

**Yashwantrao Chavan
Maharashtra Open University**



V101: B. Sc. (Hospitality and Tourism Studies)
V102: B.Sc. (Hospitality Studies & Catering Services)
**HTS 202: Food and Beverage Service
Foundation - II**

YASHWANTRAO CHAVAN MAHARASHTRA OPEN
UNIVERSITY

HTS 202: Food & Beverage Service Foundation -II

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

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

Developed by Dr Rajendra Vadnere, Director, School of
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HTS202: Food & Beverage Service Foundation -II

(Theory: 4 Credits; Total Hours =60, Practical: 2 Credits, Total Hours =60)

Unit – 1 Non Alcoholic Beverages & Mocktails: Introduction, Types (Tea, Coffee, Juices, Aerated Beverages, Shakes) Descriptions with detailed inputs, their origin, varieties, popular brands, presentation and service tools and techniques. Mocktails – Introduction, Types, Brief Descriptions, Preparation and Service Techniques

Unit – 2 Coffee Shop & Breakfast Service: Introduction, Coffee Shop, Layout, Structure, Breakfast: Concept, Types & classification, Breakfast services in Hotels, Preparation for Breakfast Services, Mise-en-place and Mise-en-scene, arrangement and setting up of tables/ trays, Functions performed while on Breakfast service, Method and procedure of taking a guest order, emerging trends in Breakfast Services and salient features.

Unit – 3 Food and Beverage Services in Restaurants: - Introduction, Concept of Restaurant,

Types of Restaurants, their salient features; Set up of Restaurants and their Layouts, Restaurant Teams Organisational Structure, Modern Staffing in various hotels, Method and procedure of receiving guests, taking guest orders, Service equipment used and its maintenance, Coordination with housekeeping for soil linen exchange, Physical inventory monthly of crockery, cutlery, linen etc., Equipment, furniture and fixtures used in the restaurant and their use and maintenance, Theme and Speciality Restaurants, Celebrity Restaurants.

Unit – 4 Room Service/ In Room Dining: Introduction, Concept of Room Service/ In Room

Dining, Their Salient Features, Understanding Guest expectations in Room Service, Room Service Equipments, Set up of Trays & Trolleys, Upkeep and Storage, Service Tools, Clearance, Presentation of Bills, Room Service Dos & Don'ts. Mini Bar Management in Guest Rooms, Guest Interaction – Have and Have not's.

Practical (NOT COVERED IN THIS VOLUME)

1. Understanding Non Alcoholic Beverages, Types & Service Techniques
2. Guest Interactions while on Food Service – Do's & Don't's
3. Understanding Mocktails, Their Presentation and Services (At least ten types of Mocktails)
4. Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance & Acknowledging guests.
5. Familiarisation with Food Service in Restaurants (Receiving Guests, Table Layouts, Complimenting them, Presentation of Bills, Dealing with in house/ residential guests)
6. Restaurant Services – Their salient features, Table Layouts, Presenting Menus, precautions while dealing with guests, Commitments with guests, Food Pickup Procedures, Clearance and Dishwashing Procedures
7. Room Service Practical, Taking of Orders, Delivery of Food Services, Identifying Room Service Equipment, Importance of Menu Knowledge for Order-taking (RSOT functions/procedures), Food Pickup Procedure, Room service Layout Knowledge, Laying of trays for various orders, Pantry Elevator Operations, Clearance Procedure in Dishwashing area, Room service Inventories and store requisitions

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UNIT 1 NON ALCOHOLIC BEVERAGES AND MOCKTAILS

Program Name: V101:BSc (HTS) 2016 pattern, V102: BSc(HSCS) 2016 Pattern

Course Name: HTS202: Food & Beverage Service Foundation -II

Structure:

1.00	Before we begin
1.01	Unit objectives
1.02	Introduction to non-alcoholic beverages and mocktail
1.03	Types of non-alcoholic beverages
1.04	Tea
1.05	Coffee
1.06	Juices
1.07	Aerated beverages
1.08	Shakes
1.09	Presentation and service tools and techniques
1.010	Mocktails
1.011	Types of mocktails
1.012	Descriptions, Preparation and service of mocktails
1.013	Summary
1.014	End questions
1.015	References

1.00 BEFORE WE BEGIN

We will be studying the non-alcoholic beverages in this unit. We will learn about the beverages which contain less than 0.05% of alcohol (as per standards set in UK) by volume. These include tea which is the second most consumed drink after water, coffee, juices, aerated and carbonated water, cola, and mocktails. We will learn about them: their source, health risks, variety, ways to prepare them, recipes and how best to serve them.

This unit is very important to you as a hospitality professional as you will be learning about the very products which are the centre of your job. People visit restaurants to get a cup of tea or coffee to get rejuvenated. Hence the more you would know about the beverages the better you will be able to serve them and take care of them.

1.01 UNIT OBJECTIVES

After studying this unit you will be able to

- State definition of non-alcoholic beverages
- Explain the various types of tea
- Describe various types of coffee

- Explain what equipments are used in preparing and serving tea
- Explain what equipments are used in preparing and serving coffee
- Describe how tea is prepared and served using tea bag
- Describe how tea pot is prepared and served
- Describe how iced tea is prepared and served
- Describe the concept of aerated water
- Discuss the concept of carbonated water
- Discuss what is meant by cola and various brands of cola
- Describe the concept of mocktails and describe a few recipes for mocktails
- Give a list of non-alcoholic beverages
- List various mocktails

1.02 INTRODUCTION TO NON-ALCOHOLIC BEVERAGES AND MOCKTAIL

(Source: Wikipedia: Non-alcoholic beverage)

Alcohol free, or non-alcoholic beverages, are non-alcoholic versions of typically alcoholic beverages. These may take the form of a non-alcoholic mixed drink (a "virgin drink"), non-alcoholic beer ("near beer") and "mocktails", and are widely available where alcoholic beverages are sold. Beverages with labels that state the actual alcohol by volume help citizens from unknowingly becoming inebriated or drunk drivers.

Scientific Definition: Low-alcoholic beverage

Sparkling cider, sodas, and juices naturally contain trace amounts or no alcohol. Some fresh orange juices are above the UK 'alcohol free' limit of 0.05% ABV, as are some yoghurts and rye bread.

Ethanol distillation is used to separate alcoholic beverages into what are advertised as non-alcoholic beverages and spirits; distilled wine produces low alcohol wine and brandy (from brandywine, derived from Dutch brandewijn, "burning wine"), distilled beer may be used to produce low-alcohol beer and whisky.

However alcoholic beverages cannot be further purified to 0.00% alcohol by volume by distillation. In fact, most beverages labeled non-alcoholic contain 0.5% ABV as it is more profitable than distilling it to 0.05% ABV often found in products sold by companies specializing in non-alcoholic beverages.

CHECK YOUR PROGRESS

How do you define non alcoholic beverage scientifically?

How much alcohol is permitted in UK for a drink to be called alcohol free?

Which drinks contain trace amount of alcohol or no alcohol at all?

1.03 TYPES OF NON-ALCOHOLIC BEVERAGES

List of traditional non-alcoholic drinks

- Aam panna
- Aguas frescas
- Aguapanela
- Almdudler
- Apfelschorle
- Atole
- Ayran
- Babycino
- Baesuk
- Bandrek
- Bandung
- Barley water
- Birch sap
- Blåbärssoppa
- Bread Drink
- Cendol
- Chalap
- Champurrado
- Champús
- Chass
- Cholado
- Chai
- Cola
- Coffee
- Egg cream
- Egg nog
- Elderflower cordial
- Es bir
- Falooda
- Garapa
- Ginger ale
- Ginger tea
- Hawaiian Punch
- Horchata
- Hot chocolate
- Hwachae
- Jindallae hwachae
- Kefir
- Kombucha
- Kvass
- Lassi
- Lemonade

- Licuado
- Mattha
- Mazamorra
- Milk
- Milkshake
- Mocochini
- Mote con huesillo
- Nectar
- Orange drink
- Orange soft drink
- Peanut milk
- Peanut punch
- Roasted barley tea
- Root beer
- Sarsaparilla
- Sharbat
- Shikanjvi
- Smoothie
- Squash (drink)
- Subak hwachae
- Sujeonggwa
- Switchel
- Tea
- Tereré
- Thadal
- Water
- Yerba Mate
- Yuja hwachae

However we can classify the major non-alcoholic beverages as

- Tea
- Coffee
- Juices
- Milkshake and
- Aerated liquids

CHECK YOUR PROGRESS

Which are the major non-alcoholic beverages?

From the list of non-alcoholic beverages pick up the non-alcoholic beverages known to you and available in India.

1.04 TEA

(Source: Wikipedia)

Tea is an aromatic beverage commonly prepared by pouring hot or boiling water over cured leaves of the *Camellia sinensis*, an evergreen shrub native to Asia. After water, it is the most widely consumed drink in the world. There are many different types of tea; some teas, like Darjeeling and Chinese greens, have a cooling, slightly bitter, and astringent flavor, while others have vastly different profiles that include sweet, nutty, floral or grassy notes.

Tea originated in Southwest China, where it was used as a medicinal drink. It was popularized as a recreational drink during the Chinese Tang dynasty, and tea drinking spread to other East Asian countries. Portuguese priests and merchants introduced it to Europe during the 16th century. During the 17th century, drinking tea became fashionable among Britons, who started large-scale production and commercialization of the plant in India to bypass the Chinese monopoly.

The phrase herbal tea usually refers to infusions of fruit or herbs made without the tea plant, such as steeps of rosehip, chamomile, or rooibos. These are also known as tisanes or herbal infusions to distinguish them from "tea" as it is commonly understood.



Fig 1.01: Teas of different levels of oxidation (L to R): green, yellow, oolong, and black



Fig 1.02: Camellia sinensis Kuntze with two species of butterfly by Nicolaas Meerburgh, 1789

Black tea

Popular varieties of black tea include Assam, Nepal, Darjeeling, Nilgiri, Turkish, Keemun, and Ceylon teas.

Many of the active substances in black tea do not develop at temperatures lower than 90 °C (194 °F). As a result, black tea in the West is usually steeped in water near its boiling point, at around 99 °C (210 °F). The most common fault when making black tea is to use water at too low a temperature. Since boiling point drops with increasing altitude, it is difficult to brew black tea properly in mountainous areas. Warming the tea pot before steeping is critical at any elevation.

Western black teas are usually brewed for about four minutes and are usually not allowed to steep for less than 30 seconds or more than about five minutes (a process known as brewing or mashing in Britain). In many regions of the world, however, actively boiling water is used and the tea is often stewed. In India, black tea is often boiled for fifteen minutes or longer to make Masala chai, as a strong brew is preferred. Tea should be strained while serving.



Fig 1.03: Masala chai from India with garnishes

A food safety management group of the International Organization for Standardization (ISO) has published a standard for preparing a cup of tea (ISO 3103: Tea — Preparation of liquor for use in sensory tests), primarily intended for standardizing preparation for comparison and rating purposes.

Green tea

In regions of the world that prefer mild beverages, such as the West and Far East, green tea should be steeped in water around 80 to 85 °C (176 to 185 °F), the higher the quality of the

leaves the lower the temperature. Regions such as North Africa or Central Asia prefer a bitter tea, and hotter water is used. In Morocco, green tea is steeped in boiling water for 15 minutes.

The container in which green tea is steeped is often warmed beforehand to prevent premature cooling. High-quality green and white teas can have new water added as many as five or more times, depending on variety, at increasingly higher temperatures.

Flowering tea

Flowering tea or blooming tea should be brewed at 100 °C (212 °F) in clear glass tea wares for up to three minutes. First pull 1/3 water to make the tea ball wet and after 30 seconds add the boiling water up to 4/5 of the capacity of the tea ware. The boiling water can help the tea ball bloom quickly and with a strong aroma of the tea. The height of glass tea ware should be 8–10 cm, which can help the tea and flowers bloom completely. One tea ball can be brewed 4–5 times.

Oolong tea

Sometimes called semi-black, Oolong is popular word in China. It is semi-oxidised leaves of tree plant (*Camellia Sinensis*). Semi-black tea requires a relatively longer infusion time than black tea, and many semi-black tea leaves can be re-used although this is more common in a home situation than in a commercial one. Semi-black teas are also available in bags or in loose leaf form

Oolong tea should be brewed around 82 to 96 °C (185 to 205 °F), with the brewing vessel warmed before pouring the water. Yixing purple clay teapots are the traditional brewing-vessel for oolong tea which can be brewed multiple times from the same leaves, unlike green tea, seeming to improve with reuse. In the Chinese and Taiwanese Gongfu tea ceremony, the first brew is discarded, as it is considered a rinse of leaves rather than a proper brew.



Fig 1.04: Oolong tea being infused in a gaiwan

Premium or delicate tea

A strainer is often used when tea is made with tea-leaves in a teapot. Some teas, especially green teas and delicate oolong teas, are steeped for shorter periods, sometimes less than 30 seconds. Using a tea strainer separates the leaves from the water at the end of the brewing time if a tea bag is not being used. However, the black Darjeeling tea, a premium Indian tea, needs a longer than average steeping time. Elevation and time of harvest offer varying taste profiles; proper storage and water quality also have a large impact on taste.

Pu-erh tea

Pu-erh teas require boiling water for infusion. Some prefer to quickly rinse pu-erh for several seconds with boiling water to remove tea dust which accumulates from the ageing process, then

infuse it at the boiling point (100 °C or 212 °F), and allow it to steep from 30 seconds to five minutes.

Cold brew and sun tea

While most tea is prepared using hot water, it is also possible to brew a beverage from tea using room temperature or cooled water. This requires longer steeping time to extract the key components, and produces a different flavor profile. For best results, it is best to use about 1.5 times the tea leaves that would be used for hot steeping, and to refrigerate for 4–10 hours. The process of making cold brew tea is much simpler than that for cold brew coffee.



Fig 1.05: Iced Tea

Cold brewing has some disadvantages compared to hot steeping. Firstly, if the leaves or source water contain unwanted bacteria, they may flourish, whereas using hot water has the benefit of killing most bacteria. This is less of a concern in modern times and developed regions. Secondly, cold brewing may allow for less caffeine to be extracted, which may or may not be desired.

Sun tea is made by steeping the tea leaves in a jar of unheated tap water left in the sun. It does not get hot enough to kill bacteria present on the tea leaves or in the water, such as *Alcaligenes viscolactis*.

Serving

To preserve the pretannin tea without requiring it all to be poured into cups, a second teapot may be used. The steeping pot is best unglazed earthenware; Yixing pots are the best known of these, famed for the high-quality clay from which they are made. The serving pot is generally porcelain, which retains the heat better. Larger teapots are a post-19th century invention, as tea before this time was very rare and very expensive. Experienced tea-drinkers often insist the tea should not be stirred around while it is steeping (sometimes called winding or mashing in the UK). This, they say, will do little to strengthen the tea, but is likely to bring the tannins out in the same way that brewing too long will do. For the same reason, one should not squeeze the last drops out of a teabag; if stronger tea is desired, more tea leaves should be used.

CHECK YOUR PROGRESS

What are the types of tea according to the degree of oxidation?
How is the tea served?
What is the oolong tea?

1.05 COFFEE

Coffee is a brewed drink prepared from roasted coffee beans, which are the seeds of berries from the *Coffea* plant. The genus *Coffea* is native to tropical Africa, and Madagascar, the Comoros, Mauritius and Réunion in the Indian Ocean. The plant was exported from Africa to countries around the world and coffee plants are now cultivated in over 70 countries, primarily in the equatorial regions of the Americas, Southeast Asia, India, and Africa. The two most commonly grown are the highly regarded arabica, and the less sophisticated but stronger and more hardy robusta. Once ripe, coffee berries are picked, processed, and dried. Dried coffee seeds (referred to as beans) are roasted to varying degrees, depending on the desired flavor. Roasted beans are ground and brewed with near boiling water to produce coffee as a beverage.

Coffee is slightly acidic and can have a stimulating effect on humans because of its caffeine content. Coffee is one of the most popular drinks in the world. It can be prepared and presented in a variety of ways (e.g., espresso, French press, cafe latte, etc.). It is usually served hot, although iced coffee is also served. Clinical studies indicate that moderate coffee consumption is

benign or mildly beneficial in healthy adults, with continuing research on whether long-term consumption inhibits cognitive decline during aging or lowers the risk of some forms of cancer.

The earliest credible evidence of coffee-drinking appears in the middle of the 15th century in the Sufi shrines of Yemen. It was here in Arabia that coffee seeds were first roasted and brewed in a similar way to how it is now prepared. Coffee seeds were first exported from East Africa to Yemen, as the *cofea arabica* plant is thought to have been indigenous to the former. Yemeni traders took coffee back to their homeland and began to cultivate the seed. By the 16th century, it had reached Persia, Turkey, and North Africa. From there, it spread to Europe and the rest of the world.

Coffee is a major export commodity: it is the top agricultural export for numerous countries and is among the world's largest legal agricultural exports. It is one of the most valuable commodities exported by developing countries. Green (unroasted) coffee is one of the most traded agricultural commodities in the world. Some controversy is associated with coffee cultivation and the way developed countries trade with developing nations and the impact of its cultivation on the environment, in regards to clearing of land for coffee-growing and water use. Consequently, the markets for fair trade coffee and organic coffee are expanding.



Fig 1.06: Coffee plant

Processing



Fig 1.07: Traditional coffee beans drying in Kalibaru, Indonesia

Coffee berries and their seeds undergo several processes before they become the familiar roasted coffee. Berries have been traditionally selectively picked by hand; a labor-intensive method, it involves the selection of only the berries at the peak of ripeness. More commonly, crops are strip picked, where all berries are harvested simultaneously regardless of ripeness by person or machine. After picking, green coffee is processed by one of two methods—the dry process method, simpler and less labor-intensive as the berries can be strip picked, and the wet process method, which incorporates fermentation into the process and yields a mild coffee.

Then they are sorted by ripeness and color and most often the flesh of the berry is removed, usually by machine, and the seeds are fermented to remove the slimy layer of mucilage still present on the seed. When the fermentation is finished, the seeds are washed with large quantities of fresh water to remove the fermentation residue, which generates massive amounts of coffee wastewater. Finally, the seeds are dried.

The best (but least used) method of drying coffee is using drying tables. In this method, the pulped and fermented coffee is spread thinly on raised beds, which allows the air to pass on all sides of the coffee, and then the coffee is mixed by hand. In this method the drying that takes

place is more uniform, and fermentation is less likely. Most African coffee is dried in this manner and certain coffee farms around the world are starting to use this traditional method.

Next, the coffee is sorted, and labeled as green coffee. Another way to let the coffee seeds dry is to let them sit on a concrete patio and rake over them in the sunlight. Some companies use cylinders to pump in heated air to dry the coffee seeds, though this is generally in places where the humidity is very high.

An Asian coffee known as kopi luwak undergoes a peculiar process made from coffee berries eaten by the Asian palm civet, passing through its digestive tract, with the beans eventually harvested from feces. Coffee brewed from this process is among the most expensive in the world, with bean prices reaching \$160 per pound or \$30 per brewed cup. Kopi luwak coffee is said to have uniquely rich, slightly smoky aroma and flavor with hints of chocolate, resulting from the action of digestive enzymes breaking down bean proteins to facilitate partial fermentation.

Roasting

The next step in the process is the roasting of the green coffee. Coffee is usually sold in a roasted state, and with rare exceptions all coffee is roasted before it is consumed. It can be sold roasted by the supplier, or it can be home roasted. The roasting process influences the taste of the beverage by changing the coffee bean both physically and chemically. The bean decreases in weight as moisture is lost and increases in volume, causing it to become less dense. The density of the bean also influences the strength of the coffee and requirements for packaging.

The actual roasting begins when the temperature inside the bean reaches approximately 200 °C (392 °F), though different varieties of seeds differ in moisture and density and therefore roast at different rates. During roasting, caramelization occurs as intense heat breaks down starches, changing them to simple sugars that begin to brown, which alters the color of the bean.

Sucrose is rapidly lost during the roasting process, and may disappear entirely in darker roasts. During roasting, aromatic oils and acids weaken, changing the flavor; at 205 °C (401 °F), other oils start to develop. One of these oils, caffeol, is created at about 200 °C (392 °F), which is largely responsible for coffee's aroma and flavor.

Roasting is the last step of processing the beans in their intact state. During this last treatment, while still in the bean state, more caffeine breaks down above 235 °C (455 °F). Dark roasting is the utmost step in bean processing removing the most caffeine. Although, dark roasting is not to be confused with the Decaffeination process.

Grading roasted beans

Two men hold spoons over a row of cups filled with coffee.



Fig 1.08: Coffee "cuppers", or professional tasters, grade the coffee

Depending on the color of the roasted beans as perceived by the human eye, they will be labeled as light, medium light, medium, medium dark, dark, or very dark. A more accurate method of discerning the degree of roast involves measuring the reflected light from roasted seeds illuminated with a light source in the near-infrared spectrum. This elaborate light meter uses a process known as spectroscopy to return a number that consistently indicates the roasted coffee's relative degree of roast or flavor development.

Roast characteristics

The degree of roast has an effect upon coffee flavor and body. Darker roasts are generally bolder because they have less fiber content and a more sugary flavor. Lighter roasts have a more complex and therefore perceived stronger flavor from aromatic oils and acids otherwise destroyed by longer roasting times. Roasting does not alter the amount of caffeine in the bean, but does give less caffeine when the beans are measured by volume because the beans expand during roasting.

A small amount of chaff is produced during roasting from the skin left on the seed after processing. Chaff is usually removed from the seeds by air movement, though a small amount is added to dark roast coffees to soak up oils on the seeds.

Decaffeination

Decaffeination may also be part of the processing that coffee seeds undergo. Seeds are decaffeinated when they are still green. Many methods can remove caffeine from coffee, but all involve either soaking the green seeds in hot water (often called the "Swiss water process") or steaming them, then using a solvent to dissolve caffeine-containing oils. Decaffeination is often

done by processing companies, and the extracted caffeine is usually sold to the pharmaceutical industry.

Storage

Coffee is best stored in an airtight container made of ceramic, glass, or non-reactive metal. Higher quality prepackaged coffee usually has a one-way valve which prevents air from entering while allowing the coffee to release gases. Coffee freshness and flavor is preserved when it is stored away from moisture, heat, and light. The ability of coffee to absorb strong smells from food means that it should be kept away from such smells. Storage of coffee in the refrigerator is not recommended due to the presence of moisture which can cause deterioration. Exterior walls of buildings which face the sun may heat the interior of a home, and this heat may damage coffee stored near such a wall. Heat from nearby ovens also harms stored coffee.

In 1931, a method of packing coffee in a sealed vacuum in cans was introduced. The roasted coffee was packed and then 99% of the air was removed, allowing the coffee to be stored indefinitely until the can was opened. Today this method is in mass use for coffee in a large part of the world.

Brewing



Fig 1.09: a contemporary automatic coffeemaker

Coffee beans must be ground and brewed to create a beverage. The criteria for choosing a method include flavor and economy. Almost all methods of preparing coffee require that the beans be ground and then mixed with hot water long enough to allow the flavor to emerge but not so long as to draw out bitter compounds. The liquid can be consumed after the spent grounds are removed. Brewing considerations include the fineness of grind, the way in which the water is used to extract the flavor, the ratio of coffee grounds to water (the brew ratio), additional flavorings such as sugar, milk, and spices, and the technique to be used to separate spent grounds. Ideal holding temperatures range from 85–88 °C (185–190 °F) to as high as 93 °C (199 °F) and the ideal serving temperature is 68 to 79 °C (154 to 174 °F). The recommended brew

ratio for non-espreso coffee is around 55 to 60 grams of grounds per litre of water, or two level tablespoons for a 5- or 6-ounce cup.

The roasted coffee beans may be ground at a roastery, in a grocery store, or in the home. Most coffee is roasted and ground at a roastery and sold in packaged form, though roasted coffee beans can be ground at home immediately before consumption. It is also possible, though uncommon, to roast raw beans at home.

The choice of brewing method depends to some extent on the degree to which the coffee beans have been roasted. Lighter roasted coffee tends to be used for filter coffee as the combination of method and roast style results in higher acidity, complexity, and clearer nuances. Darker roasted coffee is used for espreso because the machine naturally extracts more dissolved solids, causing lighter coffee to become too acidic.

Coffee beans may be ground in several ways. A burr grinder uses revolving elements to shear the seed; a blade grinder cuts the seeds with blades moving at high speed; and a mortar and pestle crushes the seeds. For most brewing methods a burr grinder is deemed superior because the grind is more even and the grind size can be adjusted.

The type of grind is often named after the brewing method for which it is generally used. Turkish grind is the finest grind, while coffee percolator or French press are the coarsest grinds. The most common grinds are between these two extremes: a medium grind is used in most home coffee-brewing machines.

Coffee may be brewed by several methods. It may be boiled, steeped, or pressurized. Brewing coffee by boiling was the earliest method, and Turkish coffee is an example of this method. It is prepared by grinding or pounding the seeds to a fine powder, then adding it to water and bringing it to the boil for no more than an instant in a pot called a cezve or, in Greek, a briki. This produces a strong coffee with a layer of foam on the surface and sediment (which is not meant for drinking) settling at the bottom of the cup.

Coffee percolators and automatic coffeemakers brew coffee using gravity. In an automatic coffeemaker, hot water drips onto coffee grounds that are held in a paper, plastic, or perforated metal coffee filter, allowing the water to seep through the ground coffee while extracting its oils and essences. The liquid drips through the coffee and the filter into a carafe or pot, and the spent grounds are retained in the filter.

In a percolator, boiling water is forced into a chamber above a filter by steam pressure created by boiling. The water then seeps through the grounds, and the process is repeated until terminated by removing from the heat, by an internal timer, or by a thermostat that turns off the heater when the entire pot reaches a certain temperature.

Coffee may be brewed by steeping in a device such as a French press (also known as a cafetière, coffee press or coffee plunger). Ground coffee and hot water are combined in a cylindrical vessel and left to brew for a few minutes. A circular filter which fits tightly in the cylinder fixed to a plunger is then pushed down from the top to force the grounds to the bottom. The filter retains the grounds at the bottom as the coffee is poured from the container. Because the coffee grounds are in direct contact with the water, all the coffee oils remain in the liquid, making it a stronger beverage. This method of brewing leaves more sediment than in coffee made by an automatic coffee machine. Supporters of the French press method point out that the sediment issue can be minimized by using the right type of grinder: they claim that a rotary blade grinder cuts the coffee bean into a wide range of sizes, including a fine coffee dust that remains as sludge at the bottom of the cup, while a burr grinder uniformly grinds the beans into consistently-sized grinds, allowing the coffee to settle uniformly and be trapped by the press. Within the first minute of brewing 95% of the caffeine is released from the coffee bean.

The espresso method forces hot pressurized and vaporized water through ground coffee. As a result of brewing under high pressure (ideally between 9–10 atm), the espresso beverage is more concentrated (as much as 10 to 15 times the quantity of coffee to water as gravity-brewing methods can produce) and has a more complex physical and chemical constitution. A well-prepared espresso has a reddish-brown foam called crema that floats on the surface. Other pressurized water methods include the moka pot and vacuum coffee maker.

Cold brew coffee is made by steeping coarsely ground beans in cold water for several hours, then filtering them. This results in a brew lower in acidity than most hot-brewing methods.

Nutrition

Brewed coffee from typical grounds prepared with tap water contains 40 mg caffeine per 100 gram and no essential nutrients in significant content. In espresso, however, likely due to its higher amount of suspended solids, there are significant contents of magnesium, the B vitamins, niacin and riboflavin, and 212 mg of caffeine per 100 grams of grounds.

Serving

Once brewed, coffee may be served in a variety of ways. Drip-brewed, percolated, or French-pressed/cafetière coffee may be served as white coffee with a dairy product such as milk or cream, or dairy substitute, or as black coffee with no such addition. It may be sweetened with sugar or artificial sweetener. When served cold, it is called iced coffee.

Espresso-based coffee has a variety of possible presentations. In its most basic form, an espresso is served alone as a shot or short black, or with hot water added, when it is known as Caffè Americano. A long black is made by pouring a double espresso into an equal portion of water, retaining the crema, unlike Caffè Americano. Milk is added in various forms to an espresso: steamed milk makes a caffè latte, equal parts steamed milk and milk froth make a cappuccino, and a dollop of hot foamed milk on top creates a caffè macchiato. A flat white is prepared by

adding steamed hot milk (microfoam) to espresso so that the flavour is brought out and the texture is unusually velvety. It has less milk than a latte but both are varieties of coffee to which the milk can be added in such a way as to create a decorative surface pattern. Such effects are known as latte art.

Coffee can also be incorporated with alcohol to produce a variety of beverages: it is combined with whiskey in Irish coffee, and it forms the base of alcoholic coffee liqueurs such as Kahlúa and Tia Maria. Darker beers such as stout and porter give a chocolate or coffee-like taste due to roasted grains even though actual coffee beans are not added to it.

Instant coffee



Fig 1.10: Instant coffee

A number of products are sold for the convenience of consumers who do not want to prepare their own coffee or who do not have access to coffeemaking equipment. Instant coffee is dried into soluble powder or freeze-dried into granules that can be quickly dissolved in hot water. Originally invented in 1907, it rapidly gained in popularity in many countries in the post-war period, with Nescafé being the most popular product. Many consumers determined that the convenience in preparing a cup of instant coffee more than made up for a perceived inferior taste, although, since the late 1970s, instant coffee has been produced differently in such a way that is similar to the taste of freshly brewed coffee. Paralleling (and complementing) the rapid rise of instant coffee was the coffee vending machine invented in 1947 and widely distributed since the 1950s.

Canned coffee has been popular in Asian countries for many years, particularly in China, Japan, South Korea, and Taiwan. Vending machines typically sell varieties of flavored canned coffee, much like brewed or percolated coffee, available both hot and cold. Japanese convenience stores and groceries also have a wide availability of bottled coffee drinks, which are typically lightly sweetened and pre-blended with milk. Bottled coffee drinks are also consumed in the United States.

Liquid coffee concentrates are sometimes used in large institutional situations where coffee needs to be produced for thousands of people at the same time. It is described as having a flavor

about as good as low-grade robusta coffee, and costs about 10¢ a cup to produce. The machines can process up to 500 cups an hour, or 1,000 if the water is preheated.

CHECK YOUR PROGRESS

What is coffee?
How is coffee processed?
What is instant coffee??

1.06 JUICES



Fig 1.11: A glass of orange juice

Juice is a beverage made from the extraction or pressing out of the natural liquid contained in fruit and vegetables. It can also refer to liquids that are flavored with these or other biological food sources such as meat and seafood (e.g., clam juice). Juice is commonly consumed as a beverage or used as an ingredient or flavoring in foods or other beverages, such as smoothies. Juice emerged as a popular beverage choice after the development of pasteurization methods allowed for its preservation without using fermentation (the approach used with wine production). The Food and Agriculture Organization of the United Nations (FAO) estimated the total world production of citrus fruit juices to be 12,840,318 tonnes in 2012. The biggest fruit juice consumers are Germany (39.6 liters of juice consumed annually per person) and the US (33 liters).

Preparation



Fig 1.12: Fruit juice being used in the preparation of a smoothie.

Juice is prepared by mechanically squeezing or macerating (sometimes referred to as cold pressed) fruit or vegetable flesh without the application of heat or solvents. For example, orange juice is the liquid extract of the fruit of the orange tree, and tomato juice is the liquid that results from pressing the fruit of the tomato plant. Juice may be prepared in the home from fresh fruit and vegetables using a variety of hand or electric juicers. Many commercial juices are filtered to remove fiber or pulp, but high-pulp fresh orange juice is a popular beverage. Additives are put in some juices, such as sugar and artificial flavours (in some fruit juice-based beverages); savoury seasonings (e.g., in Clamato or Caesar tomato juice drinks). Common methods for preservation and processing of fruit juices include canning, pasteurization, concentrating, freezing, evaporation and spray drying.

Although processing methods vary between juices, the general processing method of juices includes:

- Washing and sorting
- Juice extraction

- Straining, filtration and clarification
- Blending pasteurisation
- Filling, sealing and sterilization
- Cooling, labeling and packing.

After the fruits are picked and washed, the juice is extracted by one of two automated methods. In the first method, two metal cups with sharp metal tubes on the bottom cup come together, removing the peel and forcing the flesh of the fruit through the metal tube. The juice of the fruit then escapes through small holes in the tube. The peels can then be used further, and are washed to remove oils, which are reclaimed later for usage. The second method requires the fruits to be cut in half before being subjected to reamers, which extract the juice.

After the juice is filtered, it may be concentrated in evaporators, which reduce the size of juice by a factor of 5, making it easier to transport and increasing its expiration date. Juices are concentrated by heating under a vacuum to remove water, and then cooling to around 13 degrees Celsius. About two thirds of the water in a juice is removed. The juice is then later reconstituted, in which the concentrate is mixed with water and other factors to return any lost flavor from the concentrating process. Juices can also be sold in a concentrated state, in which the consumer adds water to the concentrated juice as preparation.

Juices are then pasteurized and filled into containers, often while still hot. If the juice is poured into a container while hot, it is cooled as quickly as possible. Packages that cannot stand heat require sterile conditions for filling. Chemicals such as hydrogen peroxide can be used to sterilize containers. Plants can make anywhere from 1 to 20 tonnes a day.

Processing



Fig 1.13: A variety of packaged juices in a supermarket.

High intensity pulsed electric fields are being used as an alternative to heat pasteurization in fruit juices. Heat treatments sometimes fail to make a quality, microbiological stable products.

However, it was found that processing with high intensity pulsed electric fields (PEF) can be

applied to fruit juices to provide a shelf stable and safe product. In addition, it was found that pulsed electric fields provide a fresh-like and high nutrition value product. Pulsed electric field processing is a type of non-thermal method for food preservation.

