deli service. For example, fresh-baked breads and desserts may be available for guests to purchase when leaving the restaurant. The customer orders and is served at a single point. This kind of service is practiced in snack bars, fast food restaurants and kiosks.

iii) Counter service: It is often found in bars, lounges, snack shops, and coffee shops, where service is given to customer at bar counter, seated on stools. It is a quick and personalized service and is practiced in bars and pubs.

iv) Tray or trolley service: It has been traditionally associated with noncommercial food service. Meals are plated, put on trays, kept hot or cold in special transport carts and moved from preparation plating areas to service areas as needed. A variation of tray service is used in the airline industry. All items except the hot entrée are placed on individual tray and served. It is a convenient and personalized service and this kind of service is practiced in hospitals, airlines, trains, room service.

v) **Home delivery service:** There are many restaurants which due to poor location cannot expand so they switch to home delivery. Considerable utilization of surplus resources makes it highly profitable. Food is delivered to place of work or at home. It is very convenient and this is practiced by pizza home delivery and dabbawalas of Mumbai.

CHECK YOUR PROGRESS

Describe cafeteria service.

What is meant by ethnic and traditional Indian service?

4.04 PREPARATION FOR SERVICES

Following is a step by step guide for preparation for service

Task: Set up restaurant for service

1. CHECK SILVERWARE ON THE TABLE IN YOUR SECTION AND SIDE STATION

- Make sure the silverware is clean and free from food and water spots
- Replace unacceptable items
- Do not hand polish the silverware
- Check silver plates for tarnish. Return the tarnished silverware to the dishroom and ask chief steward to burnish or polish it.
- Make sure the silverware is in the correct position on the table. Supply missing silverware if necessary. Never touch the eating surface of silverware with hands.
- Make sure the side station silverware trays are fully stocked
-

2. CHECK GLASSES ON THE TABLES

- Look for cracked, chipped or spotted glasses
- Throw away cracked or chipped glasses
- Return spotted glasses to the dish room
- Replace all glasses removed from the service.

3. CHECK NAPKINS ON THE TABLES

- Replace wrinkled, spotted, torn or missing napkins
- Refold napkins that are folded incorrectly

4. CHECK SALT AND PEPPER SHAKERS OR GRINDERS ON THE TABLES

- Make sure the salt and pepper shakers/grinders are free of food residue, spots, chips or cracks
- Replace unacceptable shakers/grinders
- Empty and wash the shakers/grinders periodically. Ensure that they are completely dry before refilling them
- Ensure that all shakers and grinders are at full at the beginning of service. Fill them up if required.
- Wipe and polish metal lids to remove moisture and dried salt and pepper. Replace lids which are cracked, dented or chipped.
-

5. CHECK SUGAR BOWLS AND CADDIES ON THE TABLES

- Make sure sugar bowls or caddies are clean. Fill bowls or caddies two thirds full of sugar packets and one thirds full of artificial sweetener packets.
- Clean bowls if necessary and fill them up as required.
- Place packets upright and facing the same way so guests can read the printing on them.

6. CHECK THE TABLECLOTHS ON THE TABLE

- Adjust each table cloth so that it hangs evenly on all sides with the seam facing down.
- Check each cloth for holes, wrinkles or stains. Replace unacceptable cloths.
-

7. CHECK THE EVENNESS OF PLACE MATS, IF USED

- Set up place mats neatly and consistently. Make sure they are clean and free of holes, tears or stains.
- Place the mats right side up with the printing facing the guests so that they can read the printing.
- Line up each mat with the table edge and with table edge and with the mat on the other side of table.
- Change paper place mats each time you reset the table

8. CHECK CONDIMENTS ON THE TABLES

- Make sure each condiment container is full of fresh condiments with no spots, spills or fingerprints on it.
- Replace containers or dispensers that are chipped, cracked or dented.
- Remove container of dispenser lids. Make sure the rims are clean.
- Make sure syrup and honey dispensers or containers are not sticky. Wipe clean any dispensers/containers as needed.
- Preset condiments according to your tabletop guidelines for each meal.
- Do not preset condiments that need refrigeration. Deliver these with meal.
-

9. CHECK CHAIRS AND BOOTHS

- Make sure the chairs and booths are free of food, dust, and fingerprints. Pay special attention to the arms, legs and spindles of chairs.
- If necessary, wipe clean the chairs and booths with a damp cloth and sanitizing solution followed by a dry cloth. If possible, pull out seating cushions and wipe up crumbs.
- Check under tables and chairs for gums and remove any gum you find.
- Report upholstery stains, burns, rips, and tears to your supervisors.
- Place each chair so the edge of the seat is even with the table edge.
- Clean high chairs and booster seats with a damp cloth and sanitizing solution, if necessary. Let them air dry.
- Make sure safety straps on the high chair are clean and in working order. Replace any missing or broken straps.
- Wrap clean high chair trays with food service film to keep sanitary.

10. CHECK FLOWER ARRANGEMENTS

- Check vases for cracks, chips and fingerprints. Clean or replace vases as needed. Make sure the vases are full of fresh water if live flowers are used.
- Make sure live flowers are fresh and neatly arranged. Replace wilting flowers.
- Make sure artificial arrangements are free from dust.
- If necessary, use a soft, dry cloth to gently wipe the leaves and petals of artificial arrangements.

11 CHECK TABLE LAMPS

- Make sure lamps are clean and free of chips and cracks. Clean or replace lamps as needed.
- If lamps have brass or silver trim is free from spots and tarnish. Polish brass or silver trim if necessary.
- Place new candles in each candle lamp as needed or refill lamps using liquid fuel. Make sure that wicks are in good condition,
-

12 CHECK FLOOR AND CARPETS

- Make sure that the carpets have been vacuum cleaned and that the floor is free of debris and dust. Check for stains and for food that has been ground into carpet.
- Ask the bus person to remove spots. Tell your supervisor about hard-to-reove stains so that carpet cleaning can be scheduled.
- Tell your supervisor about burns, stains or tears in the carpet

13 CHECK OVERALL APPEARANCE OF THE TABLES

- Make sure all of your tables are set the same way.
- Make sure there is enough room to pass between tables without disturbing guests. Adjust tables as necessary to provide enough aisle space for good service.

14 PREPARE DISPLAY DESSERT TRAYS OR CARTS IF APPLICABLE

- Follow the procedures instructed by supervisor to set displays on the table, cart or buffet

15 CUT LEMON FOR TEA SERVICE AND SET UP BREAD BASKETS

- Follow the instructions to cut lemon and prepare bread baskets.

CHECK YOUR PROGRESS

Which are the fifteen steps for setting up restaurant for service?

What is to be done to check silverware on the tables in your section and side station ?

4.05 “MISE EN PLACE” AND “MISE EN SCENE”

Let us consider two terms. Mise-en-place means ‘putting in place’ and the term is of the preparation of a workplace for the ultimate smooth service. To ensure that the restaurant is ready for service, the waiter makes sure that his station has been efficiently prepared for the service. A station comprises of a given number of tables which are attended to by a given team of waiters. Thus, a restaurant may have several stations, each with a team of waiters. In large restaurants each, station may be headed by a captain or Chef-de-Rang.

Mise-en-scene refers to preparing the environment so that it becomes pleasant, comfortable, safe and hygienic. For the waiter, the restaurant is the service area. Before each service session, the restaurant should be made presentable enough to accept guests. The supervisor or team of the waiters should be ensure the following mise-en-scene:

- Carpets are well brushed or hovered
- All tables and chairs are serviceable
- Table lamps and wall lamps have functioning bulbs
- Menu cards are presentable and attractive
- Dirty linen is replaced with fresh linen
- Table cloths and mats are laid on the table
- Wilted flowers are discarded
- Windows and doors are closed

CHECK YOUR PROGRESS

Which issues the supervisors should ensure while dealing with mise en scene?

What is meant by mise en place and mise en scene?

4.06 ARRANGING AND SETTING UP SIDE STATION

Table setting

Setting a table is the same for casual and formal dining. It is the arrangement of the table appointments used by one person.

A cover is the amount of space allowed for one person and it covers a space of 50-60cm. Tables are set for convenience and comfort of dinners.

How to set a table

You can use a table cloth or place mat to cover the table when you use a table cloth, it should cover the table with about 30cm overhanging on all sides of the table. The table cloth should be well ironed with no creases and it must hang evenly on all sides.

Place the dinner plate in the centre of the cover (see diagram) about one inch from the edge of the table. Put soup plates on an Underline. An underline is the plate used under a soup dish or a cocktail glass.

Place the fork to the left of the dinner plate and the napkin to the left of the fork. Place the dinner knife to the right of the plate with the blade facing the dinner plate and the dinner spoon to the right of the knife with the bowl of the spoon facing up.

Place forks and spoons in the order in which they are starting from the extreme end. Water glass is placed at the tip of the table knife.

When a knife is not used a fork is placed at the right of the plate. Hemmed edges of napkins are towards the plate and the edge of the table. Any other glass used apart from the water glass should be placed to the right of the water glass and slightly below it and should be placed on a coaster.

Juice glass for breakfast is placed to the right of the water glass and a little below it. When juice is served as an appetizer it is placed on a small plate in the centre of the cover.