Pulsed electric fields use short pulses of electricity to inactivate microbes. In addition, the use of PEF results in minimal detrimental effects on the quality of the food. Pulse electric fields kill microorganisms and provide better maintenance of the original colour, flavour, and nutritional value of the food as compared to heat treatments. This method of preservation works by placing two electrodes between liquid juices then applying high voltage pulses for microseconds to milliseconds. The high voltage pulses are of intensity in the range of 10 to 80 kV/cm.

Processing time of the juice is calculated by multiplying the number of pulses with the effective pulse duration. The high voltage of the pulses produce an electric field that results in microbial inactivation that may be present in the juice. The PEF temperatures are below that of the temperatures used in thermal processing. After the high voltage treatment, the juice is aseptically packaged and refrigerated. Juice is also able to transfer electricity due to the presence of several ions from the processing. When the electric field is applied to the juice, electric currents are then able to flow into the liquid juice and transferred around due to the charged molecules in the juice. Therefore, pulsed electric fields are able to inactivate microorganisms, extend shelf life, and reduce enzymatic activity of the juice while maintaining similar quality as the original, fresh pressed juice.

Terminology



Fig 1.14: Sweet lime juice and pomegranate juice.

In the United Kingdom the name or names of the fruit followed by juice can only legally be used to describe a product which is 100% fruit juice, as required by the Fruit Juices and Fruit Nectars (England) Regulations and the Fruit Juices & Fruit Nectars (Scotland) Regulations 2003. However, a juice made by reconstituting concentrate can be called juice. A product described as fruit "nectar" must contain at least 25% to 50% juice, depending on the fruit. A juice or nectar

including concentrate must state that it does. The term "juice drink" is not defined in the Regulations and can be used to describe any drink which includes juice, however little. Comparable rules apply in all EU member states in their respective languages.

In the US fruit juice can only legally be used to describe a product which is 100% fruit juice. A blend of fruit juice(s) with other ingredients, such as high-fructose corn syrup, is called a juice cocktail or juice drink. According to the Food and Drug Administration (FDA), the term "nectar" is generally accepted in the US and in international trade for a diluted juice to denote a beverage that contains fruit juice or puree, water, and which may contain artificial sweeteners. "No added sugar" is commonly printed on labels of juice containers, but the products may contain large amounts of naturally occurring sugars; however, sugar content is listed with other carbohydrates on labels in many countries.

Depending on trends and regulations, beverages listed as 100% juice may actually contain unlisted additives. For example, most orange juice contains added ethyl butyrate (for flavor, rarely mentioned), ascorbic acid (Vitamin C, usually mentioned), and water (if from concentrate, though technically a re-addition).

When a fruit's juice is too sour, acidic, or rich to consume, it's often diluted with water and sugar to create an ade (such as lemonade, limeade, cherryade, and orangeade). The ade suffix may also refer to any sweetened, fruit-flavored drink, whether or not it actually contains any juice.

Health effects



Fig 1.14: Fresh fruit juices alongside the fruits used to prepare them.

Juices are often consumed for their perceived health benefits. For example, orange juice is rich in vitamin C, folic acid, potassium, is an excellent source of bio-available antioxidant phytochemicals and significantly improves blood lipid profiles in people affected with hypercholesterolemia. Prune juice is associated with a digestive health benefit. Cranberry juice has long been known to help prevent or even treat bladder infections, and it is now known that a substance in cranberries prevents bacteria from binding to the bladder.



Fig 1.15: Advertisers often urge parents to buy juice for their children.

Many fruit juices have a higher sugar (fructose) content than sweetened soft drinks; e.g., typical grape juice has 50% more sugar than Coca-Cola. While soft drinks (e.g. Coca-Cola) cause oxidative stress when ingested and may even lead to insulin resistance in the long term, the same thing cannot be attributed to fruit juices. On the contrary, fruit juices are actually known for their ability to raise serum antioxidant capacity and even offset the oxidative stress and inflammation normally caused by high-fat and high-sugar meals. However, frequent consumption of fruits and fruit juice causes dental decay, and may be a more significant factor in the development of dental caries (cavities) than eating candy. Fruit juice causes dental decay because it naturally contains acids, which chemically dissolve the enamel of the surface of the tooth, and sugars that the bacteria in the mouth ferment to create even more tooth-destroying acids.

Fruit juice consumption overall in Europe, Australia, New Zealand and the US has increased in recent years, probably due to public perception of juices as a healthy natural source of nutrients and increased public interest in health issues. Indeed, fruit juice intake has been consistently associated with reduced risk of many cancer types, might be protective against stroke and delay the onset of Alzheimer's disease.

Some fruit juices have filtered out the dietary fiber present in the fruit. In other cases, other ingredients are added. High-fructose corn syrup, an ingredient in many juice cocktails, has been linked to the increased incidence of type II diabetes. High consumption of juice is also linked to weight gain in some studies, but not in others. In a controlled clinical study, regular consumption of grape juice for 12 weeks did not cause any weight gain in volunteers, but consumption of a soft drink did. Fruit juice in moderate amounts can help children and adults meet daily recommendations for fruit consumption, nutrient intake and calories.

The American Academy of Pediatrics says that fruit juice should not be given to infants before 6 months of age. For children ages 1 to 6, intake of fruit juice should be limited to 4 to 6 ounces per day (about a half to three-quarters of a cup). Giving children excessive juice can lead to poor nutrition, diarrhea, gas, abdominal pain, bloating, and tooth decay.

Juice cleanses have become a popular diet. The key concept of juice cleanses, detoxification, bases on the assertion that by consuming only nutrient rich substances (juice) and eliminating dairy, wheat, gluten, and fermented foods, the body can better heal physical problems. A juice cleanse requires the consumption of nothing except for juice for multiple days, with proposed health benefits including: reduction in appetite, rest for the stomach and liver, elimination of harmful foods, flooding the body with super nutrition, weight loss, energy improvement, re-hydration, detoxification, and cell healing. Unlike most diets, juice cleanses do not last for extended periods, usually ending in less than a week.

Comparison to whole fruits

Longitudinal prospective cohort studies conducted at Harvard showed a significantly increased risk of Type 2 diabetes when juices were consumed compared to whole fruits, which significantly reduced the risk. Fruit juice has also been linked to childhood obesity. The American Journal of Public Health proposed that the Healthy Hunger-Free Kids Act of 2010 in the United States eliminate 100% fruit juices since it has been linked to childhood obesity, and substitute instead with whole fruits.

Since juices do not contain fiber from the fruits, many further benefits are therefore negated found in whole fruits instead. Prebiotics have a marked beneficial impact on calcium absorption, mineral absorption, bowel health, and promoting a healthier gut flora. Furthermore, most polyphenols are bound to the plant fibers and constitute the major portion of dietary phytonutrients. There is therefore a marked reduction in nutritional benefit from consuming fruit juice compared to the consumption of whole fruits.

Juice bars



Fig 1.16: A juice bar at London Heathrow Terminal 5

A juice bar is an establishment that primarily serves prepared juice beverages such as freshly squeezed or extracted fruit juices, juice blends, fruit smoothies (a thick fruit drink, often iced), or other juices such as fresh wheatgrass juice. Sometimes other solid ingredients or nutritional supplements may be added as boosters, such as fresh bananas, eggs, nuts or nut butter, bodybuilding supplements, soy protein powder or others such as whey or hemp protein powders, wheat germ, or Spirulina (dietary supplement) or Chlorella. Also if less juice is used with these same ingredients drinks called health shakes may be produced.

Juice bars share some of the characteristics of a coffeehouse, a soda fountain, a café, and a snack bar, such as providing blended drinks and light food. Juice bars may be standalone businesses in cities, or located at gyms, along commuter areas, near lunch time areas, at beaches, and at tourist attractions. In Mexico, juice bars have become more popular in the 2000s. Mexican juice bars will often sell healthy beverages and snacks.

Chains

- Boost Juice Australia
- Booster Juice
- Jamba Juice
- Orange Julius, an orange juice based drink and chain of stands
- "La Michoacana" Mexican juice bars

History

Groups of grape pits dated to 8000 BCE show early evidence of juice production; although it is thought that the grapes may have been alternatively used to produce wine. One of the first

regularly produced juices was lemonade, appearing in 16th century Italy, as an import, after its conception in the Middle East. Orange juice originated in the 17th century. In the 18th Century, James Lind linked citrus fruits to the prevention of scurvy, which, a century later, led to the implementation of the Merchant Shipping Act of 1867, requiring all Ocean-bound British ships to carry citrus-based juice on board.

In 1869, a dentist by the name Thomas B. Welch developed a pasteurization method that allowed for the storage of juice, without the juice fermenting into alcohol. His method involved filtering squeezed grape juice into bottles, sealing them with cork and wax, and then placing them in boiling water. This method kills the yeast responsible for fermentation. He then sold his new product as “Dr Welch's Unfermented Wine”. In late 18th century United States, circulation of foreign fruit juices were heavily regulated by tariffs. The McKinley Tariff Act of 1890 increased import taxes from 38 to 49.5 percent, and set taxes on fruit juices based on the alcohol content of the drink. Juices with 18% or less alcohol were taxed 60 cents per gallon, while anything above 18% was taxed \$2.50 per proof gallon

CHECK YOUR PROGRESS

How do fruit juices compare with whole fruits consumption?
How are fruit juices processed using Pulsed Electrical Fields?
What are health concerns about use of fruit juices?

1.07 AERATED BEVERAGES

Aerated water

Aerated water is, correctly speaking, water to which air is added. The term is, however, frequently applied to carbonated water.



Fig 1.17: Aerated water coming from a faucet

Purpose of aeration

Sulfur compounds dissolved in water are not necessarily dangerous, but can give the water a bad taste or foul smell. These compounds can be removed in several ways, the most effective being by exposure to chlorine gas. However, aeration can also be effective if the amount of sulfur in the water is relatively low.

During aeration, water is pumped into a non-pressurized tank and agitated. This physically removes many of the sulfur compounds, which are then vented. Exposure to oxygen in the air also oxidizes some of the compounds, creating atomic sulfur which can be filtered from the water.

Aeration is also an effective means of removing radon from water.

Small tanks and ponds for keeping aquatic animals such as fish or lobsters often rely on aeration to maintain sufficient level of oxygenation in the water. This can be achieved by pumping air into the water, allowing it to bubble to the surface; or by a fountain jet agitating the water. Both these methods create an agitated, large amount of surface area between the water and the air, thus allowing transfer of gases.

Wave action on the shores of large bodies of water can provide aeration of the water in the vicinity, thus providing enhanced oxygenation which can benefit various aquatic lifeforms

Carbonated water or Soda

Carbonated water (also known as club soda, soda water, sparkling water, seltzer water, "bubbly water" or fizzy water) is water into which carbon dioxide gas under pressure has been dissolved. Some of these have additives, such as sodium chloride, sodium bicarbonate or similar, but seltzer water is almost always composed of water and carbon dioxide with no other additives. This process, known as carbonation, is a process that causes the water to become effervescent. Most carbonated water is sold in ready to drink bottles as mineral water and carbonated beverages such as soft drinks. However, it is rather easy to prepare at home with soda makers.

Carbonation

Whether homemade or store-bought, soda water may be identical to plain carbonated water or it may contain a small amount of table salt, sodium citrate, sodium bicarbonate, potassium bicarbonate, potassium citrate, potassium sulfate, or disodium phosphate, depending on the bottler. These additives are often included to emulate the slightly salty taste soda water developed years ago from first using them as preservatives. Naturally occurring processes also produce effervescent mineral water similar to carbonated water in artesian wells, such as in Mihalkovo in the Bulgarian Rhodope Mountains, in Medžitlija in Macedonia, or most notably in Selters in the German Taunus mountains.

Health effects

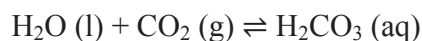
By itself, carbonated water appears to have little impact on health. While carbonated water is somewhat acidic, this acidity is quickly neutralized by saliva.

Carbonated water may increase irritable bowel syndrome symptoms of bloating and gas due to the release of carbon dioxide in the digestive tract. It does not appear to have an effect on GERD. There is tentative evidence that carbonated water may help with constipation among people who have had a stroke. Some carbonated waters have added sodium, so they may be an issue for those on low-sodium diets.

Typical carbonated soft drinks such as colas do have health risks. Carbonated colas have a correlation with slightly decreased bone density in older women. Soft drinks are about 100 times more erosive to teeth than plain carbonated water.

Chemistry and physics

Carbon dioxide gas dissolved in water at a low concentration (0.2–1.0%) creates carbonic acid (H₂CO₃) according to the following reaction:



The acid gives carbonated water a slightly tart flavor. The pH level between 3 and 4 is approximately in between apple juice and orange juice in acidity, but much less acidic than the acid in the stomach. The human body robustly maintains pH equilibrium via acid–base homeostasis and will not be affected by consumption of plain carbonated water. If an alkaline salt, such as sodium bicarbonate, potassium bicarbonate, or potassium citrate is added to the water, its acidity is reduced.

The amount of a gas like carbon dioxide that can be dissolved in water is described by Henry's Law. Water is chilled, optimally to just above freezing, in order to permit the maximum amount of carbon dioxide to dissolve in it. Higher gas pressure and lower temperature cause more gas to dissolve in the liquid. When the temperature is raised or the pressure is reduced (as happens when a container of carbonated water is opened), carbon dioxide escapes from the solution, in the form of bubbles. This is known as effervescence.

History

Joseph Priestley pioneered a method of carbonation in the 18th century. Many alcoholic drinks, such as beer, wine and champagne, were carbonated through the fermentation process for centuries. In 1662 Christopher Merret was creating 'sparkling wine'. In 1750 the Frenchman Gabriel François Venel produced artificial carbonated water for the first time. It is thought that William Brownrigg and Henry Cavendish also infused water with carbon dioxide around this time. In 1767, Joseph Priestley discovered a method of infusing water with carbon dioxide when he suspended a bowl of water above a beer vat at a local brewery in Leeds, England. The air blanketing the fermenting beer—called 'fixed air'—was known to kill mice suspended in it. Priestley found water thus treated had a pleasant taste, and he offered it to friends as a cool, refreshing drink. In 1772, Priestley published a paper titled *Impregnating Water with Fixed Air* in which he describes dripping "oil of vitriol" (sulfuric acid) onto chalk to produce carbon dioxide gas, and encouraging the gas to dissolve into an agitated

bowl of water. Priestley referred to his invention of soda water as being his "happiest" discovery.

In the late eighteenth century, J. J. Scheppe (1740–1821) developed a process to manufacture carbonated mineral water, based on the process discovered by Priestley, founding the Scheppe's Company in Geneva in 1783. In 1792 he moved to London to develop the business there. In 1799 Augustine Thwaites founded Thwaites' Soda Water in Dublin. A London Globe article claims that this company was the first to patent and sell "Soda Water" under that name.

Modern carbonated water is made by passing pressurized carbon dioxide through water. The pressure increases the solubility and allows more carbon dioxide to dissolve than would be possible under standard atmospheric pressure. When the bottle is opened, the pressure is released, allowing the gas to come out of the solution, forming the characteristic bubbles.

Cola

(From Wikipedia, the free encyclopedia)



Fig 1.18: A glass of cola served with ice cubes and a lemon slice.

Briefly, it is a Soft drink, Country of origin: United States, Introduced: 1886, Color: Caramel Flavor: Cola (citrus, cinnamon and vanilla)

Cola is a sweetened, carbonated soft drink, derived from drinks that contain caffeine from the kola nut and non-cocaine derivatives from coca leaves, flavored with vanilla and other ingredients. Most colas, now use other flavoring (and caffeinating) ingredients with a similar taste. Colas became popular worldwide after pharmacist John Pemberton invented Coca-Cola in 1886. His non-alcoholic recipe was inspired by the coca wine of pharmacist Angelo Mariani, created in 1863.

Modern colas usually contain caramel color, caffeine and sweeteners such as sugar or high fructose corn syrup.

Flavorings

Despite the name, the primary modern flavoring ingredients in a cola drink are sugar, citrus oils (from oranges, limes, or lemon fruit peel), cinnamon, vanilla, and an acidic flavorant. Manufacturers of cola drinks add trace ingredients to create distinctively different tastes for each brand. Trace flavorings may include nutmeg and a wide variety of ingredients, but the base

flavorings that most people identify with a cola taste remain vanilla and cinnamon. Acidity is often provided by phosphoric acid, sometimes accompanied by citric or other isolated acids. Coca-Cola's recipe and several others are maintained as corporate trade secrets.

A variety of different sweeteners may be added to cola, often partly dependent on local agricultural policy. High-fructose corn syrup (HFCS) is predominantly used in the United States and Canada due to the lower cost of government-subsidized corn. In Europe, however, HFCS is subject to production quotas designed to encourage the production of sugar; sugar is thus typically used to sweeten sodas. In addition, stevia or an artificial sweetener may be used; "sugar-free" or "diet" colas typically contain artificial sweeteners only.

Consumers may prefer the taste of cola manufactured with sugar; as in the United States, with imported Mexican Coca-Cola. Kosher for Passover Coca-Cola sold in the U.S. around the Jewish holiday also uses sucrose rather than HFCS and is also highly sought after by people who prefer the original taste. In addition, PepsiCo has recently been marketing versions of its Pepsi and Mountain Dew sodas that are sweetened with sugar instead of HFCS. These are marketed under the name Throwback and became "permanent" products on the lineup.

Clear cola

Clear cola is a colorless variety of cola produced in the early 1990s. Brands included Crystal Pepsi, Tab Clear, 7 Up Ice Cola and Coca-Cola Clear.

Health

A 2007 study found that consumption of colas, both those with natural sweetening and those with artificial sweetening, was associated with increased risk of chronic kidney disease. The phosphoric acid used in colas was thought to be a possible cause.

Studies indicate "soda and sweetened drinks are the main source of calories in American diet", so most nutritionists advise that Coca-Cola and other soft drinks can be harmful if consumed excessively, particularly to young children whose soft drink consumption competes with, rather than complements, a balanced diet. Studies have shown that regular soft drink users have a lower intake of calcium, magnesium, ascorbic acid, riboflavin, and vitamin A.

The drink has also aroused criticism for its use of caffeine, which can cause physical dependence (caffeine addiction). A link has been shown between long-term regular cola intake and osteoporosis in older women (but not men). This was thought to be due to the presence of phosphoric acid, and the risk was found to be the same for caffeinated and noncaffeinated colas, as well as the same for diet and sugared colas.

Many soft drinks are sweetened mostly or entirely with high-fructose corn syrup, rather than sugar. Some nutritionists caution against consumption of corn syrup because it may aggravate obesity and type-2 diabetes more than cane sugar.

Regional brands

See also: Cola brands (shown below) and Category:Cola brands

Asia

- Hay Cola, bottled by "Union" Ltd. in Armenia, produces original Cola and other fruit-flavored sodas.
- ROYAL KIK Cola, popular in South India.
- MyCola, sold in Malaysia by Arqam
- Amrat Cola, popular in Pakistan.
- Campa Cola was India's most popular brand prior to the introduction of Coca-Cola and Pepsi to the Indian market in 1991.
- Future Cola, a local brand in China.
- Laoshan Cola, a local brand in China.
- Est Cola, a local brand in Thailand.
- Mecca Cola, sold in the Middle East, parts of Europe and North Africa.
- Pakola, popular in Pakistan.
- Parsi Cola, popular in Iran.
- Red Bull Cola, popular in Thailand.
- Thums Up, popular in India.
- Topsia Cola, popular in Iran.
- Zamzam Cola, popular in Iran and parts of the Arab world.
- Big Cola, popular in Indonesia.
- Bovonto, popular in South India.
- Pop Cola, popular in the Philippines.
- My Cola, popular in Sri Lanka.
- KIK Cola, popular in Sri Lanka.
- Mojo, sold in Bangladesh by Akij Group

Europe

- Afri-Cola, a German brand, had a higher caffeine content (about 250 mg/L) until the product was relaunched with a new formulation in 1999. It was relaunched a second time in April 2006 with the original formulation with the higher caffeine content.
- Barr Cola made by A.G. Barr (the makers of the popular Irn Bru drink) in the United Kingdom.
- Breizh Cola is a local brand from Brittany (France).
- Brisa Cola is a local brand from Madeira, Portugal and produced by Empresa de Cervejas da Madeira.
- Cadet Cola is a local brand from Ireland, produced by Gleeson Soft Drinks in Tipperary, Ireland.
- Cola Nova — is a local brand from Kiev, Ukraine and produced by Obolon.
- Cockta is a local brand from former Yugoslavia, originally produced by Slovenijavino company from Slovenia (then part of Yugoslavia). A couple of years ago it was bought by Droga Kolinska, a Slovenian company owned by the

Croatian Atlantic Grupa. It is still popular in former Yugoslav republics, especially in Slovenia and Croatia. It does not contain any caffeine or phosphoric acid.

- Corsica Cola is a regional cola distributed by the Corsican brewery Pietra.
- Cuba Cola is the native cola of Sweden.
- Evoca Cola is a premium cola made with mineral water made by Evoca Drinks.
- Curiosity Cola, is an upmarket botanically brewed cola produced by Fentimans, from the UK.
- Freeway Cola a Lidl brand sold across Europe.
- Fritz-kola is a cola soft drink from Hamburg, Germany. It uses the highest possible concentration of caffeine for beverages allowed by German law (250 mg/L) and is available in most of Germany, as well as parts of western and central Europe.
- Galicola, is a cola soft drink from Galicia, Spain.
- Harboe Cola is a cola soft drink produced by Harboes Bryggeri in Denmark.
- haji cola, a local brand in Germany.
- Золотой орех (Golden nut), a cola-flavored beverage produced in Russia since the end of 1990s by the OST company based in Chernogolovka town.
- Irish Cola is a local brand in Ireland.
- In Denmark, the native Jolly Cola was more popular than Coca-Cola and Pepsi Cola during the 1960s and 1970s.
- Karma Cola, fair trade cola from the UK.
- Kletta Gos Cola — Iceland
- Kofola is especially popular in the Czech Republic and Slovakia, where it is the primary rival to American Colas (Coca-Cola and Pepsi). It is also exported to a limited extent to other countries, including Poland and Hungary. It does not contain phosphoric acid.
- Miss Cola is an independent brand in the UK.
- Planet Cola, a brand sold at Auchan.
- Polo-Cockta, a Polish brand.
- Red Bull Cola has been available throughout Europe since 2008.
- River Cola, a Aldi brand sold across Europe
- Sky Cola, a Bosnian brand since 2002 made by watter-bottling company Sarajevski kiseljak
- Sky Cola, a Croatian brand since 2002 made by watter-bottling company Jamnica.
- Ubuntu Cola is a fairtrade cola from the United Kingdom available in parts of Western Europe.
- Virgin Cola was popular in South Africa and Western Europe in the 1990s but has waned in availability.
- Vita-Cola is a German cola brand with a distinct citrus flavor; nowadays it is mostly sold in eastern Germany.
- Vive Cola is a UK cola sold in Aldi
- XL Cola was a Swedish cola brand introduced in 1985 and sold for about twenty years. The trademark is still valid but the drink is not at the market anymore.
- Cola Turka is a local brand in Turkey.

North America

- Coca-Cola
- Coca-Cola, produced by The Coca-Cola Company of Atlanta, Georgia, often referred to simply as Coke. Most popular cola brand in North America and one of the most popular in the world.
- Pepsi-Cola, produced and manufactured by PepsiCo. Main competitor of Coca-Cola.
- Royal Crown Cola, produced by the Dr Pepper Snapple Group.
- Shasta Cola, produced by Shasta (soft drink)
- Big Cola, made by Peruvian transnational Ajegroup, sold in the northern parts of Mexico.
- Jarritos Cola is a brand of cola from Mexico, popular and native to Mexico and widely distributed to Latino residents of the United States.
- Lulú Cola, produced by Pascual S.C.L. from Mexico
- Chiva Cola, produced by Grupo Omnilife of C.D. Guadalajara from Mexico
- Cott produces many house brand beverages as well as its own line of products, most notably its Black Cherry cola.
- The Double Cola Company, Double Cola
- TuKola and Tropicola are brands from Cuba (also sold widely in Italy).
- Fentimans Curiosity Cola, originating from the United Kingdom in 1905, now sold across Europe and North America.
- Jones Soda also makes a cola using cane sugar.
- Jolt Cola is sold by Wet Planet Beverages of Rochester, New York. Originally, the slogan was "All the sugar and twice the caffeine." It dropped the slogan when it switched from cane sugar to high fructose corn syrup.
- Johnnie Ryan is a regional cola bottled in Niagara Falls, New York, established in 1935, made with 100% cane sugar, also sells 22 other flavors.
- Polar Beverages of Worcester, MA produces its own brand of cola under the Polar name.
- Red Bull Cola was available in the United States from 2008-2011.
- Faygo Cola is pop distributed in the Midwest, Mid-Atlantic, and Central Southern regions of the United States. Faygo can be found in some regions of Canada, Cola being one of more than fifty flavors.
- Top Pop Cola is a soft drink family-owned regional pop, cola being one of several flavors that is made with pure cane sugar.
- Zevia Cola is a zero calorie soft drink that is sweetened with Stevia combined with Monk Fruit and Erythritol. Cola is one of more than fifteen flavors produced by the company.
- Africa
- Hamoud-Boualem: Famous in Algeria, with different flavours; also sold in Europe and US.

South America

- Big Cola: a cola produced by Peruvian company Ajegroup which operates in 14 countries in Latin America.
- Perú Cola: created by Peruvian bottler Embotelladora Don Jorge S.A.C. to compete with Coca-Cola and Kola. Real.
- Schin Cola is a local variety of cola produced in Brazil by Primo Schincariol.
- Ship: produced and marketed by Colombian bottler Embotelladora Latinoamericana S.A. (ELSA)
- Manaos is produced in Argentina by Refresnow.
- Oceania
- Kiwi Cola is a cola produced under the WAI-KAWA brand in New Zealand, and contains a Kawakawa leaf infusion.
- Bickford's Old Style Original Kola is produced by Bickford's Australia in Adelaide. It is not readily available outside South Australia.
- LA Ice Cola is an Australian cola owned by P&N Beverages. It is similar to Coca-Cola and Pepsi, which are its rivals.
- Taxi-Cola is a popular local brand in Samoa since 2012.

CHECK YOUR PROGRESS

Which is the country of origin for Cola?

What is the need of aeration of water?

What are the health effects on carbonized water?

1.08 SHAKES

A milkshake is a sweet, cold beverage which is usually made from milk, ice cream, or iced milk, and flavorings or sweeteners such as butterscotch, caramel sauce, chocolate sauce, or fruit syrup. Outside the United States, milkshakes using ice cream or iced milk are sometimes called a thick milkshake or thick shake; in New England, the term frappe may be used to differentiate it from thinner forms of flavored milk.



Fig 1.19: A strawberry milkshake topped with whipped cream and strawberry syrup

Full-service restaurants, soda fountains, and diners usually prepare and mix the shake "by hand" from scoops of ice cream and milk in a blender or drink mixer using a stainless steel cup. Many fast food outlets do not make shakes by hand with ice cream. Instead, they make shakes in automatic milkshake machines which freeze and serve a premade milkshake mixture consisting of milk, a sweetened flavoring agent, and a thickening agent. However, some fast food outlets still follow the traditional method, and some serve milkshakes which are prepared by blending soft-serve ice cream (or ice milk) with flavoring or syrups. Milkshakes can also be made at home with a blender or automatic drink mixer.

A milkshake can also be made by adding powder into fresh milk and stirring the powder into the milk. Milkshakes made in this way can come in a variety of flavors, including chocolate, caramel, strawberry, and banana.

Hand-blended



Fig 1.20: A soda jerk throws a scoop of ice cream into a steel mixing cup while making a milkshake. On the counter behind him another mixing cup, shake mixers, and a pot of "Borden's Malted Milk" powder are visible

Hand-blended milkshakes are traditionally made from any flavor of ice cream; additional flavorings, such as chocolate syrup and/or malt syrup or malt powder, can be added prior to mixing. This allows a greater variety than is available in machine-made shakes. Some unusual milkshake recipes exclude ice cream.

Milkshake-like recipes which use a high proportion of fruit and no ice cream are usually called smoothies, even if frozen yogurt (a dairy dessert) is used; however there are cases where a blended beverage is made with sherbet, frozen yogurt and fruit which are sold as smoothies even though they could also be considered milkshakes. When malted milk is added, a milkshake is called a malted milkshake, a malt shake (or maltshake), a malted, or simply a malt. An ice cream-based milkshake may be called a thick milkshake or thick shake in the United Kingdom or a frappe (pronounced "frap-PAY" (/fɹæˈpeɪ/) or "frap") in parts of New England and Canada. In Rhode Island and Southeastern Massachusetts, coffee syrup or coffee-flavored ice cream is used to make the local "coffee cabinet" shake. Milkshakes with added fruit called batido are popular in Latin America and in Miami's Cuban expatriate community. In Nicaragua, milkshakes are called leche malteada.

Some U.S. restaurants serve milkshakes with crumbled cookies, candy bar pieces, or alcoholic beverages. The grasshopper milkshake, for example, includes crumbled chocolate cookies, creme de menthe liqueur, and chocolate mint ice cream.

Milkshake machines

Restaurants with the highest volume of traffic, such as McDonald's, often opt to use premade milkshake mixtures that are prepared in automatic milkshake machines. These machines are metallic cylinders with beaters that use refrigeration coils to freeze premade milkshake mixtures into a drinkable texture. The number of different flavors that restaurants with automatic milkshake machines can serve is limited by the number of different tanks in their milkshake machines, so such fast food restaurants usually offer fewer flavors of milkshakes.

The smallest automatic milkshake machines are counter-mounted appliances that can make a single milkshake flavor using a 5 L (1.1 imp gal; 1.3 US gal) stainless steel tank. Large restaurants that wish to offer multiple flavors can either use floor-mounted multi-flavor machines with multiple 5 liter stainless steel barrels or use carbon dioxide-based machines that mix the flavors during dispensing. Some fast food restaurants use "thick milkshake" machines, which are single flavor machines with a 12 L (2.6 imp gal; 3.2 US gal) stainless steel tank.

Soft serve mixed with syrup

Some fast food restaurants such as Dairy Queen serve milkshakes which are prepared by blending soft-serve ice cream (or ice milk) with sweetened, flavored syrups such as chocolate syrup and fruit-flavored syrup and milk.

Premade products

Premade milkshakes are sold in grocery stores in North America and the UK. These drinks are made from milk mixed with sweetened flavored powder, artificial syrup, or concentrate, which

would otherwise be called "flavored milk", thickened with carrageenan or other products. Bottled milkshakes are usually sold in 330ml, 500ml, or 1 liter bottles.

CHECK YOUR PROGRESS

What is a milkshake?

What is the use of a milkshake machine?

What are hand-made milkshakes?

1.09 PRESENTATION AND SERVICE TOOLS AND TECHNIQUES

Selecting tea and coffee ingredients

The ingredients required will depend on the drink ordered by the customers and the house recipes for the property. Some of the ingredients includes:

Coffee beans – premises offering espresso coffee will grind their own beans and may offer a variety of blends

Sachets (PC packs) of ground coffee – for use in other coffee equipment such as plungers and dripolators Instant coffee, including decaffeinated. Despite the explosion in the use of espresso machines there still remains a role for instant coffee in nearly every venue.

For product information and to gain an appreciation of what is available, the product websites (like <http://www.nestle.com.au/Products/Featured-Brands/Nescafe> Proprietary brands of flavoured coffee – check out) are recommended.

Tea bags – an option used in many venues for the provision of teas.

All types and styles of tea are available in the form of tea bags

Sugar – bulk sugars including refined and raw as well as cubed and portion control (PC) packs. Sugar substitutes are now also mandatory inclusions when delivering non-alcoholic beverages.

Milk and cream – dairy products play a central role in offering white teas, coffees/espresso drinks. Make sure dairy products are fresh and not out of date

PC packs which combine coffee and milk, and coffee+milk+sweetner are also available and popular for use in guest rooms in accommodation facilities Syrups for coffees. Many venues offer flavoured coffees through the addition of syrups such as caramel, chocolate, white chocolate, Irish cream and hazelnut.

Water – there will always be a need for a good supply of fresh water, iced water and boiling water
Powders – some drinks may require chocolate powder, chocolate sprinkles, cinnamon, cocoa, nutmeg, chai spices and flavours and frappe mixes
Lemons – for use with black tea.

Selecting tea and coffee equipment

The equipment you will need to select will depend on the drinks ordered and the equipment available in the venue. For example, while espresso machines are common and popular, not every venue will have one.

Tea

Equipment for making tea may include (depending on the style and ambience of the property and the items on the menu):
Hot water source – this may be a kettle, urn or a static supply (wall-mounted) unit
Teapots – used for the service of tea and available in various sizes ranging from single serve (2-cup), through two-serve (4-cup) up to 12-cup.

Tea pots may be stainless steel or china.

May be used with an infuser.

Hot water pots or jugs
Infuser – a wide variety is available

Strainers – for straining out tea leaves

Coffee

Equipment required for the preparation of coffees can include:

- Coffee machines – often referred to as espresso machines.
-
- Coffee grinders – these may be provided as part of the main espresso machine or as a separate and stand-alone unit. Most venues grind their beans several times a day. Some buy their coffee already ground meaning they will not need a grinder.
- Weighing equipment – electronic scales for checking the dosing of coffee dispensers
- Tampers – for tamping ground coffee into portafilters
- Thermometer – for taking the temperature of milk when heating it and texturing it for use in, for example, cappuccinos
- Bins – for discarded pucks, called a „knock box“.
- Urn or kettle – or some other hot/boiling water dispenser (other than the espresso machine).
- Percolators, drip filters and plungers – for coffee service, other than espresso.

These may even be used by premises which have an espresso machine.

Selecting crockery, cutlery and glassware

Tea and coffee can require the following:

Crockery – the requirements can include china/porcelain or stainless steel items:

- Cups and saucers – variety of sizes in the range 60 mls (demi-tasse) through to 300 mls
- Bowls – for sugar and accompaniments
- Mugs – for service of large hot and cold drinks: 300 mls plus
- Jugs – for milk, water and juices (150 mls upwards). A small jug may also be called a *creamer*
- Side plates – for placement or service of biscuits, mints or other items
- Tea bag holders – for holding used tea bags
- Silverware – for certain service requirements where a higher standard is needed.
- Teaspoons
- Bar spoons/parfait spoons
- Coffee spoons
- Tea bag squeezers

Glassware – a range of glasses to cater for iced tea and iced coffees as well as lattés.

Prepare drinks using appropriate method in accordance with customer requests and required timeframe

It is important to prepare teas and coffees using the correct method for the drink ordered by the customer.

Basic service requirements

When making teas and coffees you should strive to:

- Follow house recipes unless the customer orders something different
- Provide what the customer wants. There may be a requirement to charge extra where the customer wants a beverage different to what is listed on the menu/drink list so beware of the potential for this
- Deliver a consistent product. The same drink should look and taste the same for all customers, today and tomorrow and every time it is made
- Minimise wastage. This can be achieved by not spilling drinks and through taking care to not over-produce drinks, causing the product to be thrown out
- Work quickly. An ongoing requirement is for all teas and coffees to be produced and served „as soon as possible“

- Deliver appropriate levels of customer service. When the order is taken and the drink is served.

Making tea

Standard requirement

Two standard requirements apply:

- Always follow your house recipes or house rules when making tea if they differ from what is presented below
- Always factor in any special requests made by customers.

Tea is commonly made either:

- Using a pot with tea leaves. Some businesses use a teapot with tea bag while some premises place tea leaves into an infuser instead of placing tea leaves directly into the water in loose form
- Using a tea bag.

Making a pot of tea

A pot of tea is usually made using tea leaves.

Where a pot of tea is served guests normally serve themselves from the pot.

The standard practice is:

- Warm the tea pot by filling with hot water
- Prepare the tray in accordance with house standards to serve the tea which may mean:
 - Getting the milk ready – pouring milk into a jug
 - Getting the sugar ready – obtaining a bowl of white sugar, or sugar PC packs
 - Preparing a jug or pot of boiling water which is used by guests to:
 - Weaken the tea, if required
 - Add to the pot to make more tea after they have served the first cup/s
 - Preparing and setting out the cups and saucers and spoons and strainer (if infuser is not used)
 - Cutting slices of lemon – for black tea
 - Adding a tea leaf strainer to the tray

Preparing the tray is important so the tea can be served promptly once the boiling water has been added to the pot.

- Empty the water from the tea pot and discard the water
- Place the required amount of the selected tea into the pot or infuser. The amount of tea required will depend on:

- The size of the pot or the number of cups the pot will serve
- Customer preferences for strength of the tea
- House recipes.

A standard rule is one spoonful per person plus one for the pot.

- Add boiling water
- Serve immediately.

Note: in some cases sugar is not required in the service tray as the sugar will be a standard part of the table setting.

Making tea using tea bags

The use of tea bags is common for making tea.

A standard procedure is:

- Warm a hot water pot or jug by filling with hot water
- Prepare the service tray according to house standards with (as appropriate):
 - Sugar
 - Milk
 - Lemon
 - Hot water jug/pot
 - Cups and saucers
 - Tea spoons
 - Tea bag strainer – a squeezer used to squeeze tea from the bag
 - Rest for used tea bag
- Select the required tea type as identified by the guest
- Place the tea bag in the cup or on a side plate according to house standards
- Empty the water from the hot water pot/jug and discard the water
- Fill or refill the hot water jug or pot
- Serve immediately.

Note:

The guest adds the water to the tea bag allowing them to make the tea to their individual preference. The water is not added to the cup and tea bag prior to or as part of service of tea using a tea bag

In some cases sugar is not required in the service tray as the sugar will be a standard part of the table setting.

Making herbal tea

Tea bags are used for serving herbal tea in most commercial settings but a pot may also be used.

Standard procedure for service of herbal tea is:

- Warm a hot water pot or jug by filling with hot water
- Prepare tray for service according to house requirements and customer requirements. Note that common practice with herbal teas is:
 - Not to serve milk – unless requested
 - Not to serve sugar – unless requested. Some venues may provide honey
 - Place one cup and saucer for each customer. Many venues use a different style of cup and saucer for herbal teas often
 - Add one tea bag per person either loaded into a cup or placed on side plate
 - Add spoon and tea strainer or squeezer
- Empty the water from the hot water pot or jug and discard the water
- Fill or refill the hot water jug or pot
- Serve immediately.

Making iced tea

Where a standard recipe does not exist, a method is:

- Select the appropriate glassware – iced tea is traditionally served in a glass cup or mug as opposed to a teacup
- Make a quarter of a cup of strong tea using black tea
- Place tea in shaker full of ice
- Shake and strain into a glass full of fresh ice
- Garnish with a slice of lemon
- Sugar syrup served to customer if requested, in preference to serving granulated sugar.

Making coffee

Standard requirements

Always:

- Follow your house recipes or house rules when making tea if they differ from what is presented below
- Take into account any special requests made by customers.

Common coffee making methods

Common coffee making methods

Coffee is commonly made:

- Using an espresso machine
- Using a plunger
- Using a dripolator.

Making espresso using espresso machine

The following steps are commonly applicable but can vary depending on the machine used.

Always:

- Read the instructions for the machine your are using
- Get an experienced person to demonstrate how to:
 - Grind the coffee beans
 - Use the machine
 - Adjust the dosage
 - Clean the machine.

It is important to master the process of producing a shot of espresso as this is the basis for many coffee-based drinks. See the recipes below:

1) Remove the group handle from the group head and knock out spent grounds from the previous coffee into knock box/tube. Some coffee makers believe the spent coffee grounds should remain in the group filter basket locked in the group head until the next coffee is made in the belief the cake keeps the group at a consistent temperature and prevents metallic tastes from building up in the group head and handle.

Other coffee makers feel 10 minutes is the maximum time for spent coffee to remain locked in the group handle.

You need to know what applies in your workplace. Whatever option is followed, it is well recognised that a coffee machine in constant use produces the best coffee

2) Wipe out the basket with a cloth attached to the machine or to your apron and which is to be used for this purpose only.

Ground coffee sits better in a dry basket and clings to the sides.

If the basket is rinsed and not dried, water under pressure will flow towards the water on the sides of the basket and not through the coffee, as it should and your coffee will be compromised. Also, rinsing may create a hazard of water on the floor and around the coffee machine

3) Place the group handle under the dispensing opening and dose one flick for a single shot and two for a double.

Make sure you use the correct group handle for the number of coffees you are making

4) Level the coffee by gently tapping on the sides of the basket.

The coffee will flow towards the point where you are tapping.

Once the coffee is level check enough coffee has been dispensed

5) Tamp the dosage

6) Wipe any coffee grounds off the top of the group handle

7) Before locking the group handle into the group run 30- 60 millilitres of water through the group head to flush out any coffee grounds and heat up the group head

8) Lock the group handle into the group head and press the button to start the extraction

9) The espresso should start to flow in around 5 seconds and it should take 25 – 30 seconds to extract a shot of 30 – 35 mls.

Espresso coffee terminology

Acidity

Acidity should not be confused with bitterness. 100% Arabica blends are characterised by a lively or fresh taste. Acidity is picked up on the sides of the tongue when tasting coffee. Acidity decreases with darker roasting.

Back flush

Cleaning process using a blind filter and „flushing“ spent coffee grounds from the shower screen and around the rubber gasket in the group head.

Bitter

Bitter coffee is felt at the back of the tongue and is the result of badly brewed coffee. Element 1: Prepare and serve a range of teas and coffees 24 © ASEAN 2013 Trainee Manual Prepare and serve non-alcoholic beverages

Blind filter

A filter basket with no holes for cleaning the shower screen.

Body

Is the feel of the coffee in the mouth. Darker roasts have more body than lighter roasts.

Robusta has more body than Arabica and the „espresso“ method gives more body.

Crema

A well-made espresso should have this golden layer to about ½ centimetre on its surface. It is tiny bubbles of coffee oils and CO₂ trapped as the water is forced through the finely ground tightly packed coffee.

Crema can be used to diagnose a range of problems with coffee, grinder settings and the settings on the espresso machine.

Dose

This is the amount of ground coffee dispensed into the filter basket.

Should be 7 – 9 grams for a single shot and 14 – 18 grams for a double shot

Filter, basket or filter basket

This is a metal basket with tiny holes on the bottom which holds a specific dose of coffee. Filter baskets come in varying sizes.

7, 8 or 9 gm for the single filter holder or 14, 16 or 18 for the double.

Grind setting

Is the distance the grinding blades are apart to produce the required grind.

Grind setting can vary due to atmospheric conditions or blade wear.

Group handle

Also called filter holder or portafilter. Can be double-spouted or single spout.

It holds the filter basket and is inserted into the group head to make coffee

Group head

This is the part where the group handle is inserted. It contains the shower screen and a rubber gasket/seal.

Knock box or tube

A tube or a box where the spent grounds are knocked out into.

Rate of extraction

This is the rate at which the coffee flows from the group handle. The rate should be 30 – 35 mls in 25 to 30 seconds. Correct rate of extraction depends on grind, dose and tamp.

Espresso recipes

Espresso, shot or short black

A short (30 – 35 mls) intense coffee with a thick layer of caramel coloured crema on top results. Usually served in a small-preheated glass or espresso cup.

An espresso is the base of all drinks on the espresso menu.

Ristretto

In Italy this is the most popular drink on the espresso menu. It is usually called „un caffè“.

Only the first 15 mls is extracted from the coffee resulting in a very short, intense drink. The Italians refer to ristretto as „the poison of the coffee“.

Doppio

A double shot served in the one glass or cup. This may be a doppio espresso (60 mls), or a doppio ristretto (30 mls).

A doppio espresso is used for longer drinks and a doppio ristretto is used as the base of any strong drinks.

Long black Americano or lungo

An espresso or a doppio espresso diluted with hot water from the boiler.

Macchiato

An espresso stained with a drop of cold or hot milk and served with a dollop of foam. Macchiato may be served short (an espresso) or long (a doppio and hot water in a glass).

The long Macchiato is a Melbourne invention. Order macchiato in Italy and you will be served hot milk with a stain of coffee.

Cappuccino

Equal volume of espresso, hot milk and foam/milk crema.

Cappuccino is the „strongest“ milk drink as it is less diluted with milk.

Latté

It is an espresso with hot milk and 1 centimetre of dense foam/milk crema on top.

Flat white

Simply espresso and hot milk.

Mocha

Foamed chocolate milk is added to the espresso. Can be a mocha latté or a mochaccino.

Vienna coffee

A long black topped with thickened cream.

Coretto

An espresso with a measure of flavoured liqueur or grappa.

Affogatto

Vanilla ice cream or gelato served with an espresso and can be served with a measure of flavoured liqueur

Flavoured coffee

Flavoured sugar syrups have become a feature of many coffee outlets. Syrup is added to the espresso or foamed with the milk.

Decaffeinated coffee

This is coffee where the caffeine has been removed by a water soaking method or by neutralising the caffeine with chemicals at green bean stage.

Prepared the same way as other coffees but using decaffeinated coffee.

Using a plunger

Plunger coffee is popular as it combines good quality coffee with an attractive service method.

Subject to individual house protocols the following can be used to serve plunger coffee:

- Obtain correct size plunger. They are available in single, double and larger sizes
- Remove plunger and half-fill jug without water to warm the glass
- Prepare the service tray with sugar, milk or cream, cups, saucers, tea spoons, napkin, after dinner mint and/or other as required
- Discard hot water from glass jug
- Shake jug to remove excess water – do not dry with cloth
- Add required ground coffee according to house recipe and number of cups the plunger will hold
- Add boiling water over the coffee until the glass jug is nearly full
- Insert plunger into the jug, on top of the water and leave in this position until all the coffee granules have risen to the top (this could take two to three minutes)
- Press plunger down carefully and **slowly** to avoid spilling the coffee in order to filter the coffee and press all the granules against the base of the jug
- Plunger coffee is now ready to serve.

CHECK YOUR PROGRESS

What is the standard practice for making iced tea?
What is the acidity in connection with making coffee using espresso?
What are the standard practice for making herbal tea?

1.10 MOCKTAILS

(Wikipedia: Non-alcoholic beverages #Mocktail)

Cocktails rose in popularity during the 1980s, but they have become increasingly popular over the past few years. The use of cocktails has proliferated deep into the drinking culture. Those who did not drink alcohol found themselves in a situation where other drinks, by comparison with cocktails, were generic non-alcoholic beverages. Because of the demand for more visually and aesthetically appealing beverage than normal soft drinks, the concept known as "Mocktails" was born. Mocktails, an abbreviation for "mock cocktails", are festive, non-alcoholic party drinks. The word "mock" implying a facade of the alcoholic cocktail without any of the alcoholic content. In last few years it has become so popular that it even finds its place in the cocktail menu on many restaurant and bars. Mocktails can be described as a smooth blend of only non-alcoholic beverages, which could be fresh fruit juices, syrups, cream, herbs and spices. Mocktails are designed specifically for those who do not take alcoholic beverages or need to refrain from them, which means these blends can be enjoyed by people of all ages. They are particularly favoured over cocktails by drivers, pregnant women, and others who choose party drinks that are alcohol-free.

CHECK YOUR PROGRESS

What is a mocktail?
What is the relationship between mocktail and non-alcoholic beverages?
What kind of visual appeal should a mocktail have?

1.11 TYPES OF MOCKTAILS

Arnold Palmer

Freddie Bartholomew

Gunner

Lemon, Lime and Bitters

Roy Rogers

Shirley Temple

Tortuga

Virgin Mary

Virgin colada

CHECK YOUR PROGRESS

List at least five mocktails.

Which mocktails are available in India?

1.12 DESCRIPTION, PREPARATION AND SERVICE OF MOCKTAILS

(Source: Wikipedia)

Lemon, Lime and Bitters (LLB)

Lemon, Lime and Bitters (LLB) is a mixed drink made with lemonade, lime cordial, and Angostura bitters. The lemonade is sometimes substituted with lemon squash instead.

Lemon, Lime & Bitters



Type	Mixed drink
Served	Straight up or with ice
Standard garnish	Slice of lemon or lime
Standard drinkware	 Highball glass
Commonly used ingredients	<ul style="list-style-type: none"> • Lemonade • Lime juice cordial (aka sweetened lime juice) • Bitters
Preparation	Rim the inside of the glass with 4 to 5 dashes of Angostura Bitters then pour lemonade and lime cordial (15-30 mL) into glass. Garnish with Lemon if desired.

It is often considered to be a non-alcoholic cocktail (or mocktail) due to its exceedingly low alcohol content, though some establishments consider it to be alcoholic and will not serve it without identification or proof of age.

Shirley Temple

A Shirley Temple is a non-alcoholic mixed drink traditionally made with ginger ale, a splash of grenadine and garnished with a maraschino cherry. Modern Shirley Temple recipes may substitute lemon-lime soda or lemonade and sometimes orange juice in part, or in whole.

Shirley Temples are often served to children dining with adults in lieu of real cocktails, as is the similar Roy Rogers.



Fig 1.21: Shirley Temple

The cocktail may have been invented by a bartender at Chasen's, a restaurant in Beverly Hills, California, to serve then child actress Shirley Temple. However, other claims to its origin have been made.

Temple herself was not a fan of the drink, as she told Scott Simon in an NPR interview in 1986: "The saccharine sweet, icky drink? Yes, well... those were created in the probably middle 1930s by The Brown Derby Restaurant in Hollywood and I had nothing to do with it. But, all over the world, I am served that. People think it's funny. I hate them. Too sweet!"

According to food.com, (<http://www.food.com/recipe/original-shirley-temple-mocktail-263566>) the "original" Shirley Temple can be prepared by using 113.39 g ginger ale, 56.69g of orange juice, one maraschino cherry, for garnish and optional slice of lime or lemon slice for a drink. It is prepared by add the ginger ale, orange juice, and grenadine into a Collins glass, over ice, and stirring well followed by garnishing with maraschino cherry and perhaps a lemon or orange slice. It is to be served with a straw.

Adding an ounce and a half of vodka or rum produces a "Dirty Shirley"

Roy Rogers



Fig 1.22: Roy Rogers

A Roy Rogers is a non-alcoholic mixed drink made with cola and grenadine syrup, garnished with a maraschino cherry. The drink's lack of alcoholic content allows it to be served to children as a "mocktail". Named after the actor and singer Roy Rogers, it is similar to another non-alcoholic beverage, the Shirley Temple.

Roy Rogers	
	
Type	Non-alcoholic mixed drink
Served	rocks or without
Standard garnish	Maraschino cherry
Commonly used ingredients	Cola drink Grenadine syrup

Arnold Palmer

An Arnold Palmer is a beverage of iced tea and lemonade, named after American golfer Arnold Palmer. An alcoholic version of the "Arnold Palmer" (generally made with vodka) is called a John Daly.



Fig 1.23: An Arnold Palmer

According to Arnold Palmer, he was in the habit of drinking iced tea with lemonade at home, and in 1960 at the U.S. Open at the Cherry Hills Country Club in Denver, he ordered the non-alcoholic drink at the bar. A woman sitting nearby overheard him, and ordered "that Palmer drink", thus giving the beverage its name. In 2012 an ESPN 30 for 30 Shorts documentary was produced on the drink, featuring Palmer, beverage experts, a group of PGA golfers and comedian Will Arnett discussing the drink's history and popularity. In the film, Palmer attributes the spreading of the drink's name to a similar incident in which a woman copied his ordering the drink at lunch while working on a golf course in Palm Springs, California. Palmer preferred three parts unsweetened tea, to one part lemonade, but when mixed equal parts tea and lemonade, the drink is sometimes called a Half & Half.

When Palmer visited the Latrobe Country Club in his hometown, the staff at the snack shack served the beverage to him or his wife, Kit, without prompting. "Mr. Palmer should never have to order the drink named after him."

Mass-produced versions

The drink was sold under the Arnold Palmer name by Innovative Flavors since 2001, with Palmer's picture and signature on the bottle. Since the mid-2000s, Arizona Beverage Company has handled distribution of the beverage. Lemonade combined with iced tea is also sold without the Arnold Palmer name by other companies, such as Lipton Brisk, Honest Tea (as Half and Half), Nantucket Nectars (as Half and Half), Country Time, Sweet Leaf, XINGtea, Snapple, and Peace Iced Tea (as Caddyshack).

Gunner

A gunner is a cocktail served in more prominent clubs and bars, especially those popular with expats, in Hong Kong and other parts of the Far East and India formerly under British colonial rule. It consists of equal parts ginger beer (or lemonade) and ginger ale with a dash of Angostura bitters and sometimes a measure of lime cordial or lemon juice. It is regarded as a non-alcoholic drink, although Angostura bitters is 44.7% alcohol by volume. It is noted for its refreshing qualities, especially in warm weather.

Apple Fitz

(Adopted from <http://www.tarladalal.com/Apple-Fizz-1879r>)

This drink is supposed to be simple to make and helps you rehydrate during summer, boosting mood, stamina and refreshing the spirit. It involves perking apple juice with soda and mint. The sweetness of apples is beautifully balanced by the herby flavor of mint.

What you require

- 1 cup chilled readymade apple juice
- 1 cup chilled soda
- 1/4 cup finely chopped apples (unpeeled)
- 1 tbsp roughly chopped mint leaves (pudina)
- 1 tsp honey

How to make

- Combine all the ingredients in a deep bowl and mix well.
- Pour equal quantities into 2 glasses and serve immediately.

CHECK YOUR PROGRESS

How do we make Apple Fitz?

What is a Shirley Temple and how is it made?

What is Roy Rogers?

1.13 SUMMARY

In this unit we have seen that:

Alcohol free, or non-alcoholic beverages, are non-alcoholic versions of typically alcoholic beverages.

Sparkling cider, sodas, and juices naturally contain trace amounts or no alcohol. Some fresh orange juices are above the UK 'alcohol free' limit of 0.05% ABV, as are some yoghurts and rye bread.

Major classes of non-alcoholic drinks include: tea, coffee, juices, aerated and carbonated liquids.

Tea is an aromatic beverage commonly prepared by pouring hot or boiling water over cured leaves of the *Camellia sinensis*, an evergreen shrub native to Asia.

Tea is available from least oxidized variety of green to most oxidized variety of black.

Popular varieties of black tea include Assam, Nepal, Darjeeling, Nilgiri, Turkish, Keemun, and Ceylon teas.

In regions of the world that prefer mild beverages, such as the West and Far East, green tea should be steeped in water around 80 to 85 °C (176 to 185 °F), the higher the quality of the leaves the lower the temperature.

Oolong tea should be brewed around 82 to 96 °C (185 to 205 °F), with the brewing vessel warmed before pouring the water.

Coffee is a brewed drink prepared from roasted coffee beans, which are the seeds of berries from the Coffee plant.

Coffee is best stored in an airtight container made of ceramic, glass, or non-reactive metal.

Coffee beans must be ground and brewed to create a beverage. The criteria for choosing a method include flavor and economy. Almost all methods of preparing coffee require that the beans be ground and then mixed with hot water long enough to allow the flavor to emerge but not so long as to draw out bitter compounds.

Once brewed, coffee may be served in a variety of ways. Drip-brewed, percolated, or French-pressed/cafetière coffee may be served as white coffee with a dairy product such as milk or cream, or dairy substitute, or as black coffee with no such addition. It may be sweetened with sugar or artificial sweetener. When served cold, it is called iced coffee.

Juice is a beverage made from the extraction or pressing out of the natural liquid contained in fruit and vegetables.

Juice is prepared by mechanically squeezing or macerating (sometimes referred to as cold pressed) fruit or vegetable flesh without the application of heat or solvents.

Although processing methods vary between juices, the general processing method of juices includes: Washing and sorting, Juice extraction, Straining, filtration and clarification, Blending pasteurization, Filling, sealing and sterilization, Cooling, labeling and packing.

High intensity pulsed electric fields are being used as an alternative to heat pasteurization in fruit juices. Heat treatments sometimes fail to make a quality, microbiological stable products. However, it was found that processing with high intensity pulsed electric fields (PEF) can be applied to fruit juices to provide a shelf stable and safe product. In addition, it was found that pulsed electric fields provide a fresh-like and high nutrition value product. Pulsed electric field processing is a type of non-thermal method for food preservation.

Carbonated water (also known as club soda, soda water, sparkling water, seltzer water, "bubbly water" or fizzy water) is water into which carbon dioxide gas under pressure has been dissolved.

By itself, carbonated water appears to have little impact on health. While carbonated water is somewhat acidic, this acidity is quickly neutralized by saliva.

Cola is a sweetened, carbonated soft drink, derived from drinks that contain caffeine from the kola nut and non-cocaine derivatives from coca leaves, flavored with vanilla and other ingredients.

A 2007 study found that consumption of colas, both those with natural sweetening and those with artificial sweetening, was associated with increased risk of chronic kidney disease. The phosphoric acid used in colas was thought to be a possible cause.

A milkshake is a sweet, cold beverage which is usually made from milk, ice cream, or iced milk, and flavorings or sweeteners such as butterscotch, caramel sauce, chocolate sauce, or fruit syrup.

When preparing and serving a range of teas and coffees:

- Follow house recipes and/or tradition
- Accommodate customer special requests and preferences
- Select ingredients to match the needs of the order
- Select serveware size and quantity to meet requirements of the order
- Ensure dairy products are fresh
- Learn how to serve tea using a tea pot and using tea bags
- Get to know the various coffee recipes which are based on the basic espresso
- Learn the terms associated with coffee so you can talk professionally about coffee
- Strive for consistency when preparing and serving items
- Learn how to make hot and cold tea and coffee drinks
- Learn different methods for preparing coffee
- Evaluate all teas and coffees before serving them.

When preparing and serving cold drinks:

- Follow house recipes
- Accommodate customer requirements and requests
- Use fresh ingredients
- Check glassware for condition and cleanliness

- If making two drinks of the same type, make them at the same time
- Identify and adhere to house policies
- Avoid eating the ingredients and drinking the products
- Learn the whole range of non-alcoholic beverages offered by the venue on their drink lists
- Serve cold drinks immediately they have been made
- Garnish and decorate all drinks appropriately.

When using, cleaning and maintaining equipment and machinery for non-alcoholic drinks:

- Follow manufacturer's instructions
- Adhere to house policies and procedures
- Use operators manuals to learn about what to do
- Dismantle items as required prior to cleaning
- Follow cleaning schedules for cleaning all items
- Provide preventative maintenance
- Implement maintenance schedule requirements
- Be constantly alert to identifying problems with items, equipment and machinery
- Report problems immediately they are identified to the appropriate person.

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. State definition of non-alcoholic beverages
2. Explain the various types of tea
3. Describe various types of coffee
4. Explain what equipments are used in preparing and serving tea
5. Explain what equipments are used in preparing and serving coffee
6. Describe how tea is prepared and served using tea bag
7. Describe how tea pot is prepared and served
8. Describe how iced tea is prepared and served
9. Describe the concept of aerated water
10. Describe the variety of juices
11. Discuss the various types of milkshakes
12. Discuss the various methods of making milkshakes
13. Discuss the concept of carbonated water
14. Discuss what is meant by cola and various brands of cola
15. Describe the concept of mocktails and describe a few recipes for mocktails
16. Give a list of non-alcoholic beverages
17. List various mocktails

1.15 REFERENCES

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UNIT 2: COFFIE SHOP AND BREAKFAST SERVICE

Program Name: V101:BSc (HTS) 2016 pattern, V102: BSc(HSCS) 2016 Pattern

Course Name: HTS202: Food & Beverage Service Foundation –II

Structure:

- 2.0 Before we begin
- 2.1 Unit Objectives
- 2.2 Introduction to Coffee Shop & Breakfast Service
- 2.3 Coffee Shop
- 2.4 Layout and structure
- 2.5 Breakfast: Concept
- 2.6 Types & classification
- 2.7 Breakfast services in Hotels
- 2.8 Preparation for Breakfast Services
- 2.9 Mise-en-place and Mise-en-scene
- 2.10 Arrangement and setting up of tables/ trays
- 2.11 Functions performed while on Breakfast service
- 2.12 Method and procedure of taking a guest order
- 2.13 Emerging trends in Breakfast Services and salient features
- 2.14 Summary
- 2.15 End Questions
- 2.16 Answers to Check Your Progress
- 2.17 Reference

2.00 BEFORE WE BEGIN

In the first unit of the course we had seen various types of non-alcoholic beverages and mocktails. We had studied in details tea, coffee, juices, milkshakes, soda and mocktails. We studied their origin, how they are processed, what health risks are involved, how they are prepared in hospitality establishment and how they are served.

In this second unit, we will study the breakfast and coffee shops (cafés) . We will study what is meant by a coffee shop, how the concept of café varies from country to country around the world. We will study three types of breakfasts including English, American and Continental breakfast. We will study various types of beverages used in breakfast in details. We will study how the breakfast is served. We will also study the new trends in service of breakfast from various countries like USA and Canada.

This unit is very important to you as the breakfast is not only the most important meal of the day for a person but also a very important source of income for the hotel and restaurants we will see in this unit. Hence to be a professional hotelier you need to know a great deal about breakfast and café.

2.01 UNIT OBJECTIVES

After studying this unit you will be able to

- Describe the concept of breakfast
- Explain the types of breakfasts
- Describe breakfast services in hotels
- Explain how preparation for breakfast services is undertaken
- Describe mise-en-place and mise-en-scene arrangements for breakfast
- Explain how table and trays are arranged
- Describe the various functions performed while breakfast service is on
- Describe methods and procedures for taking order during breakfast
- Explain various trends in service of breakfast and their salient features.

2.02 INTRODUCTION TO COFFEE SHOP & BREAKFAST SERVICE

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.

Cafés may have an outdoor section (terrace, pavement or sidewalk café) with seats, tables and parasols. This is especially the case with European cafés. Cafés offer a more open public space compared to many of the traditional pubs they have replaced, which were more male dominated with a focus on drinking alcohol.

Breakfast is the first meal of a day, most often eaten in the early morning before undertaking the day's work. Among English speakers, "breakfast" can be used to refer to this meal or to refer to a meal composed of traditional breakfast foods (such as eggs, porridge and sausage) served at any time of day. The word literally refers to breaking the fasting period of the prior night.

Breakfast foods vary widely from place to place, but often include a carbohydrate-rich food such as grains or cereals, fruit, vegetables, a protein-rich food such as eggs, meat or fish, and a beverage such as tea, coffee, milk, or fruit juice. Coffee, milk, tea, juice, breakfast cereals, pancakes, waffles, sausages, French toast, bacon, sweetened breads, fresh fruits, vegetables, eggs, baked beans, muffins, crumpets and toast with butter, margarine, jam or marmalade are common examples of Western breakfast foods, though a large range of preparations and ingredients are associated with breakfast globally.

With breakfast commonly referred to as "the most important meal of the day", particularly for children, some epidemiological research indicates that having a breakfast might lower risk of metabolic disorders and cardiovascular diseases. While current professional opinions are largely in favor of eating breakfast, some contest its "most important" status.

CHECK YOUR PROGRESS

What is a coffee shop?

Why is breakfast an important meal of the day?

What are the various types of breakfast ?

2.03 COFFEE 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.

In continental Europe, cafés often serve alcoholic beverages and light food, 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.

In most European countries, such as Austria, Denmark, Germany, Norway, Sweden, Portugal, and others, the term café means a restaurant primarily serving coffee as well as pastries such as cakes, tarts, pies, Danish pastries, or buns. Many cafés also serve light meals such as sandwiches. European cafés often have tables on the pavement (sidewalk) as well as indoors. Some cafés also serve alcoholic beverages, particularly in Southern Europe.

In the Netherlands and Belgium, a café is the equivalent of a bar, and also sells alcoholic beverages. In the Netherlands a koffiehuis (nl) serves coffee, while a coffee shop (using the English term) sells soft drugs (cannabis and hashish) and is generally not allowed to sell alcoholic beverages. In France, most cafés serve as lunch restaurants in the day, and bars in the evening. They generally do not have pastries except during mornings, where a croissant or pain au chocolat can be purchased with breakfast coffee.

In Italy, cafés are similar to those found in France and known as bar. They typically serve a variety of espresso coffee, cakes and alcoholic drinks. Bars in city centres usually have different prices for consumption at the bar and consumption at a table.

United States

Coffee shops in the United States arose from the espresso- and pastry-centered Italian coffeehouses of the Italian American immigrant communities in the major U.S. cities, notably New York City's Little Italy and Greenwich Village, Boston's North End, and San Francisco's North Beach. From the late 1950s onward, coffeehouses also served as a venue for entertainment, most commonly folk performers during the American folk music revival. This was likely due to the ease at accommodating in a small space a lone performer accompanying himself or herself with only a guitar. Both Greenwich Village and North Beach became major haunts of the Beats, who were highly identified with these coffeehouses.

As the youth culture of the 1960s evolved, non-Italians consciously copied these coffeehouses. The political nature of much of 1960s folk music made the music a natural tie-in with coffeehouses with their association with political action. A number of well known performers like Joan Baez and Bob Dylan began their careers performing in coffeehouses. Blues singer Lightnin' Hopkins bemoaned his woman's inattentiveness to her domestic situation due to her overindulgence in coffeehouse socializing in his 1969 song "Coffeehouse Blues". Starting in 1967 with the opening of the historic Last Exit on Brooklyn coffeehouse, Seattle became known for its thriving countercultural coffeehouse scene; the Starbucks chain later standardized and mainstreamed this espresso bar model.

From the 1960s through the mid-1980s, churches and individuals in the United States used the coffeehouse concept for outreach. They were often storefronts and had names like The Lost Coin (Greenwich Village), The Gathering Place (Riverside, CA), Catacomb Chapel (New York City), and Jesus For You (Buffalo, NY). Christian music (often guitar-based) was performed, coffee and food was provided, and Bible studies were convened as people of varying backgrounds

gathered in a casual setting that was purposefully different than the traditional church. An out-of-print book, published by the ministry of David Wilkerson, titled, *A Coffeehouse Manual*, served as a guide for Christian coffeehouses, including a list of name suggestions for coffeehouses.

In general, prior to about 1990, true coffeehouses were little known in most American cities, apart from those located on or near college campuses, or in districts associated with writers, artists, or the counterculture. During this time the word "coffee shop" usually denoted family-style restaurants that served full meals, and of whose revenue coffee represented only a small portion. More recently that usage of the word has waned and now "coffee shop" often refers to a true coffeehouse.

CHECK YOUR PROGRESS

What is the importance of coffee shops?

How do the concepts of café differ in countries like Italy, US, Netherland, etc?

What are the advantages of working in hospitality sector?