During breakfast the cup and saucer are placed at the right of the teaspoon and the bread and butter plate at the tip of the table fork.

Meal service

Meal service is the way in which food is served at table. How do you eat your food at home? Do you eat anywhere you find comfortable or you sit at table to eat.

Meal time should be enjoyed and any method used for serving meals should be as simple as possible,

There are two main types of meal service. Can you name them? They are:- formal meal service and informal meal service.

Let us look at the informal meal service first because this is the type most people use. This type of meal service is characterized by the casual nature of service. Food is often served by the people who will eat it.

Informal meal service can be divided into five categories. They include

- a. plate service
- b. family service
- c. compromise service
- d. buffet service
- e. modified english service

Most of these are not familiar to you but don't worry because you would learn about them as you read on.

Plate service

It is an informal type of meal service. Food is served on individual plate in the kitchen and are placed in front of those eating at table by one person who is also eating or each diner goes to collect his plate of food from the kitchen and comes to the table to eat. Does this type of meal service seem familiar to

you? It should because this method is often used in our homes. It is a quick method of serving food. No serving dishes are needed some sometimes food is wasted especially when people do not dish the food themselves. Some restaurants also use plate service.

'Family service

This is self – service at table. Serving dishes are placed on the table with the serving flatware beside them. Individual plates are placed at each of the cover. The serving dishes are passed round at the table so that individuals can serve themselves with the quantity of food they can eat.

The serving dishes are passed in the same direction to usually counter clockwise. Food is not wasted but good serving dishes are required.'

Buffet service

In this type of service, the necessary table appointments are attractively arranged on a long table. The guests help themselves to what ever food they want. Guests either sit at table to eat or on chairs with the plate or tray on their lap.

If guests would not sit at table the food should be such that they can easily be eaten with one hand. Plates are usually the first in line and flatware and napkins are the last. It is a convenient method for entertaining a large group.

In Ghana the buffet service is slightly altered to suit our environment. People tend to collect more food than they can eat so the different foods are served by somebody behind the table so the guest only pick their plates and they are served by servers.

Formal and service

This type of meal service is very formal. It is sometimes called Russian or continental. It requires the assistance of some waiter or waitress. It is an elaborate type of meal service.

Food is not placed on the dining table until people are seated. All courses of the meal are served from the kitchen and carried to the table by waiters or waitresses, who serve the guests. The table is cleared between each course.

People may be required to follow a dress code. This type of service is expensive and does not make people relax because you have to adhere to all the rules of behaviour at table. Wouldn't it be good, if once in a while one can enjoy a formal meal?

Waiting at table

The following are some of the things you would do when waiting at table:- Remove and place dishes except beverages from the left side of the diner with your left hand The water glass and beverage cup are on the right, they should be refilled with your right from the right side of the dinner. Glasses should not be filled to the brim. Use a napkin in your left hand to catch any drops from the pitcher

Table manners

I am sure you are wondering what topic 'table manner' is doing in a course on food and beverage service. Well to start with table manners has something to do with eating of food is it not so? If you served food it must be eaten. When people are eating together they must be considerate about the other people eating the food hence a table manners.

What would you do if the friend you are eating with makes funny noises when chewing his food? You would probably call him a bushman. You may not want to eat with him again so you see how important it is to learn about table manners.

Good behavior at table adds to the enjoyment of the meal by everyone. Here are some ways in which we can show consideration for others at table.

Wait for everybody to be served before you start eating your food Use the correct flatware. Forks are meant to carry food to the mouth, to cut soft foods and to hold foods when cutting them with a knife Use a knife to cut food which you can not cut with a fork Use napkins to protect your clothes, blot your mouth and wipe your hands Break off small pieces of bread as you are ready to eat Remove small pieces of bone from your mouth quietly and unobtrusively with your fingers If you spill or drop something apologize briefly Take part in conversation but do not take over Eat quietly and slowly when eating soup dip the spoon in the soup away from you Don't put too much food in your mouth and chew food with your mouth closed Do not talk with food in your mouth When you finish eating, place your cutlery across the centre on the left of the plate

Table setting for Classical Full Course Dinner

Table settings can be elaborate. More formal settings sometimes include all silverware and glassware that will be needed for the entire meal, and lay out the silverware so that the outermost tools are used for the dishes appearing earliest on the menu. In this scheme, when diners are served the first course, they can depend on finding the correct implement at the outermost edge of the arrangement.

An alternative scheme arranges the place setting so that only the implements needed for the first one or two courses appear in the table setting. As the dinner progresses and new courses arrive, used implements are removed with the dishes, and new silverware is placed next to the plates. This scheme is commonly used when dinners are offered à la carte, so that the most appropriate implement is selected for a given course. For example, some diners may order clear, thin soups and others may order thick, creamy soups. As each of these soups has its own unique spoon, it would be considered improper and impractical to lay out a spoon that may not be needed.