2.04 LAYOUT AND STRUCTURE

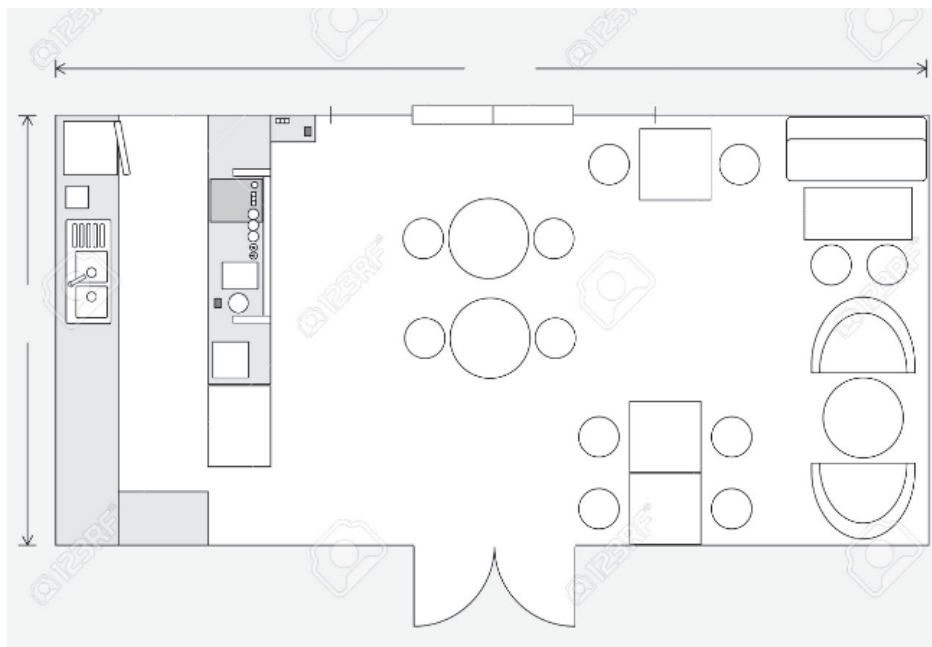


Fig 2.00: Typical layout of a cafe

Cafés may have an outdoor section (terrace, pavement or sidewalk café) with seats, tables and parasols. This is especially the case with European cafés. Cafés offer a more open public space

compared to many of the traditional pubs they have replaced, which were more male dominated with a focus on drinking alcohol.



Fig 2.00: Coffee shop counter

One of the original uses of the café, as a place for information exchange and communication, was reintroduced in the 1990s with the Internet café or Hotspot (Wi-Fi). The spread of modern-style cafés to urban and rural areas went hand-in-hand with the rising use of mobile computers. Computers and Internet access in a contemporary-styled venue help to create a youthful, modern place, compared to the traditional pubs or old-fashioned diners that they replaced.

Espresso bar

The espresso bar is a type of coffeehouse that specializes in coffee beverages made from espresso. Originating in Italy, the espresso bar has spread throughout the world in various forms. Prime examples that are internationally known are Starbucks Coffee, based in Seattle, Washington, U.S., and Costa Coffee, based in Dunstable, UK, (the first and second largest coffeehouse chains respectively), although the espresso bar exists in some form throughout much of the world.

The espresso bar is typically centered around a long counter with a high-yield espresso machine (usually bean to cup machines, automatic or semiautomatic pump-type machine, although occasionally a manually operated lever-and-piston system) and a display case containing pastries and occasionally savory items such as sandwiches. In the traditional Italian bar, customers either order at the bar and consume their beverages standing or, if they wish to sit down and be served, are usually charged a higher price. In some bars there is an additional charge for drinks served at an outside table. In other countries, especially the United States, seating areas for customers to relax and work are provided free of charge. Some espresso bars also sell coffee paraphernalia,

candy, and even music. North American espresso bars were also at the forefront of widespread adoption of public WiFi access points to provide Internet services to people doing work on laptop computers on the premises.

The offerings at the typical espresso bar are generally quite Italianate in inspiration; biscotti, cannoli and pizzelle are a common traditional accompaniment to a caffè latte or cappuccino. Some upscale espresso bars even offer alcoholic beverages such as grappa and sambuca. Nevertheless, typical pastries are not always strictly Italianate and common additions include scones, muffins, croissants, and even doughnuts. There is usually a large selection of teas as well, and the North American espresso bar culture is responsible for the popularization of the Indian spiced tea drink masala chai. Iced drinks are also popular in some countries, including both iced tea and iced coffee as well as blended drinks such as Starbucks' Frappuccino.

A worker in an espresso bar is referred to as a barista. The barista is a skilled position that requires familiarity with the drinks being made (often very elaborate, especially in North American-style espresso bars), a reasonable facility with some rather esoteric equipment as well as the usual customer service skills.

Espresso bars in the United Kingdom

Haunts for teenagers in particular, Italian-run espresso bars and their formica-topped tables were a feature of 1950s Soho that provided a backdrop as well as a title for Cliff Richard's 1960 film *Expresso Bongo*. The first was *The Moka* in Frith Street, opened by Gina Lollobrigida in 1953. With their "exotic Gaggia coffee machine ,...Coke, Pepsi, weak frothy coffee and...Suncrush orange fountain " they spread to other urban centres during the 1960s, providing cheap, warm places for young people to congregate and an ambience far removed from the global coffee bar standard which would be established in the final decades of the century by chains such as Starbucks and Pret a Manger.

The first coffee house in England was *The Angel*, which opened in Oxford in 1650

CHECK YOUR PROGRESS

What is the meaning of barista?
Describe the layout of a espresso bar.
How is a typical café arranged?

2.05 BREAKFAST: CONCEPT

Breakfast is the first meal of a day, most often eaten in the early morning before undertaking the day's work. Among English speakers, "breakfast" can be used to refer to this meal or to refer to a meal composed of traditional breakfast foods (such as eggs, porridge and sausage) served at any time of day. The word literally refers to breaking the fasting period of the prior night.

Breakfast foods vary widely from place to place, but often include a carbohydrate-rich food such as grains or cereals, fruit, vegetables, a protein-rich food such as eggs, meat or fish, and a beverage such as tea, coffee, milk, or fruit juice. Coffee, milk, tea, juice, breakfast cereals, pancakes, waffles, sausages, French toast, bacon, sweetened breads, fresh fruits, vegetables, eggs, baked beans, muffins, crumpets and toast with butter, margarine, jam or marmalade are common examples of Western breakfast foods, though a large range of preparations and ingredients are associated with breakfast globally.

Effect on health

With breakfast commonly referred to as "the most important meal of the day", particularly for children, some epidemiological research indicates that having a breakfast might lower risk of metabolic disorders and cardiovascular diseases. While current professional opinions are largely in favor of eating breakfast, some contest its "most important" status.

The influence of breakfast on managing body weight is unclear.

Breakfasts in the various parts of the world

Asia

China

As China is made up of many distinct provinces each with their own unique cuisine, breakfast in China can vary significantly from province to province. In general, basic choices include sweet or salty pancakes, soup, deep fried bread sticks or doughnuts (youtiao), buns (mantou), porridge (congee), and fried or soup-based noodles. These options are often accompanied by tea or sweetened soy bean milk. However, condiments for porridge and the soup base tend to vary between provinces and regions. The types of teas that are served and spices that are used can also differ significantly between the provinces.

Hong Kong



Fig 2.00: A typical Hong Kong style Cha chaan teng breakfast may include pan fried eggs and a bun, including a cup of silk-sock milk tea.

Due to its near two centuries history as a British colony and proximity to China's Canton region, both English and traditional Cantonese style breakfasts are of somewhat equal popularity in Hong Kong, as well as the hybrid form of breakfast commonly offered in Cha chaan teng. Cha Chaan Teng breakfasts often include Hong Kong style milk tea, pan fried egg, bread, Cantonese noodles or Hong Kong style macaroni in soup.

Traditional Cantonese breakfast may include dim sum, which include a variety of different ingredients and are prepared in numerous different forms from delicately wrapped baby shrimp steamed dumplings to sweet water chestnut cake. Each dish is designed to be sampled and diners can go through a large selection of dim sum quickly accompanied by a generous amount of good tea. Iron Buddha tea is the most common accompaniment, but other teas such as pu'er and oolong are also common. Fried and rice-based noodles and cakes are also popular. In modern times, dim sum is commonly prepared and served in Yum Cha restaurants rather than home because of the skill and efforts involved in the preparation.

Japan



Fig 2.00: A complete traditional Japanese kaiseki breakfast at a ryokan in Kyoto

Breakfast in modern Japanese households comes in two major variations: Japanese style and Western style. Japanese-style breakfasts are eaten widely in Japan, but often only on weekends and non-working days. Younger Japanese couples may prefer Western-style breakfasts because they are generally less time consuming to prepare.

The standard Japanese breakfast consists of steamed white rice, a bowl of miso soup, and Japanese styled pickles (like takuan or umeboshi). A raw egg and nori are often served; the raw egg is beaten in a small bowl and poured on the hot rice to make golden colored tamago kake gohan, whilst the nori (sheets of dried seaweed) is used to wrap rice. Grilled fish and Japanese green tea are often served as well.

Western-style breakfasts in Japanese households are similar to those in the United States. Japanese children often eat corn flakes and drink milk, hot chocolate or fruit juice. Japanese adults (especially younger ones) tend to have toast with butter or jam, eggs, and slices of vegetables. They often drink coffee or orange juice.

Traditional Japanese inns (like ryokan) serve complete traditional breakfast. Western-style hotels and restaurants in Japan generally offer a mix of the Western and Japanese styles.

Korea



Fig 2.00: Korean kimchi

Traditionally, Korean breakfasts consist mainly of rice and soup dishes. These can include small amounts of fish or beef, and some form of broth, stew or porridge. Like all Korean meals, breakfast is usually served with banchan, or side dishes consisting of kimchi, steamed eggs and tofu.

India

There is no standard Indian breakfast menu as almost each state in India has different specialties. However, one can broadly classify breakfast varieties in India into 2 types; North Indian and

South Indian. The eastern and western parts of India also have individual breakfast items unique to their culture or state.

A typical south Indian breakfast consists of idli, vada or dosa coupled with chutney and sambar. Many variations of these dishes exist such as Rava idli, thayir vadai (yogurt vada), sambar vada and masala dosa. Other popular south Indian breakfast items are pongal, bisibelebath (sambar rice), upma, and poori. The state of Kerala has some special breakfast items such as appam, parotta, puttu, idiyappam and palappam.

A typical north Indian breakfast may either be a type of paratha or roti served with a vegetable curry, curd and pickles. There are several varieties of parathas available depending on the type of stuffing such as aloo (potato) paratha, Paneer (cottage cheese) Paratha, Mooli Paratha (Radish Paratha), etc. Other popular breakfast items in the north are poori bhaji, poha and bhindi bhujia.

Among Bengals roti and curry are the general variants in breakfast. The menu may also include "Indian French toast" which is also known as "Bombay toast", chire bhaja (flaked rice fried in oil and salt is added to it according to taste), and boiled eggs.

In Western India, a Gujarati household may serve dhoklas, khakhras or theplas for breakfast, the most popular of which is methi thepla. In Mangalore the breakfast delicacy Oondees may be served.



Fig 2.00: South Indian Dosa served with Chutney and sambar.



Fig 2.00: A south Indian breakfast with idlis and a vada, served with chutney and sambar.



Fig 2.00: Aloo Paratha



Fig 2.00: Dhoklas being sold in the market

In Maharashtra typical breakfast (Nashta) consists of 'Kande Pohe', 'Upma', 'Ukkad', Thalipeeth, 'Spiced Puree'. Sometimes 'Chapati Bhaji' or 'Chapati roll with tea' becomes breakfast.

Philippines



Fig 2.00: Tapsilog

A traditional Filipino breakfast might include pandesal (small bread rolls), kesong puti (white cheese), champorado (chocolate rice porridge), sinangag (garlic fried rice), and meat—such as tapa, longganisa, tocino, karne norte (corned beef), or fish such as daing na bangus (salted and dried milkfish)—or itlog na pula (salted duck eggs). Coffee is also commonly served particularly

kapeng barako, a variety of coffee produced in the mountains of Batangas noted for having a strong flavor.

Certain portmanteaus in Filipino have come into use to describe popular combinations of items in a Filipino breakfast. An example of such a combination order is kankamtuy: an order of kanin (rice), kamatis (tomatoes) and tuyo (dried fish). Another is tapsi: an order of tapa and sinangág. Other examples include variations using a silog suffix, usually some kind of meat served with sinangág and itlog (egg). The three most commonly seen silogs are tapsilog (having tapa as the meat portion), tocilog (having tocino as the meat portion), and longsilog (having longganisa as the meat portion). Other silogs include hotsilog (with a hot dog), bangsilog (with bangus (milkfish)), dangsilog (with danggit (rabbitfish)), spamsilog (with spam), adosilog (with adobo), chosilog (with chorizo), chiksilog (with chicken), cornsilog (with corned beef), and litsilog (with lechon/litson). Pankaplog is a slang term referring to a breakfast consisting of pandesal, kape (coffee), and itlog (egg). An establishment that specializes in such meals is called a tapsihan or "tapsilugan".

Singapore

A traditional Singaporean breakfast contains kaya toast (coconut milk jam with bread), Half-boiled eggs and Kopi. Locals usually dip the toast into the eggs mixed with soya sauce and pepper.

Caribbean

Cuba



Fig 2.00: Cuban bread

Breakfast in urban areas traditionally consists of café con leche that is sweetened and includes a pinch of salt. Toasted buttered Cuban bread, cut into lengths, is dunked in the coffee. In rural Cuba, farmers eat roasted pork, beans and white rice, café con leche and cuajada sweetened with caramel.

Dominican Republic



Fig 2.00: Dominican Mangú

In the Dominican Republic, breakfast varies depending on the region. In the interior of the island it is accustomed to have breakfast with a side of vegetables, the green plantain or cooking plantain being the most popular. It is served boiled or mashed known as Mangú. In the capital, breakfast is more light. It includes coffee with milk or hot chocolate, along with bread, butter and cheese. Normally accompanied by orange juice and other juices of fruits typical to the region. Milk punch (milk, egg, nutmeg and malt) boiled eggs with "harina de negrito" or some other type of cornstarch. Traditional breakfast bread is a water-based bread.

Europe



Fig 2.00: A continental breakfast (here for two people)

A typical Continental breakfast consists of coffee and milk (often mixed as Cappuccino or latte) or hot chocolate with a variety of sweet cakes such as brioche and pastries such as croissant, often with a sweet jam, cream, or chocolate filling. It is often served with juice. The continental breakfast may also include sliced cold meats, such as salami or ham, and yogurt or cereal. Some countries of Europe add a bit of fruit and cheese to the bread menu, occasionally even a boiled egg or a little salami.

Albania

In Albania the breakfast often consists of a scone, milk, tea, eggs, jam or cheese. Meat is not preferred during the breakfast and it is usually substituted for seafood such as canned sardines or tuna which is typically served with condiments such as mustard or mayonnaise. Wholegrain cereals and pastries are mostly consumed by children.

Croatia

In Croatia the base is a continental breakfast with a variety of pastries with or without fillings (marmalade, chocolate, cheese, ham, nuts, poppy) and fermented milk products (yogurt, soured milk, soured cream). Cold cuts, such as prosciutto, ham, salami, kulen, bacon, and various cheeses, are also favored. Fried eggs or omelet and Vienna sausage with mayonnaise, mustard or

ajvar are very often consumed. In continental parts sir i vrhnje (cottage cheese with soured cream and some spices) is traditional. Coffee is much preferred over tea (mostly herbal tea).

Denmark

A typical breakfast in Denmark consists of slices of rye bread ('rugbrød') with yellow cheese, a soft-boiled egg – or more rarely – ham, salami or liver spread ('leverpostej') or it may consist of breakfast cereals such as oatmeal, corn flakes, yogurt being popular options. White bread or bread rolls (rundstykker) with yellow cheese and different kinds of jams, usually made from berries or citrus fruits, and other toppings, accompanied by coffee, or tea. Weekends or festive occasions may call for Danish pastries (wienerbrød), chocolate, or a bitters, such as Gammel Dansk.

Finland

Breakfast usually consists of coffee or tea with open sandwiches. The sandwich is often buttered (with margarine), with toppings such as hard cheese or cold cuts. Finns usually do not have sweets on their breads such as jam, or chocolate. Sour milk products such as yogurt or viili are also common breakfast foods, usually served in a bowl with cereals such as corn flakes, muesli, and sometimes with sugar, fruit or jam. Oatmeal or mixed grain porridge may also be served, usually topped with butter.

France

In France, a typical domestic breakfast consists of a cup of coffee, often café au lait, or hot chocolate, sometimes accompanied by a glass of orange or grapefruit juice. The main food consists of sweet products such as tartines (slices of baguette or other breads spread with butter, jam or chocolate paste), sometimes dunked in the hot drink. Brioches and other pastries such as croissants, pains au chocolat (chocolatine) and pains aux raisins are also traditional, but more of a weekend special treat. Other products such as breakfast cereals, fruit compote, fromage blanc, and yogurt are becoming increasingly common as part of the meal. A traditional French breakfast does not include any savory product, but breakfast buffets in hotels often include ham, cheese and eggs.

Germany and Austria



Fig 2.00: German breakfast foods

The typical German breakfast consists of bread or bread rolls, butter, jam, ham, cheeses, meat spreads, cold cuts, hard- or soft-boiled eggs and coffee. Cereals have become popular, and regional variation is significant. Yogurt, granola and fruit (fresh or stewed) may appear, as well as eggs cooked to order (usually at smaller hotels or bed-and-breakfasts). A second breakfast is traditional in parts of Germany, notably Bavaria where it is called Brotzeit (literally "bread time").

Greece

Home breakfasts in Greece include bread with butter, honey or marmalade with coffee or milk. Breakfast cereals are also eaten. Children also eat nutella type cream on bread. No breakfast at all is common. Various kinds of savoury pastry (Tyropita, spanakopita, and bougatsa) are also eaten for breakfast, also by those eating out, usually accompanied with Greek coffee or Frappé coffee. Traditional Greek breakfast (hot milk, fresh bread, butter and honey, or yogurt) was also available in special "milk shops" (in Greek Galaktopoleia – Γαλακτοπωλεία γαλακτοπωλείο). Milk shops were phased out between 1970 and 1990 – there are very few left, one is in Athens and some in small towns.

Hungary

In Hungary people usually have a large breakfast. Hungarian breakfast generally is an open sandwich with fresh bread or a toast, butter, cheese or different cream cheeses, túró cheese or

körözött (Liptauer cheese spread), cold cuts such as ham, liver pâté (called májkrém or kenőmájas), bacon, salami, beef tongue, mortadella, disznósajt (head cheese), different Hungarian sausages or kolbász. Even eggs, (fried, scrambled or boiled), French toast called bundás kenyér and vegetables (like peppers, bell peppers, tomatoes, radish, scallion and cucumber) are part of the Hungarian breakfast. Sometimes breakfast is a cup of milk, tea or coffee with pastries, bread rolls or crescent-shaped bread (kifli), toast, pastries with different fillings (sweet and salty as well), butter, jam or honey and a bun or a strudel Hungarian cuisine, or cereal like muesli and perhaps fruit.

Italy

The traditional breakfast in Italy simply consists of a caffè latte (hot coffee with milk) with bread or rolls, butter and jam – known as prima colazione or just colazione. Fette biscottate (a cookie-like hard bread often eaten with hazelnut chocolate spread or butter and jam) and biscotti (cookies) are commonly eaten. Hot coffee may be sometimes replaced by hot tea, depending on personal taste. Children often drink hot chocolate, plain milk, hot milk with barley coffee, or hot milk with very little coffee. Cereals, yogurt and fruit juices are also common. If breakfast is eaten in a bar (coffee shop), it is composed of cappuccino and cornetto (frothed hot milk with coffee, and a pastry). It is not uncommon for Italians to have a quick breakfast snack during the morning.

Netherlands

For breakfast, the Dutch typically eat sliced bread with butter or margarine and three choices of toppings: dairy products (numerous variations of cheese), a variety of cured and sliced meats, or sweet or semi-sweet products such as jam, syrup (from sugar beets or fruit), honey, Kokosbrood (a coconut product that is served thinly sliced like sliced cheese) or peanut butter. Another type of sweet toppings are the chocolate toppings; the Dutch have chocolate toppings in all variations: hagelslag (chocolate sprinkles), chocoladevlokken (chocolate flakes) (both typically Dutch), and chocoladepasta (chocolate spread). Tea, dripolator coffee, milk, and juice are the most popular breakfast beverages. Breakfast may also include raisin bread and fried or boiled eggs. On special occasions, such as Easter, Christmas, Mother's Day etc., breakfast is usually the same, but with a wider range of choices (i.e. premium cheeses, special ham, hot buns, croissants etc.).

A 2012 opinion poll concluded that the Dutch believe that breakfast should be a more important meal than it is and that more time should be spent on it; almost three-quarters of those polled ate their sandwiches in less than fifteen minutes, and blame for an all-too quick breakfast was placed on "fast" breakfast products. A perfect "weekend breakfast" for the Dutch contained coffee or tea, fresh-baked bread rolls (and croissants), and a boiled egg. The poll also concluded that men are more interested than women in having breakfast with their partner.

Norway

80% of Norwegians eat breakfast daily, mostly at home. The most common breakfast is open sandwiches, often whole wheat bread, with cheese like brunost and Norvegia, cold cuts, leverpostei, jam etc. Common drinks are water, coffee, milk and juice. Another common breakfast is breakfast cereals like corn flakes eaten with milk, kulturmilk or yogurt. Whole-grain porridges with regular milk or butter are popular. More ample breakfasts may include fish, cheese, eggs, bacon, breads, and hot and cold cereals eaten in various combinations.

Romania

The traditional Romanian breakfast is milk, tea or coffee alongside (toasted) bread with butter or margarine and on top of it, honey or fruit jams or preserves. Sometimes the buttered bread is served savory instead of sweet, in which case the Romanians add cured meats, salami or cheese. Another option is to spread on a slice of bread some liver pâté. In the recent years, Romanians have also started to serve cereal with dried fruits and milk instead of the traditional breakfast, though that is not yet very wide spread. According to a 2014 study, 35% of Romanians eat cooked dishes such as omelet or fried eggs and 15% eat sandwiches. Most people drink coffee and 67% serve Turkish coffee (made in an ibrik), though more and more people are starting to use drip or filter coffee. While crêpes served with fruit preserves, jams or cheese have traditionally been served as desserts, in the recent years more Romanians have started to have them as breakfast during weekends.

Russia

Traditional Russian breakfast are concentrated on kashas, or porridges – the most important staple in Russian nutritional culture, with buckwheat and oat, as well as semolina, serving as the three most important bases of such dishes, usually cooked on water or milk, as well as consumed with or without milk. Breakfast foods also include pancakes or oladushki. Oladushki are made from flour and rise on yeast. Blini, or crepes, are also popular for breakfast and are also made with flour, but without the yeast. Sirniki, is a cheese form of pancake. Sirniki are made of tvorog (quark cheese), which can be eaten separately with honey for breakfast. Also, a popular dish is buterbrod, open sandwiches with cold cuts and cheeses.

Spain



Fig 2.00: Churros served with thick hot chocolate

In Central Spain there is a special breakfast 'known as chocolate con churros – hot chocolate with Spanish-style fritters, which are extruded sticks of doughnut-like dough with a star-shaped profile covered in sugar. The chocolate drink is made very thick and sweet. In Madrid, churros are somewhat smaller and shaped like a charity ribbon. This meal is normally served in cafeterías but it is not a regular or usual breakfast at Madrid homes. The usual one is the same as in the rest of Spain: coffee with milk or Cola Cao, orange juice, biscuits or toasts, with butter and jam. In the North, East and West it is more common to have a cup of coffee (usually with milk) or Cola Cao and a toast with a choice of olive oil and salt, tomato and olive oil, butter, jam, pâté, jamón serrano (cured ham), and other options like sobrasada (a raw cured spiced sausage that is easy to spread), and in Andalucía, *pringá*. Freshly squeezed orange juice is widely available in most places as an alternative for coffee. The breakfast is not often larger than these two items, because usually in late morning there is a break known as *almuerzo* when there is a snack. Sometimes, toast is replaced with *galletas* (a type of cookie made with flour, sugar, oil and vanilla flavour), *magdalenas* (a Spanish version of the French *madeleine* made with oil instead of butter) or buns.

Sweden

Breakfast in Sweden is generally an open sandwich made of a large amount of different types of soft bread or crisp bread, cold cuts, *smörgåskaviar*, cheese, cottage cheese, cream cheese, eggs, scrambled or boiled, pâté (*leverpastej*) with pickled cucumber, tomatoes or cucumber, or a toast with marmalade or maybe honey, juices, coffee, hot chocolate or tea. Breakfast cereals or muesli with milk, yogurt or *filmjök*, currants and fruits are popular or warm whole-grain porridge with milk and jam (for example lingonberry jam). Bilberry-soup (*blåbärssoppa*) and rose hip soup are also possible breakfast alternatives.

Switzerland

Swiss breakfasts are often similar to those eaten in neighboring countries. A notable breakfast food of Swiss origin, now found throughout Europe, is muesli (*Birchermüesli* in Swiss German), introduced in 1900 by Maximilian Bircher-Benner for patients in his hospital.

Turkey



Fig 2.00: A full English breakfast with fried egg, sausage, white and black pudding, bacon, mushrooms, baked beans, hash browns, toast, and half a tomato

In the United Kingdom, the classic breakfast has been the "full breakfast", which involves fried egg, scrambled egg or poached egg with bacon and sausages, usually with mushrooms, tomatoes, baked beans, fried bread, black pudding or white pudding and toast. A healthy and nutritious version consists of grilling the protein and using poached, rather than fried, eggs, and variations based on one egg, one protein and toast abound. The "full Scottish breakfast" tends to omit pork sausages and have beef sausages or haggis instead. At its most extensive it consists of eggs, square sausage, fried dumpling, potato scone, tomato, mushrooms, bacon beef links and fried bread. Originating in the British isles during the Victorian era, the full breakfast is among the most internationally recognised British dishes.

Another traditional British breakfast consists of porridge, which has been consumed in Scotland as a staple food since the Middle Ages. The breakfast cereal Scott's Porridge Oats was produced in Glasgow in 1880. Before the arrival of American-style breakfast cereals in the early 20th century, dried bread soaked in hot milk or tea and porridge (boiled oats) was the common daily breakfast, while leftover vegetables (often, cabbage) and potatoes that hadn't been eaten the night before were often served re-fried; which became 'bubble-and-squeak'; in Ireland the dish is known as colcannon. Traditionally, breakfast would be served with a small amount of fruit, such as a slice of orange, believed to prevent the onset of scurvy. Also traditional, but now less popular breakfasts included fish in the form of kippers (smoked herring) with poached egg and

toast, and kedgerree (a Scoto-Indian smoked haddock, egg and rice dish originating in Colonial India). Most British breakfasts are consumed with tea, coffee or fruit juice.

In the contemporary UK and Ireland, a weekday breakfast may involve a cereal dish, such as muesli, porridge or cereal, or toast spread with jam or marmalade. Tea and coffee remain equally popular accompaniments. Marmalade, originally a Portuguese confection, was a popular British spread to consume in the evening, before the Scots moved it to the breakfast table in the 18th century.

In Old English, breakfast was known as *morgenmete*, meaning "morning meal".

Hotels in the United Kingdom and Ireland



Fig 2.00: A continental breakfast of pastries, fruit, slices of cheese and meat

A continental breakfast in UK and Irish hotels normally consists of baked goods (fresh bread, toast, pastries such as croissants or pain au chocolat etc.) slices of cheese and cold meat, cereal, yogurts, fruit and drinks like coffee, tea or fruit juices. Although this is the traditional breakfast in parts of continental Europe, elsewhere these breakfasts are common only in the hospitality sector (particularly in economy and limited service hotels with no restaurant, as they require little preparation).

Middle East and North Africa

Arab countries

Breakfast is often a quick meal, consisting of bread and dairy products, with tea and sometimes jam. Flat bread with olive oil and za'tar is also popular.

Egypt

Most Egyptians begin the day with a light breakfast. Ful medames (dish of cooked fava beans), one of Egypt's several national dishes, is typical. It is seasoned with salt and cumin, garnished with vegetable oil and optionally with tahini, chopped parsley, chopped tomato, garlic, onion, lemon juice, chili pepper and often served topped with a boiled egg. It is scooped up and eaten with the staple whole wheat pita bread called Eish Masri or Eish Baladi (Egyptian Arabic: عيش [ʕeːʃ]; Modern Standard Arabic: ʿayš) and usually accompanied by taʿamiya (Egyptian Arabic: طعمية) which is the local variant of falafel made with fava beans, fresh cut homemade French fries and various fresh or pickled vegetables (called torshi). Several kinds of cheeses are popular, including gebna bēḍa or Domyati cheese, gebna rūmi (Roman cheese) which is similar to Pecorino Romano or Manchego, and Istanbuli cheese (a brined white cheese with peppers added to the brine which makes it spicy). Fried eggs with pastirma is also common breakfast foods in Egypt.

Israel



Fig 2.00: Israeli breakfast

The Israeli breakfast is a mix of culinary influences from eastern Europe, agrarian Yishuv culture, North African cuisine and Levantine cuisine. It usually consists of a range of cheeses along with sliced vegetables, scrambled eggs (or another kind of fried egg) and bread, served with spreads like butter, jam or honey. The most commonly used vegetables are cucumbers, tomatoes, and red bell peppers; carrots, onions and radishes may also be included. Cheeses include, at the very least, cottage cheese, quark or fromage blanc, and a local variety of gouda, and often Tzfatit and labneh too. Side dishes including pickled olives and herring may also be served. Typical Middle Eastern mezze such as Israeli salad, hummus, tehina and baba ghanoush, as well as Shakshouka and a variety of salads may be served. The meal is most often accompanied by coffee, tea and orange juice.

Israeli hotels usually present this type of breakfast as a buffet. Restaurants may prefer a pre-set "Israeli Breakfast" menu item.

A typical Israeli meal could be either dairy- or meat-based, but not both. Only certain types of meat are considered kosher.

North America

Mexico



Fig 2.00: Mexican Huevos Rancheros

A traditional Mexican breakfast consists of eggs prepared in different ways (like Huevos rancheros), accompanied by beans with chile and tortillas. Also very traditional are chilaquiles (pieces of corn tortilla with a cheese and chile sauce) and entomatadas (a variation of the spicy enchiladas.)

Canada and the United States



Fig 2.00 : An example of an American diner breakfast, with overeasy eggs, home fries, bacon and buttered toast

Breakfast in the United States and Canada often consists of some combination of hot or cold cereals, eggs, breakfast meats, and breakfast quick breads such as pancakes, waffles, or biscuits. Variants of the full breakfast and continental breakfast are also common. Coffee is a common breakfast beverage among adults, but is not popular with children. Tea is also widely consumed in Canada during breakfast. Orange juice, tomato juice, and other fruit juices are consumed by people of all ages. In the United States, 65% of coffee is drunk during breakfast hours. Milk is also widely consumed, drunk either plain or prepared with various flavorings, such as chocolate or strawberry. The average starting time for breakfasts has been found to be 8:12 a.m. This varies from 8:08 a.m. in the South to 8:17 a.m. in the West.

In the Southeastern United States, grits, and biscuits and gravy are popularly eaten at breakfast.

In many regions around the country, the bagel, a ring-shaped bread product, is a common breakfast item. A bagel is often topped with seeds, such as sesame or poppy, or other spiced toppings, and is often served sliced in half, toasted, and spread with butter or cream cheese or other toppings.

Across the United States, breakfast sandwiches are a common choice for the first meal of the day. The archetypal breakfast sandwich is composed of egg, cheese, and cooked breakfast meat such as bacon or sausage, on a roll, although regional varieties are common. In New Jersey, bacon is often swapped out of the breakfast sandwich and replaced with a processed meat called Pork Roll (also known as Taylor Ham). Other areas alter the breakfast sandwich medium with regional favorites: in New York, the roll takes second seat to the bagel, and in the South, the biscuit is the vehicle of choice. A further twist of the classic breakfast sandwich is the breakfast burrito, which originates from Southwestern and Tex-Mex cuisines.

Another popular breakfast item in the United States is the donut. This is often consumed exclusive of other breakfast foods, though it's typically accompanied by coffee.

Oceania

Australia and New Zealand



Fig 2.00: Cornflakes with milk



Fig 2.00: Toast with vegemite

Prior to the Second World War and the widespread adoption of household refrigerators, the traditional Australian breakfast consisted of grilled steaks and fried eggs, mainly because of the ready availability of beefsteak during that period. Although this is still eaten in the bush, very few urban Australians today would recall this breakfast format—but the steak-and-eggs breakfast has survived as the customary pre-landing breakfast of the United States Marine Corps, due to the Marines having copied it from Australian soldiers when the two countries campaigned together during the Pacific War.

The majority of urban Australians eat commercially prepared cereal with pasteurised milk or yogurt and toast with preserves such as marmalade or vegemite for breakfast. Two of the most common cereals are cornflakes and a type of biscuit made from wheat, called Weet-bix. Fruit is also common at breakfast, either on the cereal or eaten separately. While not unusual, a cooked breakfast is more likely to be eaten on weekends or on special occasions either at home or at a café. A cooked breakfast can include sausage, bacon, breakfast steaks, mushrooms, tomato, hash browns and pancakes, similar to both the British and American cooked breakfast. Breakfast habits differ more between age groups or families than between cities.

Breakfast in New Zealand is very similar to the Australian breakfast. The range of processed breakfast cereals is vast and children are more likely to eat those that contain added sugar. New Zealanders, particularly in winter, are likely to eat a hot oat cereal called "porridge". Porridge is typically served with milk, sugar, fruit or yogurt. Sliced bread which has been toasted and topped with preserves or spreads is a common alternative breakfast. Eating breakfast at a restaurant was unheard of until the 1990s; however cafes which serve breakfast until midday or all day are now common. The Big Breakfast is the main item at cafes, which is similar to the British cooked breakfast, except that it seldom includes black pudding. Other common menu items are: eggs done how you like, eggs benedict, beans on toast, pancakes, cereal and yogurt, and smoothies. Breakfast nearly always includes coffee, tea or both, with children drinking milk either on their cereal, in a glass or hot milo. Recent concern has been raised about the cost of milk and some families being unable to afford it.

New Zealand chains of the fast food franchise McDonald's offer a "kiwi big breakfast" which includes two sausages, hash brown, scrambled eggs, toasted muffin and choice of a small Filter coffee, Hot chocolate or tea. Some NGOs and charities, such as the New Zealand Red Cross, provide breakfast to underclass primary school children. Survey results released in 2013 claim that nearly half of all New Zealanders skip breakfast at least once a week with almost a third of those skipping breakfast up to three times a week.