CHECK YOUR PROGRESS

How should a table be set?

What are the features of plate service ?

4.07 PAR STOCK MAINTAINED AT SIDE STATION

A "par" the number of supplies which you will need by the end of your shift.

Side stations must be completely stocked with supplies of glass, silverware, dishes, ashtrays etc before the new shift begins.

What is to be done: Stock the side station

How to do:

1. Stock all the items to the par level.
2. Bring from the dish rooms, the silverware, glasses, dishes, ashtrays etc.to replace the used ones.
3. Fold extra napkins

4. There should always be a supply of condiments at the side station
5. Ensure that there is a bucket of sanitizing solution and a clean cloth at each side station.

You will not be able to do a decent job of service, if you waste time in running to kitchen for the items which should be on your side station. Whenever your station is fully stocked, look for the cleaning or closing duties which you can begin early.

What is to be done: Maintain the station throughout the shift

How to do:

1. Perform the assigned sidework duties throughout the shift
2. Wipe up the spills, bread crumbs etc as soon as possible.
3. Pick up broken glasses wearing gloves or using napkins to avoid cuts. Throw the broken glasses at the assigned container.
4. Throw away the discolored garnishes. Wash and dry garnish container. Refill it as needed.
5. Empty used ice cube buckets and wipe them out using towel. Store them until needed.
6. Make sure that the items like soup, etc are held at correct temperature (depending on whether it is supposed to be a cold soup or hot one). If your station has facility for keeping items warm, learn how to use it effectively and efficiently.
- 7 Empty trash cans when they get full.
8. Keep the side station supply and facilities in orderly and neat manner.

CHECK YOUR PROGRESS

Which steps have to be taken to stock the service station?

What is meant by par stock?

4.08 FUNCTIONS PERFORMED WHILE HOLDING A STATION

4.08.01 General Instructions

1. Sometimes more guests sit on a table than expected, If the table is laid for more persons, then the actual number seated, the extra covers are to be cleared immediately.
2. Don't drop the cutlery. Replacing any cutlery falls on the floor it is to be immediately replaced with a clean one from the sideboard to show that the same dirty piece has not been given.
3. How do you move? While placing cutlery or plates on the table one should move in a clockwise direction.

4. If any cutlery falls on the floor it is to be immediately replaced with clean one from the sideboard to how that the same dirty piece has not given. Don't hurt yourself, use napkin or gloves to handle broken glasses or china.
5. The cutlery which is on the left hand side of cover is to be placed from the left and that on the right hand side should be placed from the right. Direction is important to avoid confusion.
6. No crockery or cutlery should be handled with bare hands. A salver should be used. Passing of the plated is not to be done by bare hands as this is not thought to be hygienic in polite society. A waiter's cloth should be used.
7. The waiter should never put any item of cutlery on the customer's plate the guest should be allowed the privilege to do so. You have to observe the custom.
8. When about to serve the order, of the guest is reading a magazine or has his hands on the cover, one should very courteously say 'Excuse me, Sir'. The guest will realize that the order is ready to be served and will accordingly adjust himself.
9. Before bringing the crockery or glassware from pantry it has to be checked to see that it is clean and also not chipped. To be on the safe side one should give it a vigorous rub from the bottom as well clean all traces of grime and dirt and the lips of the sauce bottles should be cleaned before passing them.
10. Hot dishes are to be served on hot plates and cold dishes on cold plates. Maintain the temperature.
11. The glasses should be handled from the base and cups from the handles and never from the brim because of hygienic reasons. For the same reason one should not handle knives from their blades, forks from their prongs and spoons from their 'bowls'. These pieces cutlery should be handled from the handle.
12. In a mediocre eating place, the object appears to come what may, to get the food on the table. This is even true sometimes, of places serving excellent food then a better that overage clientele but, where space, facilities and time are limited and there is a large volume of business. However, even under such circumstances, it is better if one follows as nearly as possible, a methodical approach. In the long run, the service will be better, smoother and faster.

Who to serve first? Following are the accepted procedures for serving the large groups of guests:

- i) Banquet or formal groups; Start with the guest of honour, then the person to the right of him and proceed counter-clockwise.
- ii) Medium-sized, informal groups; Start with the eldest woman and serve counter clockwise.
- iii) Small intimate groups: Serve the women first, then the men. Serve counter clockwise.

If there are no fixed house rules regarding the order of service, the method which creates, in that particular atmosphere, the warmest feelings of hospitality should be used. Good judgment should be the guide.

13. Each person is to be served with bread, butter and cold water as often as he wants.
14. The food should be served on appropriate plates and with the appropriate cutlery. The cutlery to be used should either be already on the table or placed on the cover, brought from the sideboard, just before the particular course is served.

15. All the accompanying sauces, condiments and spices required should be served for the particular course without the customer having to ask for it.

16. Glasses or cups should not be filled to the brim.

17. When food is being served in a container, for e.g. ice-cream cups, juice glasses, consommé cups, soup plates, coffee cups, etc. an appropriate under plate, for the container along with the accompanying saucer should be used.

18. The service of the food should be timed properly so that there is no time lag between the services of courses. A la carte service requires a certain amount of time, so the timings should be adjusted in such a manner that the guest does not have to wait in between courses.

19. When serving from an entrée dish or deep dish always use an under flat. Large under flats for large oval dishes, small under flats for small oval dishes and salvers for round center dishes. A flat under flat should not be used.

20. All the food items should be served from the left and beverages from the right. This rule is applicable only when the space permits namely if the table is standing against a wall, the service of food and beverages should be done from one side only.

21. All cleaning is to be done from the right hand side except the side plate with knife which is to be cleared from the left. After the service of coffee one should not clear the cups until the guests leave. After the service of coffee, one should go round with a salver and with the permission on the guest clear the water glasses. Cleaning of plates is done by first plate technique. It implies that the first plate is to be used for taking all items of cutlery on it. (knives inside forks and forks inside spoons) and the rest of the plates should be stacked one on top of the other on the pivot formed by the thumb, little finger and fore-finger. The butter dish along with the large plated is used for main course. After a certain course if one finds that the guest has not used any part of the cutlery required, it should be cleared along with the dishes of that particular course. Also, if the guest has through ignorance or by mistake used any wrong cutlery it should be replaced before the service of the next course begins.

CHECK YOUR PROGRESS

Why should the crockery and cutlery be not handled with bare hands?

What are the things to be noted while holding a station?

4.08.02 Sample Service Sequence at a restaurant

Step No	Description
1	Greet the guest
2	Escort the guests to a Table
3	Guest get seated. Help them seating by gently and politely pulling chairs
4	Present the menu

5	Take order about mineral water or cold water
6	Serve water
7	Take order
8	Place Condiments
9	Serve Starters and soups
10	Ask gently about the satisfaction about the starters and soups
11	Clear starter and soup place and cups
12	Replenish the silver if required
13	Place dinner plate
14	Serve Cold beverage
15	Pick up ordered food from kitchen
16	Serve the food
17	Ask guests if the food was satisfactory
18	Ask guests whether they want repeat orders of food and beverages
19	Clear the empty cold drink glasses
20	Remove the empty platters
21	Remove dinner plates and silver
22	Present dessert menu
23	De-crumble the table
24	Take orders for dessert or tea or coffee
25	Pull down the dessert covers or replace
26	Serve the dessert
27	Present hot towel or finger bowl
28	Serve Green tea
29	Present feedback or comments card
30	Close the check or bill

31	Present the check or bill
32	Get signature on credit card approval or cash
33	Thank the guests for coming to the restaurant
34	Bid a warm farewell
35	Check the table, chair or floor for any items forgotten by guests
36	Rearrange table and chairs
37	Table is set up for new guests

CHECK YOUR PROGRESS

List the thirty seven steps involved in sequence of a restaurant?

Why should the waiter check if the guests have forgotten any of their belongings after he has bidden goodbye to them?

4.09 METHOD AND PROCEDURE OF TAKING GUEST ORDER

There are some etiquettes to be observed while waiting and taking orders. These come from established practices as well as from plain common sense.

1. Where to stand and how to stand? After presenting the menu to the guest, one should stand away for a couple of minutes, to let the guest decide what he wants. The process should never be rushed. Then one should return graciously and courteously ask 'May I Take your order Sir/Madam please?' At this moment the most essential thing is to have a sharp pencil poised over a pad.
2. These manners will help you. While taking the order one should not rest one's hands on the back of the chair, or lean too close to the customers. The best way is to stand erect to the left of the guest, bend forward slightly from the hips. This posture gives the impression that one is listening carefully. If one is not sure about something in the order it should be clarified with the guest immediately.
3. Don't give incorrect information to the guests. One must know thoroughly the time required to prepare certain dishes and misleading statements about the time that the particular dish takes to prepare should not be made. If the guest is in hurry one should suggest some 'ready-to-serve' item and never a 'cooked to order' food item.
4. The complete order should be taken except dessert including how the guest would like a particular dish; for e. g. if steaks are ordered, one should ask it is to be made well done, medium or rare.

CHECK YOUR PROGRESS

In which posture and position should the waiter stand while taking order?

What is the procedure for taking guest order?