Breakfast cereal


Popcorn cereal was consumed by Americans in the 1800s, which typically consisted of popcorn with milk and a sweetener. Cold breakfast cereal has been consumed by Americans since the late 1890s, and during the 1920s a considerable number of new cereals were marketed. The reason for this movement towards cold breakfast cereals was inspired by the Jacksonian-era Clean Living Movement (1830–1860). This movement focused on a lot of lifestyle changes, but specific to breakfast it claimed that eating bacon, eggs, pancakes and hot coffee was too indulgent for oneself.





The first prepared cold breakfast cereal marketed to American consumers was created by Dr. John Harvey Kellogg, who introduced it in 1878 and named it granola. The product was prepared with baked wheat, oatmeal and cornmeal, and was the first brand-name breakfast cereal in the United States.

Beverages

In the United States, canned fruit juice became prominent as a breakfast beverage after the discovery of vitamins. Circa 1900, orange juice as a breakfast beverage was a new concept. The development of frozen orange juice concentrate began in 1915, and in the 1930s it was produced by several companies. Additionally, mass-produced tomato juice began to be marketed in the mid-1920s, and became a popular breakfast drink a few years thereafter

Breakfast beverages


Name	Image	Description
Bloody Mary		Sometimes served with breakfast, the Bloody Mary is a cocktail containing vodka , tomato juice , and usually other spices or flavorings such as Worcestershire sauce , Tabasco sauce , piri piri sauce , beef consommé or bouillon , horseradish , celery , olive , salt , black pepper , cayenne pepper , lemon juice , and celery salt . The Bloody Mary is also sometimes served at brunches .
Carnation Instant Breakfast		Introduced in 1964, it's a powdered drink mix that is typically mixed with milk.

Name	Image	Description
Champagne		<p>Champagne is typically served at champagne breakfasts.</p> <p>Many Champagne cocktails are also part of Brunch drinks such as: Mimosa (cocktail) and Bellini (cocktail)</p>
Chicory		<p>The cultivated chicory plant has a history reaching back to ancient Egyptian times. When coffee was introduced to Europe, the Dutch thought that chicory made a lively addition to the bean drink. In the United States chicory root has long been used as a substitute for coffee in prisons.</p>
Coffee		<p>A brewed beverage with a distinct aroma and flavor, prepared from the roasted seeds of the Coffea plant. The seeds are found in coffee "berries", which grow on trees cultivated in over 70 countries, primarily in equatorial Latin America, Southeast Asia, India and Africa. Green (unroasted) coffee is one of the most traded agricultural commodities in the world. Coffee is slightly acidic (pH 5.0–5.1) and can have a stimulating effect on humans because of its caffeine content. It is one of the most consumed drinks in the world.</p>
Drink mix		<p>A powder designed to mix usually with water to produce a beverage resembling fruit juice or soda in flavor. Another type of drink mix is represented by products that must be mixed into milk.</p>
Hot chocolate		<p>A heated beverage typically consisting of shaved chocolate, melted chocolate or cocoa powder, heated milk or water, and sugar. Drinking chocolate is similar to hot chocolate, but is made from melted chocolate shavings or paste, rather than a powdered mix that is soluble in water.</p>
Instant breakfast		<p>A powdered drink mix typically mixed with milk.</p>

Name	Image	Description
Instant coffee		Derived from brewed coffee beans , instant coffee is commercially prepared by either freeze-drying or spray drying , after which it can be rehydrated. Instant coffee in a concentrated liquid form is also manufactured.
Juice		A liquid that is naturally contained in fruit and vegetables .
Milk		In the Western world, cow's milk is produced on an industrial scale and is by far the most commonly consumed form of milk. Pictured is a glass of milk and a chocolate chip cookie.
Mimosa		A mixture of equal parts champagne and citrus juice, usually orange juice.
Nesquik		Nesquik began as a chocolate powdered flavoring mix in the United States in 1948, as Nestlé Quik. In the 1950s, it was launched in Europe as Nesquik. In countries with the Quik term (including the USA, Canada, Mexico, and Australia, where it was originally marketed under the name Nestlé's Quik), the name was changed to the worldwide brand Nesquik in

Name	Image	Description
		1997.
Orange juice		The juice of oranges , it is made by extraction from the fresh fruit, by desiccation and subsequent reconstitution of dried juice, or by concentration of the juice and the subsequent addition of water to the concentrate. In American English , the slang term <i>O.J.</i> may also be used to refer to <i>orange juice</i> . In the United States, the development of frozen orange juice concentrate began in 1915, and in the 1930s it was produced by several companies.
Orange Julius		A drink prepared with a mixture of orange juice, milk and sugar .
Ovaltine		A brand of milk-flavoring product made with malt extract (except the blue packaging in the US), sugar (except in Switzerland), and whey . Ovaltine was developed in Berne, Switzerland, where it is known by its original name, <i>Ovomaltine</i> (from <i>ovum</i> , Latin for "egg", and <i>malt</i> , originally its main ingredients). Soon after its invention the factory moved out to the village of Neuenegg a few kilometers west of Berne, where it is still produced.

Name	Image	Description
Protein shake / Breakfast shake		<p>Protein shakes are typically made from protein powder and milk.</p>
Ricoré		<p>A product of Nestlé created in 1953. It's an instant coffee product containing chicory, composed of 40% coffee and 60% chicory. The brand is primarily found in France, and to a lesser degree in Belgium and in Poland. Most consume Ricoré mixed with milk, but some mix it with water, and others still mix it with both milk and water.</p>
Smoothie		<p>A blended and sometimes sweetened beverage made from fresh fruit. In addition to fruit, many smoothies include crushed ice, yogurt, frozen fruit, honey or contain syrup and ice ingredients.</p>
Soy milk		<p>Made from soybeans, soy milk is a traditional staple of Asian cuisine, it is a stable emulsion of oil, water, and protein. It is produced by soaking dry soybeans and grinding them with water.</p>
Tea		<p>An aromatic beverage commonly prepared by pouring hot or boiling water over cured leaves of the tea plant, Camellia sinensis. After water, tea is the most widely consumed beverage in the world. It has a cooling, slightly bitter, and astringent flavour that many people enjoy. In some cultures, tea is consumed in the morning or as a part of breakfast. For example, in Fijian cuisine, tea is consumed in the morning in tin bowls. In Tajikistan, a tea named <i>choi</i> is consumed at breakfast. Tea is also consumed during breakfast in Eritrea. Additionally, unique porcelain tea service breakfast basins for the consumption of tea at breakfast exist.</p>

Name	Image	Description
Tomato juice		Juice made from tomatoes . In the United States, mass-produced tomato juice began to be marketed in the mid 1920s, and became a popular breakfast drink a few years thereafter.

CHECK YOUR PROGRESS

Why is breakfast important for growing children?

What type of breakfast is prevalent in various countries?

What are the five most common breakfast beverages in India?

2.06 TYPES & CLASSIFICATION

Continental Breakfast:

The traditional continental breakfast, originated in France consists simply of hot croissant, brioche or toast, butter or any preserves and coffee as a hot beverages. The current trend in the continental breakfast menu is towards offering a wide varieties of choice. Continental breakfast menu can be divided into two parts

Cafe' Simple: It is very simple version of breakfast which consists the service of tea or coffee only

Cafe' Complete: It is more elaborated than a cafe' simple and consists the service of Choices of juice, bread basket containing bread items like- Toast, Rolls, Danish, Sticks etc with tea and coffee.

American Breakfast

(Continental Breakfast + Cereals + 2 Nos of Eggs).

American breakfast is almost as same as English Breakfast but the difference is that in American Breakfast, Meat items, Fish items and Cheese items are not served. The courses of American Breakfast are: Choices of juice, Cereals, Eggs (2 Nos), Preservatives (Jam, Butter, Honey etc), Fresh Fruits, Bread, Beverages (Tea, Coffee, Hot Chocolate, Milk etc)

In a traditional type of American breakfast cereals items were not included where as in a modern American breakfast consists the cereals items to make it more elaborated, complete and heavy.

Indian Breakfast.

The breakfast is originated from India and used in all over the world where the majority of Indians lives. The indian breakfast consists some amount of fats and carbohydrate. The common used food items are: Tea simple/Masala/Coffee, Puree Bhajee, Choice of Juice, Samosa etc

English Breakfast.

A full English Breakfast menu may consists more elaborated and eleven-courses of meal. The extent and variety of the menu will depend on the type of establishment in which it is being served. The items in English Breakfast consists: Choice of juices, Cereals, Eggs (2 Nos), Fish, Hot meat, Bread, Fresh Fruits, Cheese, Beverages (Tea, Coffee, Hot Chocolate, Milk etc)

CHECK YOUR PROGRESS

- What are the special features of English Breakfast?
- What food is served in Continental Breakfast?
- What are the features of American Breakfast?

2.07 BREAKFAST SERVICES IN HOTELS

Hot breakfasts can present a logistical challenge, when you're serving a crowd, but they aren't always necessary. Often, a good continental breakfast is perfectly adequate and — if well executed — can make a superior impression. Avoid meat and heavy foods, such as bacon, sausage, pancakes and French toast, in favor of lighter, finger-friendly options. While this type of breakfast is simple to prepare and plan, it doesn't have to look cheap. Create a luxurious ambiance with classical music, homemade baked goods and sophisticated place settings.

Things You'll Need

- Place settings to match the number of your guests
- Cloth napkins, or good-quality paper napkins
- Orange or other fruit juices
- Coffee and tea
- Water

Cream, milk, sugar and lemon wedges

Platters, pitches, baskets and carafes for serving

Muffins and bagels

Pastries, doughnuts or fruit tarts

Butter, jam, cream cheese and other spreads

Fresh, dried or preserved fruit

Yogurt, caramel sauce or other dips

Chopped nuts, granola or other sprinkled garnishes

Party picks

Cold cereal

Skip the paper plates, plastic cups and sporks. Provide your breakfast guests with small, elegant dishes; silverware; tea cups; juice glasses and coffee mugs. Set out cloth napkins or heavy-duty white or patterned premium napkins.

Serve fresh-squeezed orange juice and gourmet coffee. Provide your guests with a selection of specialty breakfast teas, as well as plenty of hot water, sugar cubes, real cream, creamer and lemon wedges. Serve mimosas if you're planning breakfast for your friends or family members.

Display your continental breakfast food on platters or in cloth-lined baskets. Use serving dishes of varying heights to add visual interest. Serve milk and juice in glass pitchers

Serve sweet and savory items, such as muffins, pastries, donuts and fruit tarts. Provide sliced bagels in such flavors as plain, blueberry, whole grain and poppy seed. Display butter, jam and cream cheese in small glass dishes with butter knives or small spreaders.

Provide bite-size pieces of cut fruit. Prepare a fresh fruit salad or make an edible fruit arrangement. Serve apple slices with caramel sauce, chopped nuts and party picks. Display melon balls in a hollowed-out watermelon. Set out bowls of raspberries, blueberries and blackberries if they're in season. Add chocolate-dipped strawberries for an indulgent treat.

Serve vanilla and strawberry yogurt with dishes of granola, dried banana chips, dried bing cherries and chopped nuts. Place small glass dishes next to your breakfast bar so your guests can prepare their own parfaits.

Set out a variety of cereals.

Provide plenty of seating for your guests. Display your breakfast spread on a long counter, bar or table covered with a white cotton or linen tablecloth.

CHECK YOUR PROGRESS

How are the breakfast service is achieved in Hotels?

2.08 PREPARATION FOR BREAKFAST SERVICES (MISE EN SCENE)

(Source: Wikihow)

Setting Formal Place Settings



Decide what type of tea party you are hosting. Most people hosting a "tea party" think of an afternoon event that takes place between mealtimes and provides small snacks, such as small sandwiches or scones. These can be "buffet style" and require no place settings at all, or they may be sit-down affairs with a limited selection of tableware and utensils, as a full meal is not served. If you are hosting a formal evening event, you will likely need several more implements depending on what type of food is served. Either way, be sure to read the steps below carefully so you can determine what is necessary for your tea party.

The evening meal is properly referred to as "high tea," although the term is frequently misused to mean any type of tea.



Cover a large table with an attractive tablecloth. For a sit-down tea party, the table or tables must be able to seat every guest at once. For most tea parties, the food should all fit in the center of the table. If you are serving a full meal in the evening, generally referred to as a "high tea" rather than an afternoon tea party, you only need enough room for one course at a time.



3 Place plates in the center of each place setting. Unless you are serving a full meal with more than one course, the guests are typically provided with one plate only. Ideally,

this should be a luncheon plate 9 to 9.5 inches (23–24 cm) across, but you may use plates of other sizes if necessary.



Fold a linen napkin, or serviette, for each guest. [Fold each napkin](#) into a rectangle, square, or triangle, then place to the left of the plate with the open edge on the right side. However, if you need to save space at your table, you may place each napkin on the center of a plate.



5 Lay out the cutlery. You may only need to provide one or two utensils per guest, depending on what food is served. At minimum, place a small spoon on the right of each plate for stirring tea. If you are serving sticky cakes or messy foods, also provide a small

fork on the left of each plate, and one or more knives between the plate and the spoon, with the blades facing the plate.

- Provide steak knives if meat is served.
- Provide butter knives for each guest when serving jams or other spreads, located to the right of the steak knife if present. Note that each spread should still have its own serving spoon.
- If serving a full evening meal with multiple courses, provide appropriate utensils for each course, arranged so the guests begin with the utensils furthest from the plate, and end with those nearest.

Arrange the teacups and saucer. Each guest should have a teacup resting on a saucer. Place each teacup to the right of the spoon(s) at that place setting.

Set down a small waste bowl for each guest if you have them. Waste bowls are typically the smallest piece of tableware, placed on the left of each place setting, above the napkin or fork. Guests place used tea leaves or lemon wedges in the waste bowl.

Because the waste bowl is one of the most specialized components of the tea service, only the most formal guests are likely to be surprised if you do not own any.

Place additional glasses as necessary. Provide water glasses for each guest above the knives, or above the teacup if no knives are present. If serving additional refreshments such as lemonade or champagne, select appropriate additional glasses to position to the right of the water glass.

Consider an additional dessert plate. Include a small dessert plate or dessert bowl if a special dessert is being served, such as birthday cake. Center this above the main plate and include a small dessert fork and/or spoon as appropriate, placed horizontally between the two plates.

This is not required for small, sweet snacks provided for the guests to help themselves.

Part 2 : Arranging the Food

Select a suitable table to hold the food. The table should be large enough to fit the tea service, tableware, and food. If it is not large enough to also seat the guests, remove the chairs and host a buffet-style tea party where the guests help themselves. This is less formal than a seated tea party, and is most suitable for a light afternoon tea rather than an evening meal.

Use your judgement when placing a buffet-style table: if space is a concern, move it against a wall. If you have plenty of room, consider placing it so the table is accessible from both sides, allowing more guests to access the food at one time.

Choose a nice tablecloth and linen napkins, or serviettes. Using a clean, attractive tablecloth increases the sense of elegance and attention to detail. White linen is

traditional, but you may use a tablecloth of any color or pattern. For a formal tea party, select napkins that match the tablecloth.

Set up the tea service on one end of the table. Brew tea in several varieties for your guests, including at minimum one caffeinated black tea and one non-caffeinated herbal tea. Each variety of tea should be in its own teapot, preferably with the tea leaves removed or within a strainer so guests do not end up with tea leaves in their cups. You do not need to use a matching tea service or silver tray if you do not own them, but don't forget to provide all the essential tea additions:

A creamer, or small pitcher, containing milk

A bowl of sugar containing sugar cubes and sugar tongs, or granulated white sugar and a small spoon

A pitcher of hot water for people who prefer to dilute their tea

A tray of lemon slices for floating in tea, or thicker lemon wedges covered in gauze or other material to prevent spurting when squeezed



Set up coffee, hot cocoa, or an additional tea tray on the other end of the table. Unless you have a small number of guests, you may wish to set up two stations for guests to serve themselves hot beverages. Coffee or hot cocoa is appreciated by some guests who do not enjoy tea, but if you know your guests are all tea-drinkers, you may simply provide a variety of tea options instead.

Provide all the necessary tea additions on both ends of the table. If serving coffee, only sugar and cream are necessary at the coffee station.

Provide small plates, teacups, and spoons. If you are hosting a sit-down tea party, see the section on formal place settings. For a buffet style party, stack these neatly at both ends of the table, or at one end if space is limited. You will need at minimum one small plate, one teacup, and one small stirring spoon for each guest. It's a good idea to include extras in case of accidents, mislaid plates, or unexpected guests.

If you do not own enough tea cups, consider borrowing them from neighbors or hosting a casual "bring your own teacup or coffee cup" party. Many inveterate tea or coffee drinkers have favorite cups at home, but be prepared to provide a few extras for guests who do not bring one.



Remember additional tableware and cutlery if the food requires it. If serving food that cannot be eaten by hand, include forks and knives next to the other cutlery. Soup requires small bowls and soup spoons, whereas pudding and other soft desserts require smaller dessert spoons. Small dishes of jam, clotted cream, or other additions to toast or scones should each have their own small serving spoon.

If you are not certain which foods to serve, see the suggestions below. Typically, an afternoon tea party does not serve food that requires cutlery. This makes it easier for guests to serve themselves at the table, and to walk around and talk while holding a plate of food.



Provide savory and sweet foods on the middle of the table. Small sandwiches with the crusts cut off are the most common savory food at afternoon tea parties, but deviled eggs are also common in some areas such as the American South. Provide at least one tray or large plate with a tidy assortment of these or similar small, savory foods. On another area of the table, place trays or plates of sweet foods, such as English-style biscuits (cookies), small cakes, and/or scones.

If using three-tiered cake stands instead of trays, the traditional arrangement is to place scones on the top tier, tea sandwiches and savory snacks on the middle tier, and sweet food on the bottom tier.

Provide cold drinks on a side table, or the main table if no side table is available. If you have a side table, set it up far enough from the main table that guests can reach one without blocking access to the other. This is a good place to provide cold drinks such as lemonade or iced tea. Alcohol is not typically served during small afternoon teas, but larger or more celebratory occasions may call for champagne, white wine, sherry, or port. Another tray of snacks may be provided on this side table if desired.

Decorate the table (optional). Decorations are typically bright and cheery to match the afternoon setting, but you may provide any decorations you wish. Flowers are a common decoration, but try to avoid strong-scented bouquets that could bother guests or set off allergies. Instead, strew a few rose petals around or place a small vase of unscented or lightly scented flowers.

Make sure not to block access to the food or overcrowd the table with large or unwieldy decorations. Decorating after you've placed the food and drinks on the table allows you to adjust to the remaining space on the table.

Make seating available elsewhere (optional). Most afternoon teas serve only "finger food" such as scones, sandwiches, and biscuits. Because these are easy to eat while standing or seated away from a table, setting a formal dining table is not required. If you have enough room to seat every guest, you may provide chairs or couches in a living room or garden.

One option for large tea parties is to set up smaller coffee tables with a few chairs at each one. Cover each table with a matching tablecloth if possible.

CHECK YOUR PROGRESS

How is cutlery laid out for a breakfast setting?
How is the food arranged in breakfast setting?

2.09 MISE-EN-PLACE

(http://www.academia.edu/7836722/Food_and_Beverage_Service_Basic_notes)

Mise en place is a French term meaning "everything is in its place" and refers to preparation carried out before the day's cooking begins. Careful attention to mise en place is the vital step in your daily routine. If you are confident that everything required for the day, including equipment, food stuffs and serving dishes are in place and ready to use you are more likely to maintain a smooth and even workflow throughout the working day. This means you can

concentrate all your efforts on producing quality products with maximum efficiency and minimal stress. Thing left undone during this preparation time, or food poorly prepared, can easily lead to chaos in the kitchen at the critical time of service. To be competent in mise en place requires a comprehensive range of fundamental culinary skills and knowledge. The type of kitchen and the menu will determine the daily mise en place routine. These includes:

A simple task like using a knife includes the types of knives available, their special purposes, how to use them safely and skillfully and how to clean them and store them properly competent chef however needs more then practical culinary skills. Teamwork, effective organization, time management and meeting occupational health and safety standards are equally important work practices, as they contribute to a safe and productive environment Before you step into a kitchen it is also crucial that you are familiar with the act that details the requirements of occupational health and safety. You also need to be aware of provisions under the food act, which pertain to people who handle food for resale. It is essential, therefore that you familiarize yourself with these topics.

BREAKFAST COVER

The area or space for all the utensils (including salt, pepper cruets and ashtrays) for each guest is called cover. The breakfast cover may be divided into two types: 1. Full breakfast cover. 2. Continental breakfast cover

BREAKFAST TABLE SETTING

Table setting is an art. A meal however simple or elaborate, the laying of a table can make a whole lot of difference. Each meal can have a classy look with a little touch of thought. A basic table setting, suitable for breakfast should be arranged as follows

A plate placed in the center (allow at least 24 inches for each place setting) · A bread and butter plate placed at the top left of the plate · A soup / salad bowl can be placed on top of the plate (as needed) · A fork placed on the direct left of the plate · A knife and soup spoon placed on the direct right of the plate (the cutting edge of the knife should face the plate) · A napkin folded to the left of the fork · A drinking glass placed directly above the spoon and knife · A coffee / tea cup and saucer to the right of the drinking glass

GENERAL RULES TO BE OBSERVED WHILE SERVING

1. Women are usually served first. The host is always served after his or her guests. When children are present at the table, serve them as quickly as possible to maintain peace.
2. Place and remove all food from the left of the guest.
3. Place and remove all beverages, including water, from the right of the guest.
4. Use the left hand to place and remove dishes when working at the left side of the guest and the right hand when working at the right side of the guest.

5. Place each dish on the table with the four fingers of the hand under the lower edge and the thumb on the upper edge.
6. Never reach in front of a guest, nor across one person in order to serve another.
7. Present Serving dishes from the left side, in a position so that the guest can serve himself.
8. Do not place soiled, chipped, or cracked glassware and china or bent or tarnished silverware before a guest.
9. Handle tumblers by their bases and goblets by their stems.
10. Do not lift water glasses from the table to fill or refill. When they cannot be reached conveniently, draw them to a more convenient position.
11. Set fruit juice and cocktail glasses, cereal dishes, soup bowls, and dessert dishes on small plates before placing them in the center of the cover between the knife and the fork.

CLEARING OF PLATES

The basic technique is the same as carrying two plates from above. After picking up the first plate, arrange the flatware on it. The handle of the first fork is under your thumb. This will secure the remaining flat ware. Then slide the knife in at a right angle under the fork. Now pick up the second plate with the flatware, and place the flatware on the first plate, fork beneath the thumb and knife below. The remaining plates are stacked on the second plate, while the flatware is arranged on the first plate. Clear only two plates at a time and sort-out in the waiter's pantry.

Procedure for Carrying a Tray

1) It is important to organize the tray in a way that the weight is concentrated on a precise point that will be maintained by the wrist and the left hand (a pile of under cups) 2) Items less heavy will be placed around heavier items (cups and spoons).

Procedure for laying Plates

Consider a "service" which is composed of a meat dish, a vegetable placed on an under dish, 4 hot plates and a sauce dispenser. The following procedure is adopted:

- Cover plates with a cloth and hold them with the left hand.
- Position the meat dish on the pile of plates . Place the sauce dispenser between the forefinger and little finger (on the top) and middle finger and ring finger(under).
- The vegetables dish should be carried in the right hand.

PROCEDURE FOR CARRYING PLATES

A Stack of Plates

A stack of plates is always carried with both hands. Wrap your hand towel around the plates so that you do not touch the plates with your bare hands. Do not hold the plates against your body.

One Plate

Always hold a plate between the thumb and forefinger (index) finger. Your thumb should be flat on the rim of the plate, pointing toward the rim, never into the plate.

Two Plates Held from Below:

Hold the first plate between the thumb and index finger. The index finger is placed slightly behind the lower rim. Slide the second plate against the index finger and support it with the other fingers from beneath.

Held from Above:

The first plate is held with the thumb and index finger. With that hand turned slightly upward, balance the second plate on the lower forearm and the ball of the thumb. Support the upper plate with the other fingers.

Four Plates

The procedure for carrying four plates is as follows: 1. Seize the first plate between the thumb and the forefinger 2. Place the second plate between the forefinger (on the top) and the two fingers major and ring finger (under). 3. Place the third plate over the basis of the thumb and the little finger. 4. The fourth plate is carried in the right hand, this will be the first plate placed on table.

HANDLING SERVING DISHES AND UTENSILS

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

POINTS SHOULD BE KEEP IN MIND WHILE SERVING FOOD

1. The guest should never be kept waiting for his check. (In US, the word *check* is used to denote the bill)
2. It should be presented either immediately after the last course has been served or as soon as he has finished eating.
3. A check cover should be used to transport the bill to and from the table.

4. The cover should be placed to the right of the host. If the host is not known, the check should be placed at the center of the table.

5. It is always a courteous practice to ask if any other services are desired.

6. Guests should be shown small courtesies when departing; for example, a server may draw out the chair for a female guest and assist her with her coat etc... The server should express his goodbye sincerely and welcome the guest to return. The idea is to make the guest feel completely welcome.

7. When guests ask for check, Captains should inquire as to the satisfaction of the guests. check are then delivered to table.

ORDER OF SERVING MEALS

Breakfast

Many customers at the breakfast hour are in a hurry. Many people you will discover are not in the best of spirits before they have had their first cup of coffee (or maybe not ever). A positive and cheerful attitude displayed from the server in combination with prompt and efficient service might help to normalise the situation. Below is a guide that might be acceptable in most situations. 1. When a fresh fruit or fruit juice is ordered, it is desirable to serve it first and then to remove the soiled dishes before placing the toast and coffee. 2. When customers order a combination of cooked food, toast, and coffee, they may ask to have the whole order served at once. Place the fruit dish, set on an underline, in the center of the cover, the plate of toast at the left of the forks, and the coffee at the right of the teaspoons 3. When the breakfast order includes a cereal and a hot dish, the service procedure may be as follows: a. Place the fruit course in the center of the cover. b. Remove the fruit course. c. Place the breakfast plate of eggs, meat, or other hot food in the center of the cover. Place the plate of toast at the left of the forks. Place the coffee service at the right of the spoons. d. Remove the breakfast plate and the bread plate. e. Place the finger bowl, filled one-third full of warm water. At times the finger bowl is placed after the fruit course, when fruits which may soil the fingers have been served. f. Place the sales check, face down, at the right of the cover or present it on a clean change tray.

TEA

Tea is picked during the 'flush' or growth phases of the tea bush. In India these growth periods occur during December and January, but it is all year round in Sri Lanka. April onwards is the best period for China teas.

For good quality tea only the bud and top two youngest leaves are picked. A skilled picker will pick thirty to sixty pounds of tea per day. A pound of manufactured tea may require as many as 3,000 shoots.

For black tea, oxidation of then takes place from twenty minutes up to three hours. Black tea will have been picked on a clear morning when the dew has just evaporated.

PROCEDURE OF SERVING TEA

- Gather the essentials for any proper tea.
- A teapot of silver or bone china, a kettle to boil the water, a teapot, a sugar bowl and cream pitcher.
- Use tongs for sugar cubes, a sugar spoon for granulated or raw sugar crystals.
- Arrange the tea pot, sugar bowl and pitcher on a silver tray.
- Additional trays may be needed for serving, depending on the size of your gathering.
- Use your best china cups, saucers, spoons.
- If serving loose tea, you will also need an infuser (steeper).
- Provide guests with a selection loose teas or tea bags.
- Provide individual infusers for each guest, if a variety of loose teas are served.

If you serve only one type of tea, brew it in the pot. If serving several types, fill the pot with boiling water.

CHECK YOUR PROGRESS

Which points should be kept in mind while serving breakfasts?
How should the plates be carried?
What is the procedure for serving tea?

2.10 ARRANGEMENT AND SETTING UP OF TABLES/ TRAYS

TYPES OF BREAKFAST TRAY SET-UPS

CONTINENTAL BREAKFAST TRAY

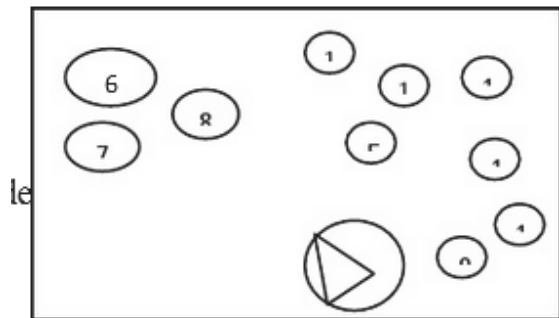


Fig 2.00: Continental breakfast

1. Budvase
2. Quarter plate
3. Serviette
4. B&B knife
5. Juice glass with glass cover and underliner
6. Bread basket
7. Butterdish with underliner
8. Preserve plate
9. Tea cup with saucer and tea spoon
10. Tea pot
11. Milk creamer
12. Sugar basin, with sugar tong and underliner
13. Tea strainer (only if tea leaf)

NOTE: Cover the breakfast with napkin.

AMERICAN BREAKFAST TRAY

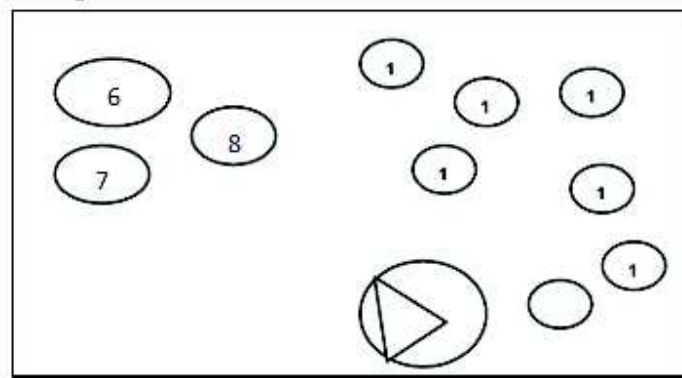


Fig2.00 : American Breakfast tray setting

1. Bud vase
2. Cruet set
3. Side plate
4. Napkin
5. B&B knife
6. Butter dish
7. Bread basket
8. Preserve dish
9. Bud vase
10. Cruet set
11. Side plate
12. Napkin
13. B&B knife
14. Butter dish
15. Bread basket
16. Preserve dish
17. Fruit juice
18. Cereal bowl

19. Tea cup, saucer & tea spoon

20. Tea pot

21. Milk creamer

22. Sugar basin

23. Half plate

ENGLISH BREAKFAST TRAY

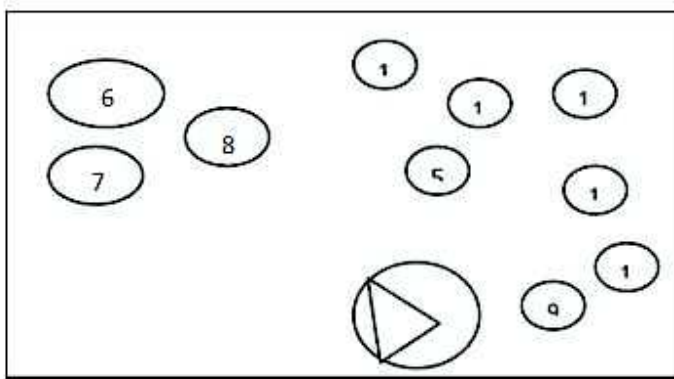


Fig 2.00 English Breakfast tray

1 Bud vase

2. Cruet set

3. Side plate

4. Napkin

5. B&B knife

6. Butter dish

7. Bread basket

8. Preserve dish

9. Fruit juice

10. cereal bowl

11. Tea cup, saucer & tea spoon

12. Tea pot

13. Milk creamer

14. Sugar basin

15. Fish plate

16. Half Plate

CHECK YOUR PROGRESS

Draw the arrangement for tray setting in English Breakfast tray?

What pieces of cutlery are arranged in a Continental breakfast?

What are the differences in the arrangement of trays for Continental and American Breakfast?

2.11 FUNCTIONS PERFORMED WHILE ON BREAKFAST SERVICE

Use Of Serving Trays In The Restaurant

For those who run a business in the catering and restaurant industry, serving trays are of great importance. There are different uses for serving trays including carrying food and beverages from one place to another as well as enabling those in the industry to serve specific sized portions of food. Some serving trays are used to hold plates and drinks, while other restaurants choose the tray to serve food on.

For sure; serving trays are an important part of the food industry. When choosing serving trays for restaurant and catering businesses there are a lot of aspects to take into consideration. First, you will need to make a choice of the color and size of the trays.

You can buy serving trays in many different sizes, ensuring that every establishment can use the trays that are most appropriate for their business needs. When trays are used to be carried through walkways, they must be small enough to fit comfortably through doorways. If they are too big, waiters will find that it is difficult to transport food with these trays and the chance of spills and accidents will increase.

The task that is being accomplished will best determine the type of serving tray that is going to be used. Serving trays should in some cases be nice looking and provide a visual addition to the

food that is being served on the tray. Additionally, many restaurants consider the design or shape of the tables when making their serving tray selections. This can be very important when placing the trays on the table. Ensuring that the trays make a good looking presentation for each meal is vital to a restaurant's success.

One other important aspect to keep in mind when buying serving trays for restaurants is how sturdy the trays are. The tray must be commensurate with the amount of items that will be placed on it. There are various types of trays available for use, and you must take these factors into consideration. The serving tray must not only look nice, but it also should be practical as well. Some serving trays are used only for drinks, these are often a different shape and some have a rubber layer to prevent drinks from tipping and spilling during transport. In addition to standard serving trays, there are also specialized buffet trays and platters that are often used.

It is important for the catering business to set up guidelines regarding the use of different trays for various functions. These guidelines might be based upon the type of customers that is being served. A banquet for adults and one for young children should require different types and various sizes of serving trays. All of these issues must be decided beforehand, to ensure that the catering business operates in the same manner each time.