4.10 EMERGING TRENDS IN FOOD SERVICES

THE FUTURISTIC TRENDS

The following is how William Rosenzweig, dean and executive director of the Food Business School at The Culinary Institute of America (CIA) described the food industry in the very near future. He was speaking at the 20th Annual UCLA Extension Restaurant Industry Conference held in Los Angeles in April 2016.

- In the future, restaurant guests will choose a diet based on their unique microbial profile.
- Proteins on restaurant menus will not necessarily mean meat, but could mean crickets or plants.
- Smart phones will have sensors that will allow chefs to tell when a melon is ripe or guests to verify whether that fish on their plate is really sea bass.

Launched last year at the CIA campus in St. Helena, CA, the school has been designed to meet the needs of a growing number of students interested less in culinary careers and more in rapidly changing global food systems, as entrepreneurs or corporate innovators.

Here are some of the advancements which are expected to reshape the American dining scene in the next few years:

1. Biology of food is going to be digital. Scientists are just beginning to understand the world of the human microbiome. What is microbiome? Well, it is the microorganisms in the body and in our food and soil that are vital to health. That research will lead to a new way of thinking about food that goes beyond nutritional content. “Food will really become medicine,” he said. “We’re going to realize that we have this other intelligence in our gut that we don’t know yet what to do with.” Farmers will begin talking about manipulating the biome of the products they produce, as per Rosenzweig. We’ll move from nutritional recommendations for society as a whole to uniquely personalized diets that speak to individual bacterial systems, he said. And consumers will eventually have their microbiome scanned, which will produce a huge database that could play into nutrition research.

2. The IT will quantify *self*. As more consumers use Fitbits ® and Apple ® Watches, devices that collect individual data will increasingly play a role in consumer food choices. It will be reflected in the business of food service.

3. Moving to Precision agriculture. Farms will have robots which apply fertilizer and pesticides only where needed on the fields, creating more efficiency and a path for more sustainable practices. This will revolutionize the agriculture and general wellness of the society. Rosenzweig thinks that indoor agriculture will become the next boom for farmers and the movement will transform cities as growers move into facilities across the country to produce truly local fruits and vegetables. This will dramatically affect the sourcing of restaurants and food services.

4. Meal delivery is going to be here to stay. The logistics of moving food from point A to point B will, however, improve rapidly, and consumers will increasingly embrace the home delivery of all manner of meals. Already delivery has created a new meal occasion, when the feeling that I don’t have time to cook seeps in.

5. Alternative proteins sources. Meat will no longer be the center of the plate, but crickets and plants will become the new protein. How this will be taken by cultural roadblocks is however a point to be seen.

“This is the biggest sea change that will come fast,” said Rosenzweig. “How long it will last and for whom remains to be seen. But we’re going to need a whole new vocabulary for these foods.”

6. Robotics in cooking. *Momentum Machines* later this year (2016) has scheduled to open a restaurant in San Francisco where robots cook burgers without any human intervention. More automation will be coming, said Rosenzweig, and integrating such technologies will be require tough decisions for restaurant operators. “That’s why we need the Food Business School, to better address those challenging issues,” he said.

7. From ‘Internet of Things’ to ‘The internet of food’. Both residential and commercial kitchens will increasingly be connected by a network of intelligent data systems as per Internet of Things (IOT) approach. Already, major appliance makers are putting in sensors that would help restaurant operators manage their inventory with more precision, a trend that will significantly reduce food waste, said Rosenzweig.

9. Smartphone sensing and sensors. As early as 2017, smart phones may be built with sensors with which people can scan food to get information. A chef could tell when a melon is ripe, for example, or a guest could identify the type of fish in their sushi. Wine makers could pinpoint the sugar content in their grapes, he said.

10. Data and personalization. Chefs will soon be able to turn to the internet to easily manipulate recipes to fit specific dietary needs. If they need a recipe for beef bourguignon, for example, that’s low in fat and uses no salt, a growing number of sources will provide that information quickly.

CHECK YOUR PROGRESS

How in future the guests and experts will examine their foods?

How will the automation and robotics will affect the food production?

OLDER TRENDS

Food and beverage service outlets are getting smaller and smaller, however, more emphasis is given to make it more eco-friendly. Outlets are also changing their location from commercial places to more unconventional but exotic locations. Old marketing strategies like ‘word of mouth’ are getting replaced by online Internet-based marketing. Even the types of cuisines and flavours are changing. More orthodox cuisines like French, Italian or Chinese cuisines are getting replaced by popular Thai, Mexican, Japanese or the latest, Fusion cuisine. As far as the Indian cuisine is concerned, it is quite amazing to know that Indian cuisine and Indian brand names are becoming popular in European and American continent, while cuisines from South America and Mediterranean countries are getting acceptance in India, besides the climatic and financial odds. The most important and effective trends that are going to influence the restaurant operations, drastically, in the coming decade, are as follows:

Modified casual dining restaurants: In the coming years, a new class of restaurants will crop up in the field of hospitality and will be known as modified casual dining restaurants. Modified casual dining restaurants will offer the same kind of food and service as a large casual dining restaurant chain, but in a much smaller area, following the same track. However, modified casual restaurants will be classier than fast casual operations because they will offer table service instead of counter

service. They also generate higher average revenue, than fast casual establishments. Although the construction of a modified casual restaurant may cost little less than Rs 4 crore, but it can generate more than Rs 10 lakhs in sales. In contrast, fast casual operations costs Rs 2 crore 50 lakh or less to build up, but produce less than Rs 10 lakh in revenue.

Reducing down the size to increase the profit margin: The size of the restaurants is getting squeezed down to the minimum possible, to enhance the efficiency in the service and production area and ultimately increase the profits margin. This is done by efficient designing and planning of the floor space. Instead of giving ample space for preparatory jobs in the kitchen, that area is being utilized as the sitting area of the guest. The preparatory jobs are getting done in commissaries which are located in a distant place (low priced land). Hence, by increasing the guest sitting area of a restaurant, restaurateurs are actually increasing the guest sitting area of the guest. The preparatory jobs are getting done in commissaries which are located in a distant place (low priced land). Hence, by increasing the guest sitting area of a restaurant, restaurateurs are actually increasing the ratio of sales in comparison to the square foot area required for the same. Here, you can consider the transportation cost incurred for the transportation of the pre-prepared food from the commissaries to the on-site kitchen. However, if you compare that cost with the increase in profit margin, you can figure out that it is still beneficial to have off-site commissaries.

Global realization: Today's restaurateurs are aware of the consequences and negative efforts of global warming and positive attitude has been shown by the business owners that they are not focused only on the monetary profits but also conscious about the positive or negative impact of their business on this planet. Therefore, for this they are making conscious efforts to conserve natural resources by several methods like minimizing wastage method and recycling method. For this, the business owners are cutting their profit margins and spending the same on electricity conservation system, water recycling plant, solar energy plant, etc. Apart from energy conservation programmes, the management is also looking at the growth and development of the human aspect, through several educational and training programmes for their staff.

Unconventional sites: There are basically two reasons behind the concept of growth of restaurant in unconventional areas.

- Firstly, saturation of similar kinds of outlets
- Secondly, the boom in the price of land, construction cost and rental terms

It is because of the boom in real estate prices that restaurateurs are looking for non-traditional venues with reasonably good volume of sales, with less competition from the neighbours and where building your own brand name is easier. Escalating real estate process and dwindling availability of premium locations are convincing many quick service and fast casual operations to open in non-traditional sites where construction costs are lower, rental terms are more reasonable and volume and sales rival traditional venues. Operations are opening their setup in campuses, hospitals, office buildings, airports, stadiums, kiosks and mini outlets in convenience stores. In these non-traditional sites, competition is less fierce and brand building is easier.

Consolidation: This typical concept of business growth is going to change the entire restaurant industry. A lot of mergers and tie-ups within the small restaurant segment are definitely on the cards. These mergers and tie-ups will eventually establish them as a group having high purchasing power in spite of lower cost of operation. These groups will be stubborn competitors in the market retaining their own brand names.

Competition to midmarket chain hotels: Along with the tremendous growth of the modified casual dining restaurant segment, there will be a drastic downfall in the business of mid-market chain hotels

like Lemon tree, Orange Country and Uppal Orchids. These hotels will have to come up with new, innovative and effective ideas to regain their customers. These ideas may be focussed on menu merchandizing or architectural designing.

Overall meal experience: Nowadays, more emphasis is on building brand name through a total meal experience. The total meal experience may be defined as series of events, both tangible and intangible—that a customer experiences while eating out. It is difficult to define exactly where a meal experience actually starts, and indeed ends, although it is usually assumed that the main part of the experience begins when a customer enters a restaurant and ends when he leaves the restaurant. The series of events and experiences that a customer undergoes when eating out may be divided into:

- Tangible aspects of the product
- Food and drink
- Intangible aspects such as:
- Service
- Atmosphere
- Mood

For the product offered by the restaurant to be acceptable to the customer, it is necessary for the tangible and intangible components of the restaurant to combine together and be seen by the customer as total product and not as a number of disjointed parts. It is, therefore, the duty of the restaurant owners or managers to construct this complete product and to present it to the customer. The main aim of food and beverage operation is to achieve customer satisfaction. In other words, to meet the customer's needs. The needs that customers might be seeking to satisfy could be some or all of the following:

- Quality of food and drink
- Variety in menu choice
- Level of service
- Value for money
- Interior design (physical aspect)
- Atmosphere and mood
- Expectation and identification
- Cleanliness and hygiene
- Location/ accessibility/convenience

Gastronomic tourism: Enormous travel and tourism activities will take place based on gastronomic tourism. Along with the growth of the Indian cuisine and Indian restaurants and hotels worldwide, travel agencies and tour operators will diversify their work from location-based tourism to gastronomic tourism, creating exclusive food and beverage experiences like cookery lessons with professional chefs, tours based on healthy and nutritional cooking and eating to wellness resorts.