Last, but not least, when deciding for serving trays for catering business, you should also set guidelines for how the food will be displayed on the trays as well as platters. Serving trays are more than just tools of carrying food, they are also the presenters of the meal. Food should be arranged in a decorative way, giving full attention to the food being served. When serving trays are chosen carefully you can rest assured that your catering business will present meals in the best manner possible.

Wooden tray and plastic wood tray service life and the advantages and disadvantages

Tray using life depends on the correct use and storage tray conditions. In actual use improper operation, forklift is the cause of most major factors tray damage, accounting for approximately 80 above. In addition, tray don't overload use and properly positioned in the main bearing force (make sure the point) is very important.

1. The wooden pallets

The wooden pallets materials:

The properties and the characteristics of wooden pallets, are from lumber itself, material is decided to wooden pallets the decisive factor of application and the price. (1) of broadleaf cypress, material loose and soft, durable sex difference, is used in the manufacture of bearing demand is not high tray. (2) the pine: conifer species of more, suitability is wide. Larch/yellow pine/white/Korean pine texture, color, woodiness hard thick white, appearance beautiful, more for the production of fine packaging, but the price is higher.

The wooden pallets defects

The problems mainly exists in health/cleanliness and production stability, etc.

(1) wood yi damp, mildewy, bug eat by moth, and can't clean. In addition, the surface of wood screw off and corrosion problem cannot overcome.

(2) because of lumber is natural material, its quality aspects by regional climate impact, even the same raw materials, in the dry humidity, wind crack also difficult to achieve aspects of uniform standards.

(3) use wooden tray, short life cycle times under routine use about the 200-300 times.

(4) also for hygiene reasons (mainly longicorn bug violations), since 1998 10-year us and Chinese exports to Europe have issued an injunction with wooden tray, wooden pallets methods need to the fumigation processing rear can export. Fumigation needed time and cost were bigger (normally takes 48 hours, expenses for cost 20 control (5) the demand of lumber wooden tray caused in forest resource consuming even damage. From the development trend, its raw material resources will increasingly exhausted.

2. Plastic wood tray product features and advantages:

(1) Plastic wood tray neat in appearance, easy to clean, easy to disinfect.

(2) Plastic wood tray. No nails, without a thorn in packaging process because accident damaged goods will not.

(3) Plastic wood tray acid and alkali resistance, corrosion resistance, can be used in a variety of special occasions.

(4) Plastic wood tray avirulent insipidity, beneficial to the warehouse environment improvement of goods, especially in food, not any pollution.

(5) Plastic wood tray fumigation-free, reduce export procedures, accelerate the capital turnover.

(6) Plastic wood tray no combustion, no spark, to warehouse fire prevention have certain effect.

(7) Damaged plastic wood tray recyclable, as other items by the processing of raw materials.

(8) Plastic wood tray long service life, is generally turnover wooden pallets 2 ~ 3 times, reasonable use can reach to 4 ~ 5 times.

(9) Plastic wood tray printing convenient, but on a tray printed on the company Logo facilitate the goods identification, play advertising effectiveness.

CHECK YOUR PROGRESS

Why are the trays used in serving the break?
What are the advantages of wooden trays?
What are the advantages of plastic trays?

2.12 METHOD AND PROCEDURE OF TAKING A GUEST ORDER

How to Take Food Order in Restaurants / Coffee shops

Servers should offer the guests a beverage at all meal periods on the first approach to the table.

At breakfast, server offers orange juice, at lunch server offers bottled water and at dinner server offers wine.

At dinner, bottled water is offered to the table before leaving with the main course orders.

All servers should be trained so that they are knowledgeable of and able to explain the entire menu and also are capable to make recommendations to guests.

1) After welcoming and seating the guests return to the table to take the order. Ask the below questions.

Would you like to have the buffet or a la carte?

2) In case the guest opt for Buffet then inform guest to start serving themselves from the buffet.

"Please start serving yourself from the buffet, when you're ready."

3) In Case guest opts for A la carte then ask the host below question:

"Would you like to place your order now?"

If the guest is not ready to place the order.

"I'm sorry, Mr. Wilson (Try to use guest name at all times). I will come back for your order when you're ready to order."

In case the guest calls you first to place the order, respond with:

Yes, Mr. Wilson / Certainly, Mr. Wilson. What would you like to start with?

4) Ask for more information from the guest.

What would you like to start with Mr. Wilson?

And to follow?

And for you, (Mrs. Wilson)?

Provide Options :

Would you prefer with cheese or without cheese?

How would you like your (name of meat) cooked?

What kind of (bread / sauce) would you like?

5) Explain different portion sizes to the guests and assist with menu selection.

This set (lunch / dinner) is for a minimum of (2) people.

This Large Pizza is enough for (3) people.

6) Explaining dishes, method of cooking and degree of flavor to the guests:

Methods of cooking:

Pan fried / Stir Fried / Deep Fried

Boiled / smoked / poached / Steamed

"Pork Shoulder is braised with Apples and then served with Cheesy Grits."

"It's Marinated in Garlic, Lemon, Oregano and comes with Greek Salad."

Degree of flavour:

Quite (mild) / Extra (spicy) / Very (hot)

Rich / Creamy / Sweet / Thick / Sour

"It's a Rich and Creamy Tomato Basil Soup"

"The Chicken Curry is extra spicy"

"It's a kind of (fish soup)."

"It is stuffed chicken with spinach and feta"

7) Finding out what a guest likes and making suggestions and recommendations accordingly:

Would you care for something (light / spicy / mild)?

Would you prefer a snack or a meal ?

May I suggest our speciality of the day? Today we're featuring (Roast lamb studded with rosemary & garlic).

Our Chef's speciality today is (Pomegranate Chicken).

7) Saying something positive about the food:

It's very popular / It's delicious / It's very tasty.

I'm sure you will enjoy it.

"May I recommend the 'Chicken Hot and Sour Soup'? It's a (spicy sweet and sour soup with Chinese fungi and Chicken). It's very tasty."

"Perhaps you'd like to try the Chicken Tikka. It's small pieces of boneless chicken baked using skewers in a clay oven and It's very popular."

8) Mention the food preparation time and finishing order-process.

It takes about (25) minutes to prepare this dish.

Breakfast course is delivered within 10 minutes of ordering.

Lunch course is delivered within 12 minutes of ordering.

Dinner main course is delivered within 20 minutes of ordering.

Finishing the order-taking process

May I repeat your order?

Is there anything else I can bring you?

CHECK YOUR PROGRESS

What are the various steps in taking guest orders for breakfast?

Why should the guest be asked questions regarding the cooking methods?

2.13 EMERGING TRENDS IN BREAKFAST SERVICES AND SALIENT FEATURES

(Source: http://hotelexecutive.com/business_review/2798/wake-up-to-the-latest-breakfast-trends)

Latest Breakfast Trends in Pennsylvania

Some of the items used in breakfast at Crowne Plaza, Reading, PA include Apple fritters, Fresh orange juice chilled with frozen OJ ice balls, Scrapple, sausage, ham, pineapple and apple kabobs coated with a honey apple-butter glaze.

These add the regional, ethnic, authentic as well as fresh and natural flavor to the breakfast offerings. It signals the guests that “we care”. The restaurants offer bacons and eggs as classical menu but add creative ways to the caring attitudes of the hospitality property.

Breakfast is a important meal to everyone. In its 2011 food trends survey, the Food Channel reported that 95 percent of respondents viewed breakfast as very or somewhat important.

Breakfast is important especially for hotels. Technomic, in a study done in conjunction with Hotel F&B, estimated hotel breakfast business to be nearly \$10 billion a year without factoring in the complementary breakfast which is offered by by of the hotels. This may add a billion more.

Breakfast influences hotel selection in the Select Service category as well. Technomic's The 2011 Hotel Food and Beverage Consumer Trend Report points out that when choosing a hotel, consumers say complimentary offerings such as breakfast and in-room coffee are more important to them than other amenities.

The "New Healthy"

Ned Barker, President, Grill Ventures Consulting, Inc. says that he created a healthy (low-calorie) menu at Columbus, Ohio in 1982. He compared the concept of “healthy” as it stands 30 years on. He points that it’s not really the food or even the science that has changed. In 2011 exercising along with fewer calories is still the answer to weight control. What have changed are

our habits and our lifestyles. The "old healthy" menu translated to low calories then it to low fat, which evolved into low saturated fat. In the past decade low carb has dominated diet strategies.

The concept of "new healthy" may take these points into account, but it really concern more about origin of ingredient, and it's not necessarily weight-focused. This "new" approach is about values - it's personal:

- Natural, Organic
- Nutrition
- Authentic
- Sustainable
- Local/seasonal

This trends concerns not only the health but also flavor, how it feels and also about our concerns about environment and how we look at things around us.

In other words, it's personal. This is important. If the "new healthy" is more than just culinary/diet trends, then maybe it offers a new way to form a relationship with your guests. Fairmont seems to understand this, and has carried personal health-related options a step further by offering item choices with attributes such as gluten-free, DASH compatible, vegan, macrobiotic and raw. All of these options are available at breakfast. And Westin is in the forefront of this trend with its SuperFoods menus (including breakfast) and its partnership with SuperFoodsRx™.

The guest desire healthy food at breakfast more than at any other time because breakfast is the most important meal of the day, for most of them. Hence the choice of offerings at the breakfast is bound to be noticed by the guests.

The Trump International Hotel & Tower (Chicago) launched an all-organic menu earlier in 2012, using Oregon Tilth (<http://tilth.org>) to certify its authenticity. It is an exhaustive menu which runs into 8 pages. The menu covers many of the trends we just noticed.

But you don't need Donald Trump's money to send "new healthy" signals to your guests. Many hotels are adding "new healthy" features and touches, and making menu statements that align their values with the "new healthy" driven guest. Atlanta's Ellis Hotel claims Organic Free Trade Coffee and a policy to utilize "Farm-To-Table, Sustainable, and Organic whenever possible". Elate Restaurant at the Hotel Felix in Chicago features Organic House-Made Granola on its breakfast menu, with a claim similar to the Ellis', "We are Proud to Promote Local and Organic Products Whenever Possible". There are other ways to relate to the "new healthy" guest, for example: the honey used during breakfast at the Boston InterContinental was harvested from the apiary on its roof.

Also let us not forget the kids. Many Four Seasons hotels and resorts offer gluten-free, whole wheat, soy milk, vegetarian and organic options in their kids' menus.

Ethnic Flavors and Ingredients

There is no slowdown in the macro trend of "full flavor" which is well into its second decade. That trend spilled over to breakfast some time ago. Yet we continue to see new flavors and ingredients emerging. Latin, Middle Eastern and Asian sources are mentioned often.

The 2011 National Restaurant Association's "What's Hot in 2011" survey of more than 1,500 professional chefs, all members of the American Culinary Federation, listed "Ethnic-inspired breakfast items" among its top twenty trends overall, and number one in its list of breakfast trends. Examples included Asian-flavored syrups, chorizo scrambled eggs and coconut milk pancakes.

The NRA's number two breakfast trend (as voted by chefs) is "Traditional ethnic breakfast items". They called out huevos rancheros, shakshuka (a dish of eggs poached in a sauce of tomatoes, chili peppers, onions, often spiced with cumin), ashta (Lebanese Cream), Japanese-style (Japanese Breakfast served in a Bento Box?) as examples.

The Food Channel also cited ethnic items. Hispanic breakfast menus such as breakfast tacos made with ingredients such as chorizo, salsa and eggs, and quesadillas and burritos. One key here: the hand-held aspect of these items. Handheld options are more and more important to hotel guests, and they're popping up on more hotel breakfast menus.

"European-style breakfasts" is one trend that's stronger in hotels than in any other type of foodservice venue. Cold cuts are popular on many breakfast buffets, but now we're seeing bangers and mash, cheeses, and baked beans take their place on more menus in 2011. And European-inspired is not just for buffets. The Trump room service menu mentioned above offers a "European 'Continental' Breakfast", as well as Greek, Scandinavian and Bavarian breakfasts.

Beyond Latin, Middle Eastern, Asian and European there is...your own location. If you can delight the guest with the foods and flavors of your own local region, and add a creative touch (apple fritters made to order?), the impact can be just as powerful.

Another trend: "Dinner at Breakfast?"

A famous chef noted that:

EARLIER: when last I managed a single hotel food and beverage operation, our breakfast counts exceeded 150,000 a year, and our breakfast cooks were among the best. They had their own knives, egg pans, recipes and towels - and every night they were locked away where none of those (excuse my language) "dinner cooks" could get at them. Breakfast and dinner cooks didn't see each other, and didn't use much of the same ingredients, recipes or equipment.

NOW: breakfast, meet dinner.

That's right. Cooking preparations and ingredients formerly reserved for dinner are showing up at breakfast. Breakfast restaurants, and some upscale hotels, are menuing traditionally popular dinner proteins such as sirloin, chicken, crab and salmon. The most popularly menued breakfast proteins, according to MenuTrends DIRECT™, are:

The NRA What's Hot Chefs voted seafood breakfast items as the Number Five breakfast trend. They mentioned smoked salmon, oysters and crab cakes for breakfast. QSR ONEsource Magazine cites the growing popularity of Parmesan and goat cheese on breakfast menus.

The "dinner at breakfast" trend doesn't end with proteins. Dinner entrée "formats" and preparation techniques are showing up at breakfast too.

The Food Channel lists breakfast pizza among its top trends for 2011. You can watch Chef Manfred Lassahn from the Hyatt Regency Century Plaza Hotel, prepares his breakfast pizza on YouTube if you like.

Lon's at the Hermosa Inn Paradise Valley offers Arizona Baby Greens Steak and Egg Sliders served on a brioche bun. Society Café at Encore Las Vegas touts its "Ultimate Steak & Eggs" slider - filet mignon, scrambled eggs and creamed spinach on a bacon cheddar muffin.

ONE source cites other preparation methods, including wood-smoked, oven-roasted and fire-roasted as breakfast entrée descriptors that are emerging.

Chilled Beverages - The Missing Opportunity?

It seems that there are more beverage categories today than there were beverage selections 20 years ago. The Food Channel trends report lists "Beverage Choice Choke" as its sixth trend for 2011. So what are we offering in our hotels at breakfast time? If it's just the basic juices, milks and perhaps sodas, then you may have a great untapped opportunity.

And this may be especially relevant to the Select Service segment. For the last five years, the Select Service category has spent some considerable resources expanding their breakfast offering to include hot items. Was it the right direction? Perhaps. Or do beverage programs present an even larger opportunity?

Some beverage opportunities to consider:

- • Smoothie of the Day (or, Make Your Own Smoothie)
- • Energy drinks (have you looked at the health benefits of coconut water?)
- • House-made vegetable juices
- • Juices squeezed in front of the guest
- • Flavored ice cubes
- • House-made sodas (so many options within this class, including "made at the table", "savory sodas", "soda & food pairings", and "make your own flavor")

- • Horchata - a chilled Mexican beverage made of rice, almonds, cinnamon and sugar (believed to be a great hangover cure and is most commonly served at breakfast time)

Where do I Start?

If your breakfast offering is a bit stale and you want to update it, consider these suggestions:

- Don't try to be everything to everyone and don't try to implement every trend. Focus on what's right for you and your culinary and service teams. Specialize. Be memorable at just one thing rather than average at several things
- Understand your audience and know your region, like they do in the Reading, P.A. hotel mentioned earlier.
- Healthy, ethnic and "dinner" are real breakfast trends and should be seriously considered - but don't ever leave flavor and quality behind.

Breakfast Trends in Canada

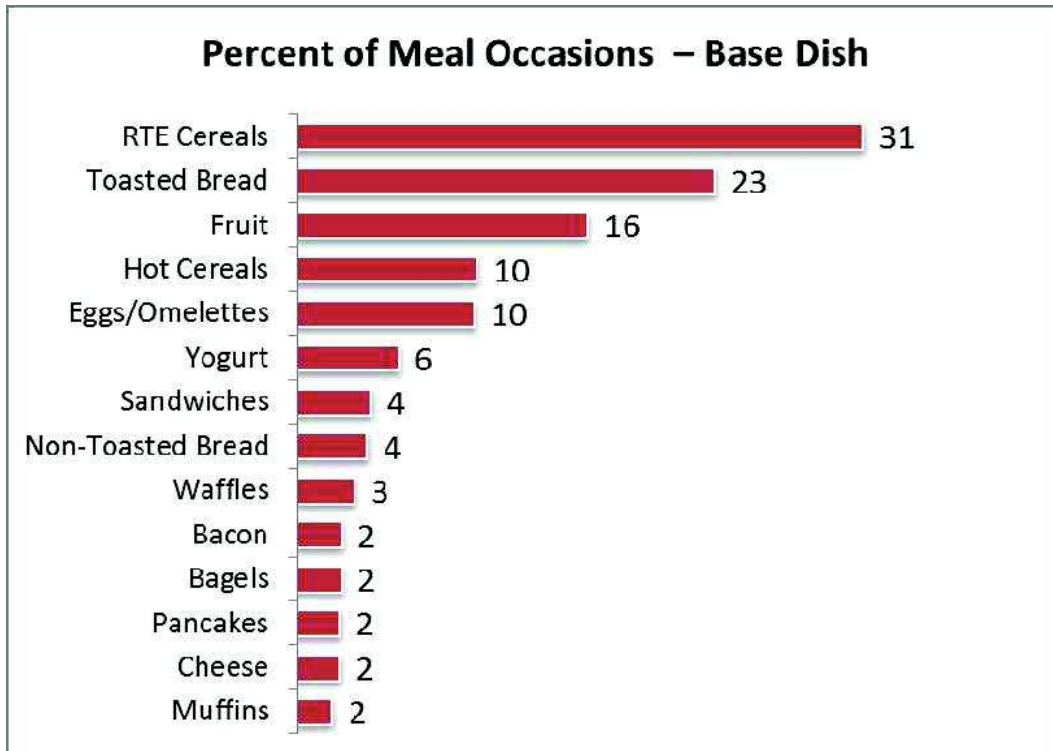
(The statement as per the source's policy: The source of the materials is <http://www.agriculture.alberta.ca>. The use of these materials by YCMOU is done without any affiliation with or endorsement by the Government of Alberta. Reliance upon YCMOU's use of these materials is at the risk of the end user.)

Introduction

According to a number of market research groups, over the last four to five years, there have been some interesting developments in breakfast trends in Canada. Skipping breakfast has declined among Canadians. However, they are heading out of their homes in search of breakfast more often. Cafes and fast-food restaurants are top of mind for away-from-home breakfast options. That said, many consumers source their breakfast at home more often than any other meal. Food trucks and ethnic flavours are making their mark on breakfast meals too. These trends are creating many opportunities for food processors and restaurants owners alike.

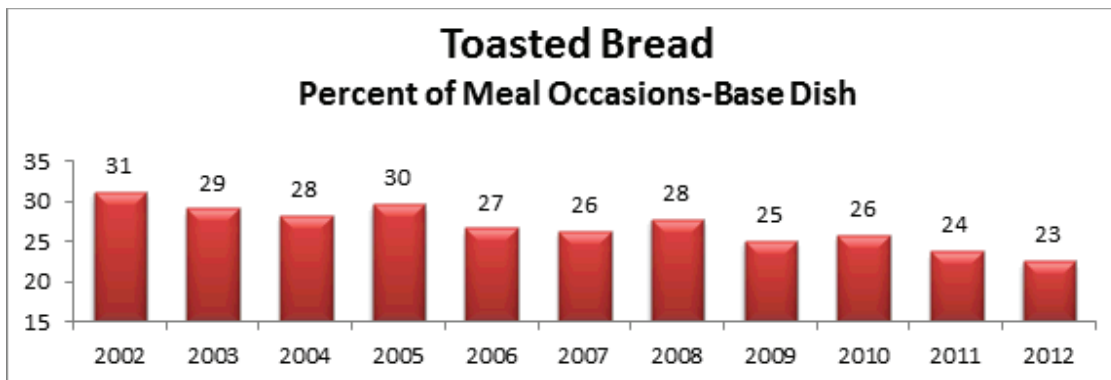
In-Home or Carried-from Home Breakfast Meal Trends

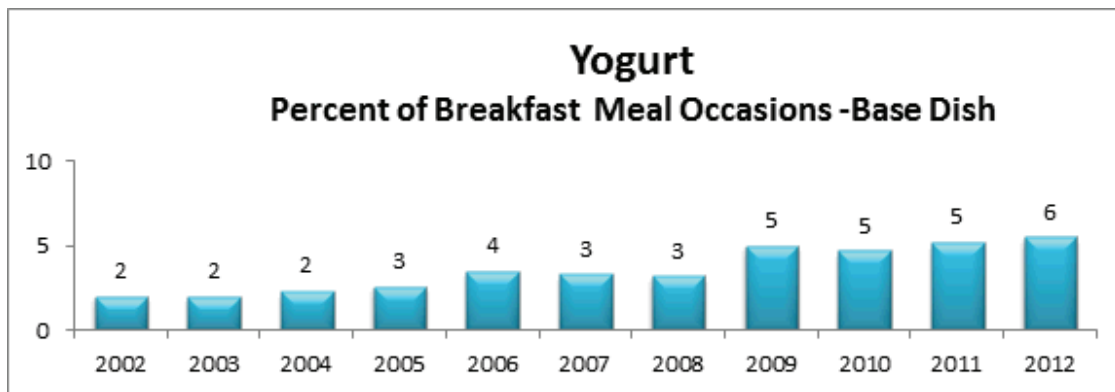
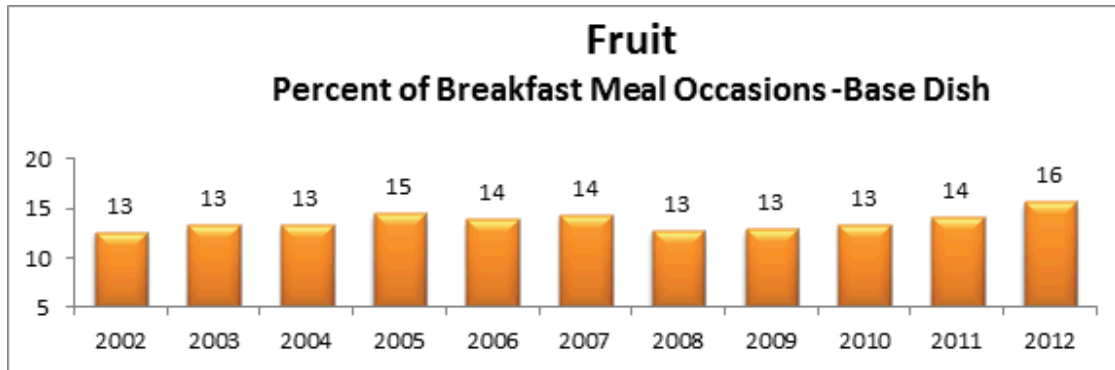
- Canadians are spending less time preparing breakfast compared to other meal occasions. According to NPD (2012), 80 per cent all breakfast meals are made in five minutes or less.
- Ready to Eat (RTE) cereal remains the top food eaten at breakfast followed by toast, fruit and hot cereal.



Source: The NPD Group. Eating Patterns in Canada, year ending March 2012.

- Toast continues its long-term decline and fruits and yogurts eaten as base dishes continue to grow.





Source: The NPD Group. Eating Patterns in Canada, 2012.

- The growth of fruit, hot cereal, and yogurt show the importance of healthy eating and grab-n'-go breakfast options.
- Fruit juice, breakfast's second most commonly consumed beverage after coffee, has been in decline since 2006. Fruit consumption at breakfast, however, has been growing.
- Overall, in-home or carried-from home breakfast trends imply time pressured consumers with a motivation towards eating healthy.

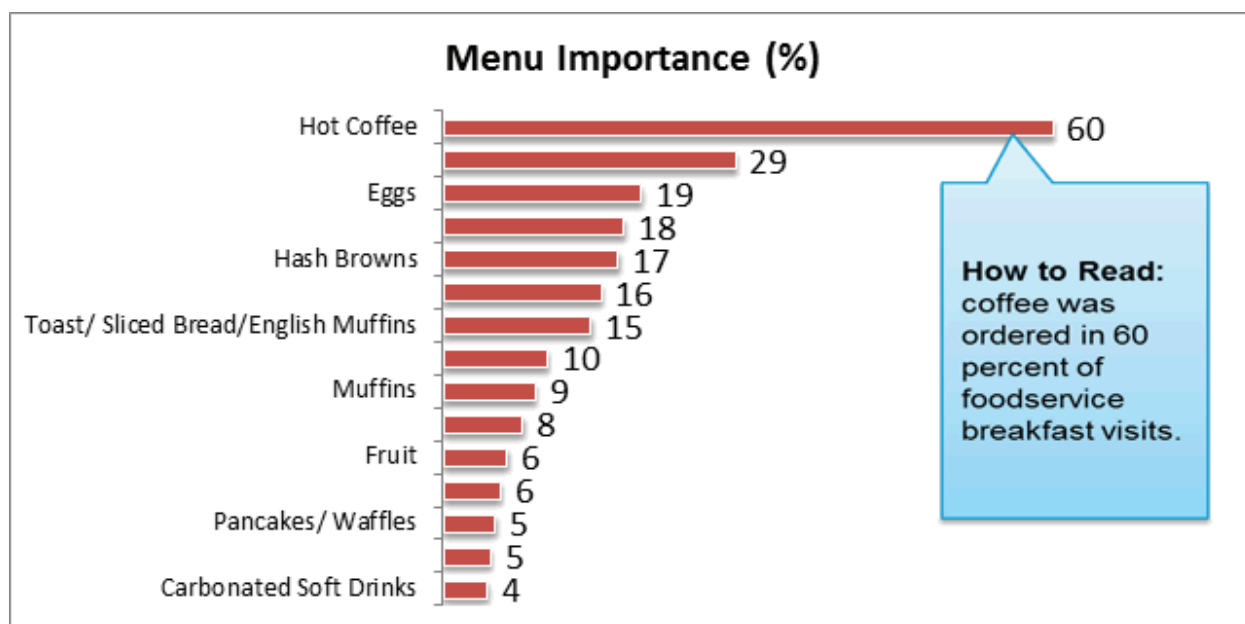
Food Services Breakfast Meal Trends

- Innovation in the limited service segment (LSR) has grown overall traffic for the breakfast meal occasion. However, full service restaurant (FSR) traffic for breakfast meal occasions has declined.
- Traditional menu options such as eggs, bacon, sausage, hash browns and toasts are in decline.
- Menu options such as breakfast sandwiches and bagels are growing in LSR.
- Egg and cheese sandwiches are the most popular sandwich category in LSR

Breakfast Entrees (Top 250 Limited-Service Restaurants)						
	Number of Items		Chains Offering		Average Price	
	2012	2013	2012	2013	2012	2013
Sandwich	186	192	43	42	\$ 4.00	\$ 4.38
Breakfast Starch	78	79	30	29	\$ 4.04	\$ 4.23
Combo Plates	71	49	24	21	\$ 5.41	\$ 6.06
Egg Dish	56	55	16	14	\$ 6.77	\$ 7.23
Mexican	7	12	4	5	\$ 5.26	\$ 4.31
Beef Dish	4	5	2	2	\$ 13.25	\$ 12.79
Burgers	2	2	1	1	\$ 4.69	\$ 4.84
Savoury Pie	N/A	2	N/A	1	N/A	\$ 1.99

Source: Technomic Inc, The Canadian Breakfast Consumer Trend Report (2013)

- Coffee is the dominant item ordered at foodservice, followed by breakfast sandwiches

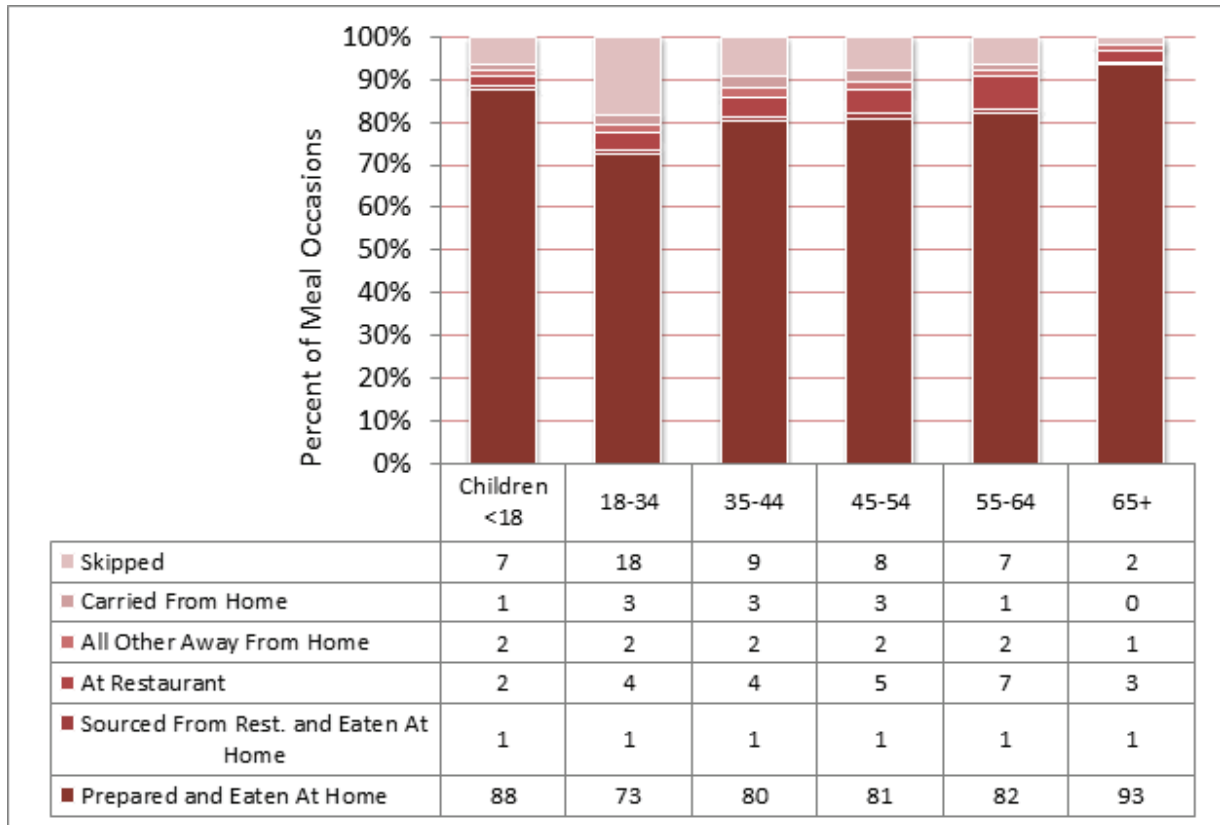


Source: The NPD Group. Eating Patterns in Canada, year ending March 2012.

- Foodservice breakfast meal trends indicate consumers are constrained by time and therefore, demand convenient yet high quality healthy breakfast items.

Venue Distribution at the Breakfast Occasion by Age Group

Young adults, aged 18-34 skip breakfast twice as often compared to the Canadian average. Consumers, aged 65+ rarely skip breakfast. Older people are less likely to use foodservice, but this age group, has the highest growth in traffic at foodservice establishments in the morning.



Source: The NPD Group/National Eating Trends – Canada; 3 years ending March 2012

Do you know?.....

- Millennials are the driving force behind food truck sales. This in part explains their tendency to locate near where Millennials congregate such as universities and late-night bars. Some food truck companies communicate their schedules via social media.
- Breakfast accounted for nearly 60 per cent of restaurant industry traffic growth over the past five years.
- Tim Hortons is facing stiff competition from rivals who are aggressively contending for a slice of profitable breakfast market.
- More than one-quarter of McDonald’s revenue comes from breakfast.

CHECK YOUR PROGRESS

What kind of drink is most ordered in Canada as per the survey published by Alberta?
 How much is the contribution of the breakfast sale in the overall growth of restaurant industry in past five years in Canada?



2.14 SUMMARY

In this unit we have seen that:

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.

Cafés may have an outdoor section (terrace, pavement or sidewalk café) with seats, tables and parasols. This is especially the case with European cafés. Cafés offer a more open public space compared to many of the traditional pubs they have replaced, which were more male dominated with a focus on drinking alcohol.

Breakfast is the first meal of a day, most often eaten in the early morning before undertaking the day's work. Among English speakers, "breakfast" can be used to refer to this meal or to refer to a meal composed of traditional breakfast foods (such as eggs, porridge and sausage) served at any time of day. The word literally refers to breaking the fasting period of the prior night.

Breakfast foods vary widely from place to place, but often include a carbohydrate-rich food such as grains or cereals, fruit, vegetables, a protein-rich food such as eggs, meat or fish, and a beverage such as tea, coffee, milk, or fruit juice. Coffee, milk, tea, juice, breakfast cereals, pancakes, waffles, sausages, French toast, bacon, sweetened breads, fresh fruits, vegetables, eggs, baked beans, muffins, crumpets and toast with butter, margarine, jam or marmalade are common examples of Western breakfast foods, though a large range of preparations and ingredients are associated with breakfast globally.

With breakfast commonly referred to as "the most important meal of the day", particularly for children, some epidemiological research indicates that having a breakfast might lower risk of metabolic disorders and cardiovascular diseases. While current professional opinions are largely in favor of eating breakfast, some contest its "most important" status.

There are three major types of breakfast: Continental, English and American. The traditional continental breakfast, originated in France consists simply of hot croissant, brioche or toast, butter or any preserves and coffee as a hot beverages. The current trend in the continental breakfast menu is towards offering a wide varieties of choice.

American breakfast is almost as same as English Breakfast but the difference is that in American Breakfast, Meat items, Fish items and Cheese items are not served. The courses of American

Breakfast are: Choices of juice, Cereals, Eggs (2 Nos), Preservatives (Jam, Butter, Honey etc), Fresh Fruits, Bread, Beverages (Tea, Coffee, Hot Chocolate, Milk etc)

A full English Breakfast menu may consists more elaborated and eleven-courses of meal. The extent and variety of the menu will depend on the type of establishment in which it is being served. The items in English Breakfast consists: Choice of juices, Cereals, Eggs (2 Nos), Fish, Hot meat, Bread, Fresh Fruits, Cheese, Beverages (Tea, Coffee, Hot Chocolate, Milk etc)

The Indian breakfast is originated from India and used in all over the world where the majority of Indians lives. The indian breakfast consists some amount of fats and carbohydrate. The common used food items are: Tea simple/Masala/Coffee, Puree Bhajee, Choice of Juice, Samosa etc

2.15 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 breakfast
2. Explain the types of breakfasts
3. Describe breakfast services in hotels
4. Explain how preparation for breakfast services is undertaken
5. Describe mise-en-place and mise-en-scene arrangements for breakfast
6. Explain how table and trays are arranged
7. Describe the various functions performed while breakfast service is on
8. Describe methods and procedures for taking order during breakfast
9. Explain various trends in service of breakfast and their salient features.

10. What is a coffee shop?
11. Why is breakfast an important meal of the day?

12. What are the various types of breakfast ?

13. What is the meaning of barista?
14. Describe the layour of a espressor bar.

15. How is a typical café arranged?

16. Why is breakfast important for growing children?
17. What type of breakfast is prevalent in United States?
18. What are the special features of English Breakfast?
19. What food is served in Continental Breakfast?
20. What are the features of American Breakfast?
21. How are the formal place settings achieved for a breakfast?
22. What are the tray arrangements for English Breakfasts?

2.16 REFERENCES

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UNIT 3 FOOD AND BEVERAGE SERVICES IN RESTAURANTS

Program Name: V101:BSc (HTS) 2016 pattern, V102: BSc(HSCS) 2016 Pattern

Course Name: HTS202: Food & Beverage Service Foundation -II

Structure:

- 3.00 Before we begin
- 3.01 Unit Objectives
- 3.02 Food and Beverage Services in Restaurants: - Introduction
- 3.03 Concept of Restaurant
- 3.04 Types of Restaurants
- 3.05 Salient features
- 3.06 Set up of Restaurants and their Layouts
- 3.07 Restaurant Teams Organizational Structure
- 3.08 Modern Staffing in various hotels
- 3.09 Method and procedure of receiving guests
- 3.010 Taking guest orders
- 3.011 Service equipment used and its maintenance
- 3.012 Coordination with housekeeping for soil linen exchange
- 3.013 Physical inventory monthly of crockery, cutlery, linen etc.
- 3.014 Equipment, furniture and fixtures used in the restaurant and their use and maintenance
- 3.015 Theme and Specialty Restaurants
- 3.016 Celebrity Restaurants
- 3.017 Summary
- 3.018 End Questions
- 3.019 Reference

3.00 BEFORE WE BEGIN

We have seen in the previous two units how non-alcoholic beverages and breakfast services and café. In the first unit of the course we had seen various types of non-alcoholic beverages and mocktails. We had studied in details tea, coffee, juices, milkshakes, soda and mocktails. We studied their origin, how they are processed, what health risks are involved, how they are prepared in hospitality establishment and how they are served.

In this second unit, we studied the breakfast and coffee shops (cafés) . We studied what is meant by a coffee shop, how the concept of café varies from country to country around the world. We studied three types of breakfasts including English, American and Continental breakfast. We studied various types of beverages used in breakfast in details. We will study how the breakfast

is served. We also studied the new trends in service of breakfast from various countries like USA and Canada.

In the third unit we will study about the services in restaurants. We will study the concept of restaurants, how many types of restaurants there are, what their salient features are, layouts of the restaurants, what the various teams of the restaurants are, what the process of receiving guests are, how order is taken from guests, what various equipments of services are, what precautions these need and how to maintain them, how to coordinate with the housekeeping for exchanging soiled linen and what the theme restaurants are.

This unit is very important as the service professional. The restaurants are very important establishments in their own right as well as a part of the hotel. Hence knowledge of the various procedures which you will learn in these will be very useful to you in your career.

3.01 UNIT OBJECTIVES

After studying this unit you will be able to

- Describe the Food and Beverage Services in Restaurants
- Explain the Concept of Restaurant
- Describe Types of Restaurants
- Explain Salient features of restaurants
- Describe Set up of Restaurants and their Layouts
- Explain Restaurant Teams Organizational Structure
- Describe the Modern Staffing in various hotels
- Describe Method and procedure of receiving guests
- Explain Taking guest orders.
- Describe Service equipment used and its maintenance
- Explain Coordination with housekeeping for soil linen exchange
- Describe Physical inventory monthly of crockery, cutlery, linen etc.
- Explain the Equipment, furniture and fixtures used in the restaurant and their use and maintenance
 - Discuss Theme and Specialty Restaurants
 - Explain Celebrity Restaurants

3.02 FOOD AND BEVERAGE SERVICES IN RESTAURANTS: - INTRODUCTION

A restaurant or an eatery is a business which prepares and serves food and drinks to customers in exchange for money. Meals are generally served and eaten on the premises, but many restaurants also offer take-out and food delivery services, and some only offer take-out and delivery.

Restaurants vary greatly in appearance and offerings, including a wide variety of cuisines and service models ranging from inexpensive fast food restaurants and cafeterias to mid-priced family restaurants, to high-priced luxury establishments.

In Western countries, most mid- to high-range restaurants serve alcoholic beverages such as beer, wine and light beer. Some restaurants serve all the major meals, such as breakfast, lunch, and dinner (e.g., major fast food chains, diners, hotel restaurants, and airport restaurants). Other restaurants may only serve a single meal (e.g., a pancake house may only serve breakfast) or they may serve two meals (e.g., lunch and dinner) or even a kids' meal.

Ethnic restaurants specialize in ethnic or national cuisines. For example, Greek restaurants specialize in Greek cuisine

Fast food restaurants emphasize speed of service. Operations range from small-scale street vendors with food carts to multi-billion dollar corporations like McDonald's and Burger King. Food is ordered not from the table, but from a front counter (or in some cases, using an electronic terminal).

A fast casual restaurant is a type of restaurant, found primarily in the United States, that does not offer full table service, but promises a higher quality of food with fewer frozen or processed ingredients than other fast food restaurants.

A casual dining restaurant is a restaurant that serves moderately-priced food in a casual atmosphere. Except for buffet-style restaurants, casual dining restaurants typically provide table service.

Cafés are informal restaurants offering a range of hot meals and made-to-order sandwiches. Coffee shops, while similar to cafés, are not restaurants due to the fact that they primarily serve and derive the majority of their revenue from hot drinks.

A cafeteria is a restaurant serving ready-cooked food arranged behind a food-serving counter. There is little or no table service.

Coffeehouses are casual restaurants without table service that emphasize coffee and other beverages; typically a limited selection of cold foods such as pastries and perhaps sandwiches are offered as well.

A destination restaurant is one that has a strong enough appeal to draw customers from beyond its community.

A pub, or public house, is an establishment licensed to sell alcoholic drinks, which traditionally include beer, ale and other brewed alcoholic drinks. It is a relaxed, social drinking establishment and a prominent part of British culture,

Salient features of pub include variety like country pubs (rural public house), "roadhouse" was originally applied to a coaching inn, but with the advent of popular travel by motor car in the 1920s and 1930s in the United Kingdom, a new type of roadhouse emerged, often located on the newly constructed arterial roads and bypasses, Pubs that cater for a niche clientele, such as sports

fans or people of certain nationalities are known as theme pubs, Micropubs are small community pubs with limited opening hours, and focusing strongly on local cask ale.

A Chinese Restaurant is an establishment that serves Chinese cuisine outside China. Some have distinctive styles, as with American Chinese cuisine and Canadian Chinese cuisine. Most of them are in the Cantonese restaurant style.

Restaurant ratings identify restaurants according to their quality, using notations such as stars or other symbols, or numbers. Stars are a familiar and popular symbol, with scales of one to three or five stars commonly used. Ratings appear in guide books as well as in the media, typically in newspapers, lifestyle magazines and webzines. Michelin Guide is a worldwide standard offering categories ranging between 1 star to 3 star granted by method of professional inspections.

Inventory audit is physical verification by counting of all stocks of all items in the cycle at periodic intervals or at closing of book for valuation purpose or for the accuracy of recording entries so that the shortage can be found in physical balance.

Theme restaurants are restaurants in which the concept of the restaurant takes priority over everything else, influencing the architecture, food, music, and overall 'feel' of the restaurant. The food usually takes a backseat to the presentation of the theme, and these restaurants attract customers solely on the premise of the theme itself.

Let us learn these concepts in details.

CHECK YOUR PROGRESS

- What is a Chinese restaurant?
- What are the ratings of restaurants?
- What are theme restaurants?

3.03 CONCEPT OF RESTAURANT

A restaurant or an eatery, is a business which prepares and serves food and drinks to customers in exchange for money. Meals are generally served and eaten on the premises, but many restaurants also offer take-out and food delivery services, and some only offer take-out and delivery. Restaurants vary greatly in appearance and offerings, including a wide variety of cuisines and service models ranging from inexpensive fast food restaurants and cafeterias to mid-priced family restaurants, to high-priced luxury establishments.

In Western countries, most mid- to high-range restaurants serve alcoholic beverages such as beer, wine and light beer. Some restaurants serve all the major meals, such as breakfast, lunch, and dinner (e.g., major fast food chains, diners, hotel restaurants, and airport restaurants). Other

restaurants may only serve a single meal (e.g., a pancake house may only serve breakfast) or they may serve two meals (e.g., lunch and dinner) or even a kids' meal.

CHECK YOUR PROGRESS

Which of our country?

Why the hospitality industry is important to the society?

What are the advantages of working in hospitality sector?

3.04 TYPES OF RESTAURANTS

Various types of restaurant fall into several industry classifications based upon menu style, preparation methods and pricing. Additionally, how the food is served to the customer helps to determine the classification.

Historically speaking

Historically, restaurant referred only to places that provided tables where one sat down to eat the meal, typically served by a waiter. Following the rise of fast food and take-out restaurants, a retronym for the older "standard" restaurant was created, sit-down restaurant. Most commonly, "sit-down restaurant" refers to a casual dining restaurant with table service, rather than a fast food restaurant or a diner, where one orders food at a counter. Sit-down restaurants are often further categorized, in North America, as "family-style" or "formal".

In British English, the term restaurant almost always means an eating establishment with table service, so the "sit-down" qualification is not usually necessary. Fast food and takeaway (take-out) outlets with counter service are not normally referred to as restaurants. Outside of North-America, the terms fast casual dining restaurants, family style, and casual dining are not used and distinctions among different kinds of restaurants is often not the same. In France, for example, some restaurants are called "bistros" to indicate a level of casualness or trendiness, though some "bistros" are quite formal in the kind of food they serve and clientele they attract. Others are called "brasseries", a term which indicates hours of service. "Brasseries" may serve food round the clock, whereas "restaurants" usually only serve at set intervals during the day. In Sweden, restaurants of many kinds are called "restauranger", but restaurants attached to bars or cafes are sometimes called "kök", literally "kitchens", and sometimes a bar-restaurant combination is called a "krog", in English a "tavern".

In *Dishing It Out: In Search of the Restaurant Experience*, Robert Appelbaum argues that all restaurants can be categorized according to a set of social parameters defined as polar opposites: high or low, cheap or dear, familiar or exotic, formal or informal, and so forth. Any restaurant

will be relatively high or low in style and price, familiar or exotic in the cuisine it offers to different kinds of customers, and so on. Context is as important as the style and form: a taqueria is a more than familiar site in Guadalajara, Mexico, but it would be exotic in Albania. A Ruth's Chris restaurant in America may seem somewhat strange to a first time visitor from India; but many Americans are familiar with it as a large restaurant chain, albeit one that features high prices and a formal atmosphere.

Ethnic

Ethnic restaurants specialize in ethnic or national cuisines. For example, Greek restaurants specialize in Greek cuisine.

Fast food

Fast food is a type of mass-produced food that is prepared and served very quickly. It began with the first fish and chip shops in Britain in the 1860s. Drive-through restaurants were first popularized in the 1950s in the United States. The food is typically less nutritionally valuable compared to other foods and dishes. While any meal with low preparation time can be considered fast food, typically the term refers to food sold in a restaurant or store with preheated or precooked ingredients, and served to the customer in a packaged form for take-out/take-away. Fast food restaurants are traditionally distinguished by their ability to serve food via a drive-through. The term "fast food" was recognized in a dictionary by Merriam–Webster in 1951.



Fig 3.01: A basic and popular fast food meal, which includes a hamburger, french fries, and a soft drink.

Outlets may be stands or kiosks, which may provide no shelter or seating, or fast food restaurants (also known as quick service restaurants). Franchise operations that are part of restaurant chains have standardized foodstuffs shipped to each restaurant from central locations.

According to the National Institutes of Health (NIH), fast foods are quick alternatives to home-cooked meals. They are also high in saturated fat, sugar, salt and calories.

Eating too much fast food has been linked to, among other things, colorectal cancer, obesity and high cholesterol.

The traditional family dinner is increasingly being replaced by the consumption of takeaway, or eating "on the run". As a result, the time invested on food preparation is getting lower and lower, with an average couple in the United States spending 47 minutes and 19 minutes per day on food preparation.

Fast food restaurants emphasize speed of service. Operations range from small-scale street vendors with food carts to multi-billion dollar corporations like McDonald's and Burger King. Food is ordered not from the table, but from a front counter (or in some cases, using an electronic terminal). Diners typically then carry their own food from the counter to a table of their choosing, and afterward dispose of any waste from their trays. Drive-through and take-out service may also be available. Fast food restaurants are known in the restaurant industry as QSRs or quick-service restaurants.



Fig 3.02: McDonald's, Kentucky Fried Chicken, Hollywood Pizza Hut fast food restaurants in the United Arab Emirates

Fast casual

A fast casual restaurant is a type of restaurant, found primarily in the United States, that does not offer full table service, but promises a higher quality of food with fewer frozen or processed ingredients than other fast food restaurants. It is an intermediate concept between fast food and casual dining, and typically priced accordingly. The category is exemplified by chains such as Boston Market, Bruegger's, Captain D's, Chipotle Mexican Grill, Culvers, Dig Inn, El Pollo Loco, Five Guys, Freddy's Frozen Custard & Steakburgers, Newk's Eatery, Noodles & Co., Panera Bread, Pizza Ranch, and Vapiano.

Publisher and founder of FastCasual.com Paul Barron is credited for coining the term "fast-casual" in the late 1990s. Horatio Lonsdale-Hands, former Chairman and CEO of ZuZu Inc., is

also credited with coining the term "fast-casual". ZuZu, a handmade Mexican food concept co-founded by Lonsdale-Hands in 1989, filed a U.S. Federal trademark registration for the term "fast-casual" in November 1995. In the July 1996 edition of Restaurant Hospitality, editor/associate publisher Michael DeLuca calls Lonsdale-Hands a "progressive pioneer in the burgeoning 'fast-casual' market segment."

Logistics

The company Technomic Information Services defined the term "fast-casual restaurants" as meeting the following criteria:

- Limited-service or self-service format
- Average meal price between \$8 and \$15
- Made-to-order food with more complex flavors than fast food restaurants
- Upscale, unique or highly developed décor
- Most often will not have a drive thru

Fast casual restaurants are primarily chain restaurants, such as Chipotle Mexican Grill and Panera Bread. More of the food is prepared at the restaurant than is the case at fast food chains. Fast casual restaurants usually do not offer full table service, but many offer non-disposable plates and cutlery. The quality of food and prices tend to be higher than those of a conventional fast food restaurant but may be lower than casual dining.

Casual dining

A casual dining restaurant is a restaurant that serves moderately-priced food in a casual atmosphere. Except for buffet-style restaurants, casual dining restaurants typically provide table service. Chain examples include Harvester in the United Kingdom and TGI Friday's in the United States. Casual dining comprises a market segment between fast food establishments and fine dining restaurants. Casual dining restaurants often have a full bar with separate bar staff, a larger beer menu and a limited wine menu. They are frequently, but not necessarily, part of a wider chain, particularly in the United States. In Italy, such casual restaurants are often called "trattoria", and are usually independently owned and operated.

Family style

Family style restaurants are a type of casual dining restaurants where food is often served on platters and the diners serve themselves. It can also be used to describe family-friendly diners or casual restaurants.

Fine dining



Fig 3.03: The Fat Duck, a fine dining restaurant in Bray, UK

Fine dining restaurants are full service restaurants with specific dedicated meal courses. Décor of such restaurants features higher-quality materials, with an dining restaurants have certain rules of dining which visitors are generally expected to follow, often including a dress code.

Variations

Most of these establishments can be considered subtypes of fast casual drinking restaurants or casual dining restaurants.

Barbecue

A barbecue restaurant is a restaurant that specializes in barbecue-style cuisine and dishes.

Brasserie and bistro

A brasserie in the US has evolved from the original French idea of a type of restaurant serving moderately priced hearty meals—French-inspired "comfort foods"—in an unpretentious setting. Bistros in the US usually have more refined decor, fewer tables, finer foods and higher prices. When used in English, the term bistro usually indicates a continental menu.

Buffet and smörgåsbord

See also: List of buffet restaurants

Buffets and smörgåsbord offer patrons a selection of food at a fixed price. Food is served on trays around bars, from which customers with plates serve themselves. The selection can be modest or very extensive, with the more elaborate menus divided into categories such as salad, soup, appetizers, hot entrées, cold entrées, and dessert and fruit. Often the range of cuisine can be eclectic, while other restaurants focus on a specific type, such as home-cooking, Chinese, Indian, or Swedish. The role of the waiter or waitress in this case is relegated to removal of finished plates, and sometimes the ordering and refill of drinks. In Italy, a kind of semi-buffet is featured

in either a *tavola calda*, serving hot foods, and a *tavola fredda*, which serves cold food. Either can be found in bars and cafes at meal times or in dedicated sites, sometimes with seating and service at a counter.

In the United States, Buffets, Inc. (now known as Ovation Brands), is a large buffet chain corporation which owns Old Country Buffet, Country Buffet, and HomeTown Buffet. HomeTown Buffet popularized the "scatter buffet", which refers to the layout of separate food pavilions. Other American restaurant chains well known for their buffets include Golden Corral, which features food products presented in pans, Souplantation/Sweet Tomatoes (known in particular for its soups and salads), Gatti's Pizza, CiCi's Pizza, Fresh Choice (a smaller competitor of Souplantation), Pancho's Mexican Buffet, Ryan's and Ponderosa Steakhouse. Sizzler is another prominent restaurant offering a buffet.

Café



Fig 3.04: Byways Cafe in Portland, Oregon

Cafés are informal restaurants offering a range of hot meals and made-to-order sandwiches. Coffee shops, while similar to cafés, are not restaurants due to the fact that they primarily serve and derive the majority of their revenue from hot drinks. Many cafés are open for breakfast and serve full hot breakfasts. In some areas, cafés offer outdoor seating.

Cafeteria

A cafeteria is a restaurant serving ready-cooked food arranged behind a food-serving counter. There is little or no table service. Typically, a patron takes a tray and pushes it along a track in front of the counter. Depending on the establishment, servings may be ordered from attendants, selected as ready-made portions already on plates, or self-serve their own portions. Cafeterias are common in hospitals, corporations and educational institutions. In Italy it's very common and known as "*mensa aziendale*".

In the UK, a cafeteria may also offer a large selection of hot food similar to the American fast casual restaurant, and the use of the term cafeteria is deprecated in favour of self-service restaurant. Cafeterias have a wider variety of prepared foods. For example, it may have a variety

of roasts (e.g. beef, ham, turkey) ready for carving by a server, as well as other cooked entrées rather than simple offerings of hamburgers or fried chicken.

Coffeehouse



Fig 3.05: The Last Stand Coffeehouse, seating optional

Coffeehouses are casual restaurants without table service that emphasize coffee and other beverages; typically a limited selection of cold foods such as pastries and perhaps sandwiches are offered as well. Their distinguishing feature is that they allow patrons to relax and socialize on their premises for long periods of time without pressure to leave promptly after eating, and are thus frequently chosen as sites for meetings.

Destination restaurant

A destination restaurant is one that has a strong enough appeal to draw customers from beyond its community. The idea of a destination restaurant originated in France with the Michelin Guide, which rated restaurants as to whether they were worth a special trip or a detour while one traveled by car in France.

Tabletop cooking

Customers are seated as in a casual dining setting. Food items are prepared by the establishments for cooking on embedded gas stoves, induction cookers, or charcoal grills; the customer has control over the heating power of the appliance.

Mongolian barbecue

Despite the name, the Mongolian barbecue form of restaurant is not Mongolian, actually derived from Taiwan and inspired by Japanese teppanyaki. Customers create a bowl from an assortment of ingredients displayed in a buffet fashion. The bowl is then handed to the cook, who stir-fries the food on a large griddle and returns it on a plate or in a bowl to the consumer.

Pub

A pub, or public house, is an establishment licensed to sell alcoholic drinks, which traditionally include beer, ale and other brewed alcoholic drinks. It is a relaxed, social drinking establishment and a prominent part of British culture, Irish culture, New Zealand culture and Australian

culture. In many places, especially in villages, a pub is the focal point of the community. In his 17th century diary Samuel Pepys described the pub as "the heart of England."



Fig 3.06: The Ale-House Door (painting of c. 1790 by Henry Singleton)

Pubs can be traced back to Roman taverns, through the Anglo-Saxon alehouse to the development of the tied house system in the 19th century. In 1393, King Richard II of England introduced legislation that pubs had to display a sign outdoors to make them easily visible for passing ale tasters who would assess the quality of ale sold. Most pubs focus on offering beers, ales and similar drinks. As well, pubs often sell wines, spirits, and soft drinks, meals and snacks. The owner, tenant or manager (licensee) is known as the pub landlord or publican. Referred to as their "local" by regulars, pubs are typically chosen for their proximity to home or work, the availability of a particular beer or ale or a good selection, good food, a social atmosphere, the presence of friends and acquaintances, and the availability of recreational activities such as a darts team, a skittles team, and a pool or snooker table. The pub quiz was established in the UK in the 1970s.

Mainly in the UK and other countries influenced by British culture, a pub (short for public house) is a bar that sometimes serves simple food fare. Traditionally, pubs were primarily drinking establishments with food in a secondary position, whereas many modern pubs rely on food as well, to the point where gastropubs are often essentially fine-dining establishments, known for their high-quality pub food and concomitantly high prices. A typical pub has a large selection of beers and ales on tap.

Teppanyaki-style

Many restaurants specializing in Japanese cuisine offer the teppanyaki grill, which is more accurately based on a type of charcoal stove that is called shichirin in Japan. Diners, often in multiple, unrelated parties, sit around the grill while a chef prepares their food orders in front of them. Often the chef is trained in entertaining the guests with special techniques, including cracking a spinning egg in the air, forming a volcano out of differently-sized onion slices, and flipping grilled shrimp pieces into patrons' mouths, in addition to various props. Also referred to as hibachi.

CHECK YOUR PROGRESS

What is a pub?

What is a destination restaurant?

What are the difference between a café and coffee shops?

3.05 SALIENT FEATURES

Salient features of Pubs

Variations

Country pubs



Fig 3.07: A family run pub in rural Ireland



Fig 3.08: The Crown Inn Chiddingfold

A "country pub" by tradition is a rural public house. However, the distinctive culture surrounding country pubs, that of functioning as a social centre for a village and rural community, has been changing over the last thirty or so years. In the past, many rural pubs provided opportunities for country folk to meet and exchange (often local) news, while others—especially those away from village centres—existed for the general purpose, before the advent of motor transport, of serving travellers as coaching inns.

In more recent years, however, many country pubs have either closed down, or have been converted to establishments intent on providing seating facilities for the consumption of food, rather than a venue for members of the local community meeting and convivially drinking.

Roadhouses



Fig 3.09: The Dutch House, a typical 1930s roadhouse on the busy A20 road in Eltham, Greater London.

The term "roadhouse" was originally applied to a coaching inn, but with the advent of popular travel by motor car in the 1920s and 1930s in the United Kingdom, a new type of roadhouse emerged, often located on the newly constructed arterial roads and bypasses. They were large establishments offering meals and refreshment and accommodation to motorists and parties travelling by charabanc. The largest roadhouses boasted facilities such as tennis courts and swimming pools. Their popularity ended with the outbreak of the Second World War when recreational road travel became impossible, and the advent of post-war drink driving legislation prevented their full recovery. Many of these establishments are now operated as pub restaurants or fast food outlets.

Theme pubs

Pubs that cater for a niche clientele, such as sports fans or people of certain nationalities are known as theme pubs. Examples of theme pubs include sports bars, rock pubs, biker pubs, Goth pubs, strip pubs, karaoke bars and Irish pubs.

Micropubs

The micropub movement in Britain was started by Martyn Hillier. Micropubs are small community pubs with limited opening hours, and focusing strongly on local cask ale. It became easier to start a small pub after the passing of the 2003 Licensing Act, which became effective in 2005.

Signs: Pub



The pub sign of The George, Southwark, depicting St George slaying a Dragon
In 1393, King Richard II of England compelled landlords to erect signs outside their premises. The legislation stated "Whosoever shall brew ale in the town with intention of selling it must hang out a sign, otherwise he shall forfeit his ale." This was to make alehouses easily visible to

passing inspectors, borough ale tasters, who would decide the quality of the ale they provided. William Shakespeare's father, John Shakespeare, was one such inspector.

Another important factor was that during the Middle Ages a large proportion of the population would have been illiterate and so pictures on a sign were more useful than words as a means of identifying a public house. For this reason there was often no reason to write the establishment's name on the sign and inns opened without a formal written name, the name being derived later from the illustration on the pub's sign.



The Robin Hood Inn, Rowland's Castle, Shropshire

The earliest signs were often not painted but consisted, for example, of paraphernalia connected with the brewing process such as bunches of hops or brewing implements, which were suspended above the door of the pub. In some cases local nicknames, farming terms and puns were used. Local events were often commemorated in pub signs. Simple natural or religious symbols such as 'The Sun', 'The Star' and 'The Cross' were incorporated into pub signs, sometimes being adapted to incorporate elements of the heraldry (e.g. the coat of arms) of the local lords who owned the lands upon which the pub stood. Some pubs have Latin inscriptions.



Fig 3.10: The Penny Black pub in Oxfordshire, depicting the first postage stamp which featured a profile of Queen Victoria

Other subjects that lent themselves to visual depiction included the name of battles (e.g. Trafalgar), explorers, local notables, discoveries, sporting heroes and members of the royal family. Some pub signs are in the form of a pictorial pun or rebus. For example, a pub in Crowborough, East Sussex called The Crow and Gate has an image of a crow with gates as wings. A British Pathe News film of 1956 shows artist Michael Farrar-Bell at work producing inn signs.

Most British pubs still have decorated signs hanging over their doors, and these retain their original function of enabling the identification of the pub. Today's pub signs almost always bear the name of the pub, both in words and in pictorial representation. The more remote country pubs often have stand-alone signs directing potential customers to their door.

Pub Names

Pub names are used to identify and differentiate each pub. Modern names are sometimes a marketing ploy or attempt to create "brand awareness", frequently using a comic theme thought to be memorable, Slug and Lettuce for a pub chain being an example. Interesting origins are not confined to old or traditional names, however. Names and their origins can be broken up into a relatively small number of categories.

As many pubs are centuries old, many of their early customers were unable to read, and pictorial signs could be readily recognised when lettering and words could not be read.

Pubs often have traditional names. A common name is the "Marquis of Granby". These pubs were named after John Manners, Marquess of Granby, who was the son of John Manners, 3rd Duke of Rutland and a general in the 18th century British Army. He showed a great concern for the welfare of his men, and on their retirement, provided funds for many of them to establish taverns, which were subsequently named after him. All pubs granted their licence in 1780 were called the Royal George, after King George III, and the twentieth anniversary of his coronation.

Many names for pubs that appear nonsensical may have come from corruptions of old slogans or phrases, such as "The Bag o'Nails" (Bacchanals), "The Goat and Compasses" (God Encompasseth Us), "The Cat and the Fiddle" (Chaton Fidèle: Faithful Kitten) and "The Bull and Bush", which purportedly celebrates the victory of Henry VIII at "Boulogne Bouche" or Boulogne-sur-Mer Harbour.

Entertainment at Pubs



Indoor Quoits being played at a pub in Parkend, Gloucestershire.

Traditional games are played in pubs, ranging from the well-known darts, skittles, dominoes, cards and bar billiards, to the more obscure Aunt Sally, Nine Men's Morris and ringing the bull. In the UK betting is legally limited to certain games such as cribbage or dominoes, played for small stakes. In recent decades the game of pool (both the British and American versions) has increased in popularity as well as other table based games such as snooker or Table Football becoming common.

Increasingly, more modern games such as video games and slot machines are provided. Pubs hold special events, from tournaments of the aforementioned games to karaoke nights to pub quizzes. Some play pop music and hip-hop (dance bar), or show football and rugby union on big screen televisions (sports bar). Shove ha'penny and Bat and trap were also popular in pubs south of London.

Some pubs in the UK also have football teams composed of regular customers. Many of these teams are in leagues that play matches on Sundays, hence the term "Sunday League Football". Bowling is found in association with pubs in some parts of the country and the local team will play matches against teams invited from elsewhere on the pub's bowling green.

Pubs may be venues for pub songs and live music. During the 1970s pubs provided an outlet for a number of bands, such as Kilburn and the High Roads, Dr. Feelgood and The Kursaal Flyers, who formed a musical genre called Pub rock that was a precursor to Punk music.

Food at Pubs



Fig 3.11: Pub grub – a pie, along with a pint



Fig 3.12: Black olives along with a pint of beer in a Montreal pub

Some pubs have a long tradition of serving food, dating back to their historic usage as inns and hotels where travellers would stay.

any pubs were drinking establishments, and little emphasis was placed on the serving of food, other than sandwiches and "bar snacks", such as pork scratchings, pickled eggs, salted crisps and peanuts which helped to increase beer sales. In South East England (especially London) it was common until recent times for vendors selling cockles, whelks, mussels, and other shellfish to sell to customers during the evening and at closing time. Many mobile shellfish stalls would set up near pubs, a practice that continues in London's East End. Otherwise, pickled cockles and mussels may be offered by the pub in jars or packets.

In the 1950s some British pubs would offer "a pie and a pint", with hot individual steak and ale pies made easily on the premises by the proprietor's wife during the lunchtime opening hours. The ploughman's lunch became popular in the late 1960s. In the late 1960s "chicken in a basket", a portion of roast chicken with chips, served on a napkin, in a wicker basket became popular due to its convenience.

Family chain pubs which served food in the evenings gained popularity in the 1970s, and included Berni Inn and Beefeater.

Quality dropped but variety increased with the introduction of microwave ovens and freezer food. "Pub grub" expanded to include British food items such as steak and ale pie, shepherd's pie, fish and chips, bangers and mash, Sunday roast, ploughman's lunch, and pasties. In addition, dishes such as burgers, chicken wings, lasagne and chilli con carne are often served. Some pubs offer elaborate hot and cold snacks free to customers at Sunday lunchtimes, to prevent them getting hungry and leaving for their lunch at home.

Since the 1990s food has become a more important part of a pub's trade, and today most pubs serve lunches and dinners at the table in addition to (or instead of) snacks consumed at the bar. They may have a separate dining room. Some pubs serve meals to a higher standard, to match good restaurant standards; these are sometimes termed gastropubs.

Gastropub



The Listers Arms, a gastropub in Malham, North Yorkshire

A gastropub concentrates on quality food. The name is a portmanteau of pub and gastronomy and was coined in 1991 when David Eyre and Mike Belben took over The Eagle pub in Clerkenwell, London. The concept of a restaurant in a pub reinvigorated both pub culture and British dining, though has occasionally attracted criticism for potentially removing the character of traditional pubs.

In 2011 The Good Food Guide suggested that the term has become irrelevant.

Listed Pubs

CAMRA maintains a "National Inventory" of historical notability and of architecturally and decoratively notable pubs. The National Trust owns thirty-six public houses of historic interest including the George Inn, Southwark, London and The Crown Liquor Saloon, Belfast, Northern Ireland.

Records of Pubs



Fig 3.13: The Sun Inn, Herefordshire. One of the few remaining parlour pubs



Fig 3.14: 'The Crooked House', Himley, is known for the extreme lean of the building, caused by subsidence produced by mining



Fig 3.15: Ye Olde Man & Scythe, Bolton

Highest and remotest

The highest pub in the United Kingdom is the Tan Hill Inn, Yorkshire, at 1,732 feet (528 m) above sea level. The remotest pub on the British mainland is The Old Forge in the village of Inverie, Lochaber, Scotland. There is no road access and it may only be reached by an 18-mile (29 km) walk over mountains, or a 7-mile (11 km) sea crossing. Likewise, The Berney Arms in Norfolk has no road access. It may be reached by foot or by boat, and by train as it is served by the nearby Berney Arms railway station, which likewise has no road access and serves no other settlement.

Smallest

Contenders for the smallest public house in the UK include:

- The Nutshell – Bury St Edmunds, Suffolk
- The Lakeside Inn – Southport, Lancashire
- The Little Gem – Aylesford, Kent
- The Smiths Arms – Godmanstone, Dorset
- The Signal Box Inn – Cleethorpes, Lincolnshire

The list includes a small number of parlour pubs, one of which is the Sun Inn in Leintwardine, Herefordshire.

Largest

The largest pub in the UK is The Moon Under Water, Manchester; as are many Wetherspoons pubs it is in a converted cinema.