Gorilla growth: Small branded restaurant chains with prospects of growth will be the next big thing happening in the coming years. Their growth will be just like the growth of a baby gorilla, i.e., within a span of few years they will become giants in the food and beverage industry.

Franchise front liners: Franchised restaurants will be the next happening group of restaurants in the years to come. Due to globalization, food brands of a particular country are now easily known to the whole world and therefore, it is easier to market these food brands to consumers, living abroad. It is also beneficial for the franchisees as there will be less competition of that food brand, over there. Following this concept of subletting the food brand name along with quality and service norms, a lot

of Indian food brands are getting established in foreign countries and lots of foreign food brands are getting rooted in India.

CHECK YOUR PROGRESS

Which factors have contributed to global realization of restaurateurs?

What is meant by gorilla growth while describing the recent trends in restaurant operations?

4.11 SUMMARY

We have concluded our journey in this course on the discipline of Food and Beverages (F&B) Service. We have learned some of the important concepts and learn various skills during this unit. Whenever we do any systematic study, we classify the subject matter so that we get a very clear perspective of the matter. We, thus, began this unit with a classification of the services. We dug deeper into the variety of service methods and learned about those service methods. We have then learned step-by-step methods of preparation of service. When the guests have not arrived, the plates are to be arranged, the service stations are to be set up and so many things have to be done. We have not only listed these things which are to be done, we have given you clear procedures of attaining those with quality and safe ways of doing it. We have learned to do the service in mise en place and mise en scene manners. We have again given you very clear step by step instruction on functions to be performed while holding station. You have learned thirty four stages of waiting from greeting the guest to bidding them farewell. We have give you instructions on how to take order. We have concluded the unit with a discussion on the emerging trends in food service.

4.12 END QUESTIONS

The following questions should help you prepare for the End Examinations. These questions are for 5 marks each and should take you 11 minutes under examination conditions.

1. Describe classification schemes for services.
2. How many types of table services are available?
3. List various types of Room Services.
4. List the three types of banquet services.
5. What is the American Service?
6. Describe the features of English Service.
7. What are the features of French Services
8. Describe various types of service methods and their use
9. Describe steps in preparation for services
10. Explain what is meant by mise en place and mise en scene.
11. Decribe what points should be remembered while setting a scene.
12. Describe how side stations are set up
13. Explain various functions performed while holding a station

14. Describe the methods and procedure of taking guest order
15. Describe various emerging trends in food services.
16. Which are the various types of services?
17. What are the various services under Banquet service?
18. On which factors do the style of service depend?
19. What are the features of American service?
20. Which are the various types of room service?
21. What are the various types of equipments are stored in a pantry?
22. Which are the various types of buffet services available?
23. What is meant by breakfast only service?
24. Describe various types of banquets.
25. Describe the organization structure of a banquet department.
26. Describe cafeteria service.
27. What is meant by ethnic and traditional Indian service?
28. Which are the fifteen steps for setting up restaurant for service?
29. What is to be done to check silverware on the tables in your section and side station?
30. Which issues the supervisors should ensure while dealing with mise en scene?
31. What is meant by mise en place and mise en scene?
32. How should a table be set?
33. What are the features of plate service ?
34. Which steps have to be taken to stock the service station?
35. What is meant by par stock?
36. Why should the crockery and cutlery be not handled with bare hands?
37. What are the things to be noted while holding a station?
38. List the thirty seven steps involved in sequence of a restaurant?
39. Why should the waiter check if the guests have forgotten any of their belongings after he has bidden goodbye to them?
40. In which posture and position should the waiter stand while taking order?
41. What is the procedure for taking guest order?
42. How in future the guests and experts will examine their foods?
43. How will the automation and robotics will affect the food production?
44. Which factors have contributed to global realization of restaurateurs?
45. What is meant by gorilla growth while describing the recent trends in restaurant operations?

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V101: B. Sc. (Hospitality and Tourism Studies)

V102: B.Sc. (Hospitality Studies & Catering Services)

HTS 102: Food and Beverage Service

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