Oldest

A number of pubs claim to be the oldest surviving establishment in the United Kingdom, although in several cases original buildings have been demolished and replaced on the same site. Others are ancient buildings that saw uses other than as a pub during their history. Ye Olde Fighting Cocks in St Albans, Hertfordshire, holds the Guinness World Record for the oldest pub in England, as it is an 11th-century structure on an 8th-century site. Ye Olde Trip to Jerusalem in Nottingham is claimed to be the "oldest inn in England". It has a claimed date of 1189, based on the fact it is constructed on the site of the Nottingham Castle brewhouse; the present building dates from around 1650. Likewise, The Nags Head in Burntwood, Staffordshire only dates back to the 16th century, but there has been a pub on the site since at least 1086, as it is mentioned in the Domesday Book.

There is archaeological evidence that parts of the foundations of The Old Ferryboat Inn in Holywell may date to AD 460, and there is evidence of ale being served as early as AD 560.

The Bingley Arms, Bardsey, Yorkshire, is claimed to date to 905 AD. Ye Olde Salutation Inn in Nottingham dates from 1240, although the building served as a tannery and a private residence before becoming an inn sometime before the English Civil War. The Adam and Eve in Norwich was first recorded in 1249, when it was an alehouse for the workers constructing nearby Norwich Cathedral. Ye Olde Man & Scythe in Bolton, Greater Manchester, is mentioned by name in a charter of 1251, but the current building is dated 1631. Its cellars are the only surviving part of the older structure.

Longest and shortest name

The town of Stalybridge in Greater Manchester is thought to have the pubs with both the longest and shortest names in the United Kingdom — The Old 13th Cheshire Rifleman Corps Inn and the Q Inn.

Statistics about Pubs

United Kingdom

The average retail price of a pint of beer is £3.23 of which 45p is duty and 54p is VAT (2014).

26.9 million barrels of beer are sold annually (Jan–Dec 2013).

There were 48,000 pubs in 2013, compared with 67,800 in 1982 and 60,100 in 2002.

Decline of Pubs



Fig 3.16: The currently closed "The First and Last" Pub, next to the closed Omagh railway station, in County Tyrone, Northern Ireland.

The number of pubs in the UK has declined year on year, at least since 1982. Various reasons are put forward for this, such as the failure of some establishments to keep up with customer requirements. Others claim the smoking ban of 2007, intense competition from gastro-pubs, the availability of cheap alcohol in supermarkets or the general economic climate are either to blame, or are factors in the decline. Changes in demographics may be an additional factor.

In 2015 the rate of pub closures came under the scrutiny of Parliament in the UK, with a promise of legislation to improve relations between owners and tenants. The Lost Pubs Project listed 31,301 closed English pubs on 19 July 2016, with photographs of over 16,000.

Cultural associations: Pubs

Inns and taverns feature throughout English literature and poetry, from The Tabard Inn in Chaucer's *Canterbury Tales* onwards.



Fig 3.17: Jamaica Inn in Cornwall inspired a novel and a film.

The highwayman Dick Turpin used the Swan Inn at Woughton-on-the-Green in Buckinghamshire as his base. Jamaica Inn near Bolventor in Cornwall gave its name to a 1936 novel by Daphne du Maurier and a 1939 film directed by Alfred Hitchcock. In the 1920s John Fothergill (1876–1957) was the innkeeper of the Spread Eagle in Thame, Berkshire, and published his autobiography: *An Innkeeper's Diary* (London: Chatto & Windus, 1931). During his idiosyncratic occupancy many famous people came to stay, such as H. G. Wells. United States president George W. Bush fulfilled his lifetime ambition of visiting a 'genuine British pub' during his November 2003 state visit to the UK when he had lunch and a pint of non-alcoholic lager (Bush being a teetotaler) with British Prime Minister Tony Blair at the Dun Cow pub in Sedgefield, County Durham in Blair's home constituency. There were approximately 53,500

public houses in 2009 in the United Kingdom. This number has been declining every year, so that nearly half of the smaller villages no longer have a local pub.

London

Many of London's pubs are known to have been used by famous people, but in some cases, such as the association between Samuel Johnson and Ye Olde Cheshire Cheese, this is speculative, based on little more than the fact that the person is known to have lived nearby. However, Charles Dickens is known to have visited the Cheshire Cheese, the Prospect of Whitby, Ye Olde Cock Tavern and many others. Samuel Pepys is also associated with the Prospect of Whitby and the Cock Tavern.

The Fitzroy Tavern is a pub situated at 16 Charlotte Street in the Fitzrovia district, to which it gives its name. It became famous (or according to others, infamous) during a period spanning the 1920s to the mid-1950s as a meeting place for many of London's artists, intellectuals and bohemians such as Dylan Thomas, Augustus John, and George Orwell. Several establishments in Soho, London, have associations with well-known, post-war literary and artistic figures, including the Pillars of Hercules, The Colony Room and the Coach and Horses. The Canonbury Tavern, Canonbury, was the prototype for Orwell's ideal English pub, The Moon Under Water.



Fig 3.18: The Red Lion in Whitehall is close to the Houses of Parliament and is frequented by Members of Parliament and political journalists.

The Red Lion in Whitehall is close to the Palace of Westminster and is consequently used by political journalists and Members of Parliament. The pub is equipped with a Division bell that summons MPs back to the chamber when they are required to take part in a vote. The Punch Bowl, Mayfair was at one time jointly owned by Madonna and Guy Ritchie. The Coleherne

public house in Earls Court was a well-known gay pub from the 1950s. It attracted many well-known patrons, such as Freddie Mercury, Kenny Everett and Rudolph Nureyev. It was used by the serial-killer Colin Ireland to pick up victims.

In 1966 The Blind Beggar in Whitechapel became infamous as the scene of a murder committed by gangster Ronnie Kray. The Ten Bells is associated with several of the victims of Jack the Ripper. In 1955, Ruth Ellis, the last woman executed in the United Kingdom, shot David Blakely as he emerged from The Magdala in South Hill Park, Hampstead, the bullet holes can still be seen in the walls outside. It is said that Vladimir Lenin and a young Joseph Stalin met in the Crown and Anchor pub (now known as The Crown Tavern) on Clerkenwell Green when the latter was visiting London in 1903.

The Angel, Islington was formerly a coaching inn, the first on the route northwards out of London, where Thomas Paine is believed to have written much of The Rights of Man. It was mentioned by Charles Dickens, became a Lyons Corner House, and is now a Co-operative Bank.

Oxford and Cambridge

The Eagle and Child and the Lamb and Flag, Oxford, were regular meeting places of the Inklings, a writers' group which included J. R. R. Tolkien and C. S. Lewis. The Eagle in Cambridge is where Francis Crick interrupted patrons' lunchtime on 28 February 1953 to announce that he and James Watson had "discovered the secret of life" after they had come up with their proposal for the structure of DNA. The anecdote is related in Watson's book *The Double Helix*. and commemorated with a blue plaque on the outside wall.

Pubs Outside Great Britain



Fig 3.19: A Swedish pub serving Irish beer



Fig 3.20: A pub in Russia

Although "British" pubs found outside of Britain and its former colonies are often themed bars owing little to the original British pub, a number of "true" pubs may be found around the world.

In Denmark—a country, like Britain, with a long tradition of brewing—a number of pubs have opened which eschew "theming", and which instead focus on the business of providing carefully conditioned beer, often independent of any particular brewery or chain, in an environment which would not be unfamiliar to a British pub-goer. Some import British cask ale, rather than beer in kegs, to provide the full British real ale experience to their customers. This newly established Danish interest in British cask beer and the British pub tradition is reflected by the fact that some 56 British cask beers were available at the 2008 European Beer Festival in Copenhagen, which was attended by more than 20,000 people.

In Ireland, pubs are known for their atmosphere or "craic". In Irish, a pub is referred to as teach tábhairne ("tavernhouse") or teach óil ("drinkinghouse"). Live music, either sessions of traditional Irish music or varieties of modern popular music, is frequently featured in the pubs of Ireland. Pubs in Northern Ireland are largely identical to their counterparts in the Republic of Ireland except for the lack of spirit grocers. A side effect of "The Troubles" was that the lack of a tourist industry meant that a higher proportion of traditional bars have survived the wholesale refitting of Irish pub interiors in the 'English style' in the 1950s and 1960s. New Zealand sports a number of Irish pubs.

The most popular term in English-speaking Canada used for a drinking establishment was "tavern", until the 1970s when the term "bar" became widespread as in the United States. In the

1800s the term used was "public house" as in England but "pub culture" did not spread to Canada. A fake "English looking" pub trend started in the 1990s, built into existing storefronts, like regular bars. Most universities in Canada have campus pubs which are central to student life, as it would be bad form just to serve alcohol to students without providing some type of basic food. Often these pubs are run by the student's union. The gastropub concept has caught on, as traditional British influences are to be found in many Canadian dishes. On 16 March 2012, Malcolm McDowell (with fellow English actor Gary Oldman in attendance to pay tribute) received a star on the Hollywood Walk of Fame, aptly outside the Pig n' Whistle British pub on Hollywood Boulevard.

Ethnic Restaurants: Chinese

A Chinese Restaurant is an establishment that serves Chinese cuisine outside China. Some have distinctive styles, as with American Chinese cuisine and Canadian Chinese cuisine. Most of them are in the Cantonese restaurant style. Chinese takeouts (United States and Canada) or Chinese takeaways (United Kingdom and Commonwealth) are also found either as components of eat-in establishments or as separate establishments, and serve a take out version of Chinese cuisine.

Chinese restaurants in the United States

Chinese restaurants in the United States began during the California gold rush, which brought twenty to thirty thousand immigrants across from the Canton (Guangdong) region of China. By 1850, there were five restaurants in San Francisco. Soon after, significant amounts of food were being imported from China to America's west coast. The trend spread eastward with the growth of the American railways, particularly to New York City. The Chinese Exclusion Act allowed merchants to enter the country, and in 1915 restaurant owners became eligible for merchant visas. This fueled the opening of Chinese restaurants as an immigration vehicle. As of 2015 the United States had 46,700 Chinese restaurants.

There has been a consequential component of Chinese emigration of illegal origin, most notably Fuzhou people from Fujian Province and Wenzhounese from Zhejiang Province in Mainland China, specifically destined to work in Chinese restaurants in New York City, beginning in the 1980s. Adapting Chinese cooking techniques to local produce and tastes has led to the development of American Chinese cuisine.

American Chinese food builds from styles and food habits brought from the southern province of Guangdong, typically the Toisan district of Toisan, the origin of most Chinese immigration before the closure of legal immigration in 1924. These Chinese families developed new styles and used readily available ingredients, especially in California. The types of Chinese American cooking served in restaurants was different from the foods eaten in Chinese American homes.

Among the common differences is to treat vegetables as a side dish or garnish, while traditional cuisines of China emphasize vegetables. This can be seen in the use of carrots and tomatoes.

Cuisine in China makes frequent use of Asian leaf vegetables like bok choy and kai-lan and puts a greater emphasis on fresh meat and seafood.



Fig 3.21: A Chinese buffet restaurant in the United States

Stir frying, pan frying, and deep frying tend to be the most common Chinese cooking techniques used in American Chinese cuisine, which are all easily done using a wok (a Chinese frying pan with bowl-like features). The food also has a reputation for high levels of MSG to enhance the flavor. Market forces and customer demand have encouraged many restaurants to offer "MSG Free" or "No MSG" menus, or to omit this ingredient on request.



Fig 3.22: Carryout Chinese food is commonly served in a paper carton with a wire bail, known as the oyster pail.

American Chinese cuisine takes advantage of ingredients not native to and very rarely used in China. One such example is the common use of western broccoli (Chinese: 西蘭; pinyin: xīlán) instead of Chinese broccoli (Kai-lan, Chinese: 芥蘭; pinyin: gàilán) in American Chinese cuisine. Occasionally, western broccoli is also referred to as sai lan fa in Cantonese (Chinese: 西蘭花; pinyin: xīlánhuā) in order not to confuse the two styles of broccoli. Among Chinese speakers, however, it is typically understood that one is referring to the leafy vegetable unless otherwise specified.

This is also the case with the words for carrot (luo buo or lo bac, or hong luo buo, hong meaning "red") and onion (cong). Lo bac, in Cantonese, refers to a large, pungent white radish. The

orange western carrot is known in some areas of China as "foreign radish" (or more properly hung lo bac in Cantonese, hung meaning "red"). When the word for onion, cong, is used, it is understood that one is referring to "green onions" (otherwise known to English-speakers as "scallions" or "spring onions"). The larger many-layered onion bulb common in the United States is called yang cong. This translates as "western onion". These names make it evident that the American broccoli, carrot, and onion are not indigenous to China, and therefore are less common in the traditional cuisines of China.

Egg fried rice in American Chinese cuisine is also prepared differently, with more soy sauce added for more flavor whereas the traditional egg fried rice uses less soy sauce. Some food styles such as Dim sum were also modified to fit American palates, such as added batter for fried dishes and extra soy sauce.

Salads containing raw or uncooked ingredients are rare in traditional Chinese cuisine, as are Japanese style sushi or sashimi. However, an increasing number of American Chinese restaurants, including some upscale establishments, have started to offer these items in response to customer demand.

Ming Tsai, the owner of the Blue Ginger restaurant in Wellesley, Massachusetts and host of PBS culinary show Simply Ming, said that American Chinese restaurants typically try to have food representing 3-5 regions of China at one time, have chop suey, or have "fried vegetables and some protein in a thick sauce", "eight different sweet and sour dishes", or "a whole page of 20 different chow meins or fried rice dishes". Tsai said "Chinese-American cuisine is 'dumbed-down' Chinese food. It's adapted... to be blander, thicker and sweeter for the American public".

Most American Chinese establishments cater to non-Chinese customers with menus written in English or containing pictures. If separate Chinese-language menus are available, they typically feature items such as liver, chicken feet, or other meat dishes that might deter American customers. In Chinatown, New York, the restaurants were known for having a "phantom" menu with food preferred by ethnic Chinese, but believed to be disliked by non-Chinese Americans.

American Chinese restaurant menu items



Chop suey, made with garlic chicken and peapods, on fried rice

Dishes that often appear on American Chinese restaurant menus include:

Almond chicken - chicken breaded in batter containing ground almonds, fried and served with almonds and onions.

General Tso's chicken – chunks of chicken that are dipped in a batter and deep-fried and seasoned with ginger, garlic, sesame oil, scallions, and hot chili peppers.

Sesame chicken – boned, battered, and deep-fried chicken which is then dressed with a translucent red or orange, sweet and mildly spicy sauce, made from soy sauce, corn starch, vinegar, chicken broth, and sugar.

Chinese chicken salad – usually contains sliced or shredded chicken, uncooked leafy greens, crispy noodles (or fried wonton skins) and sesame dressing. Some restaurants serve the salad with mandarin oranges.



An unopened fortune cookie

Chop suey – connotes "assorted pieces" in Chinese. It is usually a mix of vegetables and meat in a brown sauce but can also be served in a white sauce.

Crab rangoon – fried wonton skins stuffed with (usually) artificial crab meat (surimi) and cream cheese.



Wonton strips are commonly served complimentary along with duck sauce and hot mustard
Fortune cookie – invented in California as a westernized version of the Japanese omikuji senbei, fortune cookies have become sweetened and found their way to many American Chinese restaurants.

Royal beef – deep-fried sliced beef, doused in a wine sauce and often served with steamed broccoli.

Pepper steak – consists of sliced steak, green bell peppers, tomatoes, and white or green onions stir-fried with salt, sugar, and soy sauce. Bean sprouts are a less common addition

Mongolian beef - fried beef with scallions or white onions in a spicy and often sweet brown sauce

Fried wontons – somewhat similar to crab rangoon, a filling, (most often pork), is wrapped in a wonton skin and deep fried.

Beef & Broccoli - flank steak cut into small pieces, stir-fried with broccoli, and covered in a dark sauce made with soy sauce and oyster sauce and thickened with cornstarch.

Sweet roll - yeast rolls, typically fried, covered in granulated sugar or powdered sugar. Some variants are stuffed with cream cheese or icing.

Sushi - despite being part of traditional Japanese cuisine, some American Chinese restaurants serve various types of sushi, usually on buffets.

Wonton strips – commonly served complimentary along with duck sauce and hot mustard, or with soup when ordering take-out

Regional American Chinese dishes

Chow mein sandwich – sandwich of chow mein and gravy (Southeastern Massachusetts, Rhode Island).

Chop suey sandwich – sandwich of chicken chop suey on a hamburger bun (North Shore of Massachusetts).

St. Paul sandwich – egg foo young patty in plain white sandwich bread (St. Louis, Missouri).

Springfield-style cashew chicken – a style of cashew chicken that combines breaded deep fried chicken, cashews, and oyster sauce. (Springfield, Missouri).

Yaka mein - Chinese-Creole food found in New Orleans that evolved from beef noodle soup

North American versions found in China



Fig 3.23: Egg foo young

Cashew chicken – Stir fried tender chicken pieces with cashews.

Chow mein – literally means "stir-fried noodles". Chow mein consists of fried crispy noodles with bits of meat and vegetables. It can come with chicken, pork, shrimp or beef.

Egg foo young – a Chinese-style omelet with vegetables and meat, usually served with a brown gravy. While some restaurants in North America deep-fry the omelet, versions found in Asia are more likely to fry in the wok.

Egg roll – while spring rolls have a thin, light beige crispy skin that flakes apart, and is filled with mushrooms, bamboo, and other vegetables inside, the American style eggroll has a thicker, chewier, dark brown bubbly skin stuffed with cabbage and usually bits of meat or seafood (such as pork or shrimp), but no egg.

Fried rice – fried rice dishes are popular offerings in American Chinese food due to the speed and ease of preparation and their appeal to American tastes. Fried rice is generally prepared with rice cooled overnight, allowing restaurants to put leftover rice to good use (freshly cooked rice is actually less suitable for fried rice). The Chinese American version of this dish typically uses more soy sauce than the versions found in China. Fried rice is offered with different combinations of meat and vegetables.

Ginger beef – (生薑牛肉; shēngjiāng niúròu) Tender beef cut in chunks, mixed with ginger and Chinese mixed vegetables.

Ginger fried beef – (乾炒牛肉絲; gānchǎo niúròu-sī) Tender beef cut in strings, battered, deep dried, then re-fried in a wok mixed with a sweet sauce, a variation of a popular Northern Chinese dish.

Hulatang – a Chinese traditional soup with hot spices, often called "spicy soup" on menus

Kung Pao chicken – The Sichuan dish is spicy hot, but the versions served in North America tend to be less so if at all, and sometimes leave out the Sichuan Pepper that is a fundamental part of the original dish.

Lo mein ("stirred noodles"). These noodles are frequently made with eggs and flour, making them chewier than simply using water. Thick, spaghetti shaped noodles are pan fried with vegetables (mainly bok choy and Chinese cabbage (nappa)) and meat. Sometimes this dish is referred to as "chow mein" (which literally means "fried noodles" in Cantonese).

Mei Fun (see Rice vermicelli dishes)

Moo shu pork – The original version uses more typically Chinese ingredients (including wood ear fungi and daylily buds) and thin flour pancakes while the American version uses vegetables more familiar to Americans, and thicker pancakes. This dish is quite popular in Chinese restaurants in the United States, but not so popular in China.

Orange chicken – chopped, battered, fried chicken with a sweet orange flavored chili sauce that is thickened and glazed. The traditional version consists of stir-fried chicken in a light, slightly sweet soy sauce that is flavored with dried orange peels.

Wonton soup – In most American Chinese restaurants, only wonton dumplings in broth are served, while versions found in China may come with noodles. In Canton, Wonton Soup can be a full meal in itself, consisting of thin egg noodles and several pork and prawn wontons in a pork or chicken soup broth or noodle broth. Especially in takeout restaurants, wonton are often made with thicker dough skins.

Beijing beef – In China, this dish uses gai-lan (Chinese broccoli) rather than American broccoli.

Beef with broccoli

Regional variations

San Francisco

Since the early 1990s, many American Chinese restaurants influenced by California cuisine have opened in San Francisco and the Bay Area. The trademark dishes of American Chinese cuisine remain on the menu, but there is more emphasis on fresh vegetables, and the selection is vegetarian-friendly.

This new cuisine has exotic ingredients like mangos and portobello mushrooms. Brown rice is often offered as an optional alternative to white rice. Some restaurants substitute grilled wheat flour tortillas for the rice pancakes in mu shu dishes. This occurs even in some restaurants that would not otherwise be identified as California Chinese, both the more Westernized places and the more authentic places. There is a Mexican bakery that sells some restaurants thinner tortillas made for use with mu shu. Mu shu purists do not always react positively to this trend.

In addition, many restaurants serving more native-style Chinese cuisines exist, due to the high numbers and proportion of ethnic Chinese in San Francisco and the Bay Area. Restaurants specializing in Cantonese, Sichuanese, Hunanese, Northern Chinese, Shanghainese, Taiwanese, and Hong Kong traditions are widely available, as are more specialized restaurants such as seafood restaurants, Hong Kong-style diners and cafes, also known as Cha chaan teng (茶餐廳; chácāntīng), dim sum teahouses, and hot pot restaurants. Many Chinatown areas also feature Chinese bakeries, boba milk tea shops, roasted meat, vegetarian cuisine, and specialized dessert shops. Chop suey is not widely available in San Francisco, and the city's chow mein is different from Midwestern chow mein.

Authentic restaurants with Chinese-language menus may offer "yellow-hair chicken" (Chinese: 黃毛雞; pinyin: huángmáo jī; Cantonese Yale: wòhng mouh gāai; literally: "yellow-feather chicken"), essentially a free-range chicken, as opposed to typical American mass-farmed chicken. Yellow-hair chicken is valued for its flavor, but needs to be cooked properly to be tender due to its lower fat and higher muscle content. This dish usually does not appear on the English-language menu.

Dau Miu (豆苗; dòumiáo) is a Chinese vegetable that has become popular since the early 1990s, and now not only appears on English-language menus, usually as "pea shoots", but is often served by upscale non-Asian restaurants as well. Originally it was only available during a few months of the year, but it is now grown in greenhouses and is available year-round.

Hawaii

Hawaiian-Chinese food developed a bit differently from the continental United States. Owing to the diversity of ethnicities in Hawaii and the history of the Chinese influence in Hawaii, resident Chinese cuisine forms a component of the cuisine of Hawaii, which is a fusion of different culinary traditions. Some Chinese dishes are typically served as part of plate lunches in Hawaii. The names of foods are different as well, such as Manapua, from Hawaiian meaning "chewed up pork" for dim sum bao, though the meat is not necessarily pork.

American Chinese chain restaurants

A typical Panda Express meal: Kung Pao chicken, orange chicken, chow mein and steamed vegetables

- China Coast – Closed in 1995; owned by General Mills Corp., formerly 52 locations throughout the United States
- Chinese Gourmet Express - throughout the United States
- Leeann Chin – Minnesota and Wisconsin; owned at one time by General Mills Corp.
- Manchu Wok – Throughout the United States and Canada, as well as Guam, Korea and Japan
- Panda Express – Throughout the United States, some locations in Mexico
- Pei Wei Asian Diner – Throughout the United States; a subsidiary of P.F. Chang's
- P. F. Chang's China Bistro – Throughout the United States; features California-Chinese fusion cuisine
- Pick Up Stix – California, Arizona, and Nevada
- The Great Wall – Delaware, New Jersey, Maryland, Virginia, New York, West Virginia, South Carolina, Louisiana
- Stir Crazy - Illinois, Missouri, Wisconsin, Minnesota, New York, Florida, Indiana, Texas, and Ohio

International Restaurant Ratings

Restaurant ratings identify restaurants according to their quality, using notations such as stars or other symbols, or numbers. Stars are a familiar and popular symbol, with scales of one to three or five stars commonly used. Ratings appear in guide books as well as in the media, typically in newspapers, lifestyle magazines and webzines. Websites featuring consumer-written reviews and ratings are increasingly popular, but are far less reliable.

In addition, there are ratings given by public health agencies rating the level of sanitation practiced by an establishment.

One of the most well known guides is the Michelin series which award one to three stars to restaurants they perceive to be of high culinary merit. One star indicates a "very good restaurant"; two stars indicate a place "worth a detour"; three stars means "exceptional cuisine, worth a special journey".

Several bigger newspapers employ restaurant critics and publish online dining guides for the cities they serve, such as the Irish Independent for Irish restaurants.

List of notable restaurant guides

Europe

Name	Working area	Type of rating	Method
Michelin Guide	Worldwide	1 to 3 stars	Professional inspectors
Automobile Association	United Kingdom	1 to 5 rosettes	Professional inspectors
The Good Food Guide	United Kingdom	Rating out of 10	Inspections by correspondents
Harden's	United Kingdom	Rating out of 5	Annual survey
Gault Millau	Europe	1 to 20 points	Inspectors of local agents
Gambero Rosso	Italy and San Marino	1 to 3 forks	N/A
The World's 50 Best Restaurants	Worldwide	Ranking	N/A
La Liste	Worldwide	Ranking	Proprietary algorithm

America

Name	Working area	Type of rating	Method
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Name	Working area	Type of rating	Method
Michelin Guide	New York, Chicago, Washington D.C., and San Francisco	1 to 3 stars	Professional inspectors
Gayot/ Gault Millau	United States	1 to 20 points	Inspectors of local agents
Forbes Travel Guide	United States	1 to 5 stars	Professionals, consumers, and self-reporting by hotels, restaurants, and spas
American Automobile Association	United States	1 to <u>5 diamonds</u>	AAA employees hired specifically to rate hotels
Zagat	United States	30 point scale	Public reviews

Elsewhere

Name	Working area	Type of rating	Method
Miele Guide	Asia	N/A	N/A
Kingfisher Explocity Food Guide	India	N/A	Inspectors

Rating criteria

The different guides have their own criteria. Not every guide looks behind the scenes or decorum. Others look particularly sharply to value for money. This is why a restaurant can be missing in one guide, while mentioned in another. Because the guides work independently, it is possible to have simultaneous multiple recognitions.

Ratings impact

This section does not cite any sources. Please help improve this section by adding citations to reliable sources. Unsourced material may be challenged and removed. (December 2015) (Learn how and when to remove this template message)

A top restaurant rating can mean success or failure for a restaurant, particularly when bestowed by influential sources like Michelin. Still, a good rating is not enough for economic success and

many Michelin starred and/or highly rated restaurants have met the same fate as the Dutch restaurant De Swaen.

In 2004, Michelin came under fire after bipolar chef Bernard Loiseau committed suicide after he was rumoured to be in danger of losing one of his three stars. However, the Michelin guide had stated he would not be downgraded. Most news reports attributed his suicide to the downgrade carried out by the rival Gault Millau guide.

Sanitation

Many countries have a system of checks and inspections in place for sanitation. Only a few countries, amongst others the United States and Canada, create and publish restaurant ratings based on this. However, the whole of the United Kingdom is covered - as is Denmark.

United States

In the United States, several states have imposed uniform statewide restaurant grading systems, under which safety and hygiene inspection reports are used to compute numerical scores or letter grades, and those must be prominently posted by restaurants. The first state to enact such a statewide system was South Carolina in 1995. Tennessee and North Carolina later enacted legislation imposing similar statewide systems.

In many other states, the mandatory posting of restaurant grades is neither required nor prohibited statewide, which means it is purely a matter for local governments like cities and counties.

Los Angeles

In November 1997, a KCBS-TV sweeps news story called Behind The Kitchen Door focused attention on problems in Los Angeles's top restaurants. The station used hidden cameras to catch restaurant employees practicing unsafe food handling practices such as picking up food from the floor and re-serving it, vermin crawling near food to be served, and mixing uncooked meat and vegetables. The KCBS report also reviewed inspection reports, which have always been public records, but were available only on request (and at the time required an in-person visit to the health department), and found that many problems had already been expressly identified in the inspection reports but had not been adequately publicized.

As a result of this report, in December 1997 the Board of Supervisors of Los Angeles County introduced a letter grading system already in use for some years in two other nearby counties, San Diego County and Riverside County. Instead of merely listing violations in a report, the restaurant inspection system was changed to a point system, with each restaurant starting each inspection with a perfect score of 100 points. Environmental health specialists were required to

use a standard form called the Food Official Inspection Report to identify violations as they inspected establishments; the form required them to subtract a certain number of points for each violation found. Based on the number of points remaining, letter grades were then assigned and required to be prominently posted at all establishments selling food, and all establishments were also required to provide a copy of the underlying inspection report to any customer on request. Grades are available at the County Public Health Department's web site.

Two Stanford University economics researchers found that higher lettered restaurants scored a rise in revenue, while lower lettered restaurants have seen their revenues decline. The quality of restaurants in the entire county became more acceptable, with the average score going up from about 75% to nearly 90% in the year after restaurant grading was implemented. The researchers concluded that the results were not explained solely by consumers switching to higher quality restaurants, and that some of the effect had to do with restaurants making changes due to grade cards. Another study estimated a 13.1% reduction in hospitalization for food borne illnesses in the year following implementation of the program, suggesting that implementing a restaurant grading program could improve public safety.

Although Los Angeles County was not the first local jurisdiction to require restaurants to post grades, its success in implementing such a program inspired many other local governments during the 2000s to enact similar programs based on the Los Angeles model, such as Toronto, Las Vegas, Dallas, and New York City.

CHECK YOUR PROGRESS

Which agencies rate restaurants in United States?
Which are five notable dishes available in American Chinese Cuisine?
What are the impacts of ratings of the restaurants?

3.06 SET UP OF RESTAURANTS AND THEIR LAYOUTS

No matter what type, size, or location- every restaurant has a basic layout that includes some general areas including an entrance, the kitchen, and restrooms. However, these areas are often overlooked in the general design of a restaurant, when new owners tend to focus on the dining room or bar. Paying attention to the small details of a new restaurant will help produce a positive customer experience and build business right from day one.

The Restaurant Entrance

The entrance area to a new restaurant can be just as important as the inside, when it comes to gaining new customers. Depending on your theme, you can use signs, music, lighting, awnings

and flowers to make an attractive restaurant entrance. While the dining room, bar and kitchen are important parts of a new restaurant design, don't forget the outside/ entry area. After all, it is the first area that customers see. Signage, lighting, seating and decorations are just a few areas to consider when opening a new restaurant. Read more about planning attractive and effective outdoor restaurant spaces.

The Waiting Area

Not all restaurants have the space to designate as a waiting area. Those do have space may opt to keep it separate, while others incorporate it into bar area. Along with benches or chairs for customers to wait comfortably, your waiting area should also have some menus nearby for customers to peruse as they wait.

This is also a good place to display a bulletin board of other events at your restaurant (wine tastings, weekly specials, happy hour, etc...).

The Restaurant Bar

If you plan to have a full-service bar in your restaurant- one that customers can sit at for drinks and a meal- it should be just as welcoming as your dining room.

It should also be functional for the restaurant, since it is where servers order and pick up drinks for their tables. Read more about setting up a restaurant bar. [The Dining Room](#)

Your dining room set up doesn't just create a mood in the restaurant - it also affects the way your staff functions as well as the customer's comfort and overall dining experience. The dining room is where the customers gather and it should be welcoming and comfortable. Check with the local fire code marshal or other authority about the seating capacity of your dining room. Once you know how many people you can safely serve at one time, you can plan where to place tables and chairs, as well as a wait station. Before your opening day, take a moment and sit in every seat in the dining room, to assess the view and decide if the table needs to be repositioned.

Restaurant Kitchen

At the center of any restaurant is the kitchen. Even though most commercial kitchens are not in view of the public, the layout is just as important as the dining room.

The size of the kitchen and the type of food you are serving will dictate what type of commercial equipment you'll need to purchase and the layout of the kitchen. The size of your restaurant kitchen will also play an important role in creating your menu. Read more about setting up a restaurant kitchen.

Restaurant Restrooms

Design and ambience carry through to restaurant restrooms. Restrooms should be checked at least once at the start of every shift (preferably more often if it is busy). A hostess or bus person can be assigned the task of refilling paper products and taking out the trash.

Restaurant Layout Problems: Every restaurant has them. Certain areas that always seem to interfere with the flow of the dining room or kitchen. Perhaps it is a table that customers never want to sit at. Or maybe the kitchen is too small during a busy dinner rush. And there never seems to be enough money to solve these restaurant layout problems.

CHECK YOUR PROGRESS

Which are the various areas of restaurants' which need special attentions?

Why is the design important for restaurant kitchen??

What design considerations are important for the waiting area of restaurants?

3.07 RESTAURANT TEAMS ORGANISATIONAL STRUCTURE

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

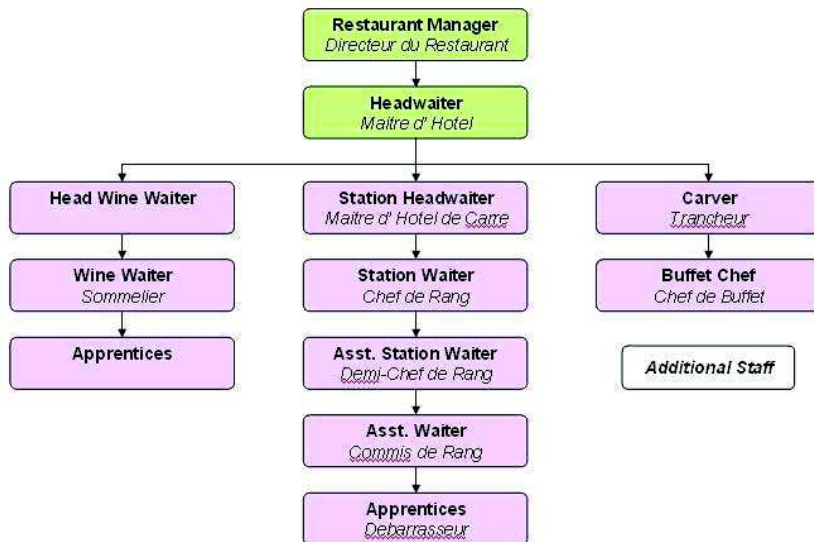


Fig 3.24: Organization of a restaurant

CHECK YOUR PROGRESS

Which work under station head waiter ?
Who does a station head waiter report to ?

3.08 MODERN STAFFING IN VARIOUS HOTELS

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

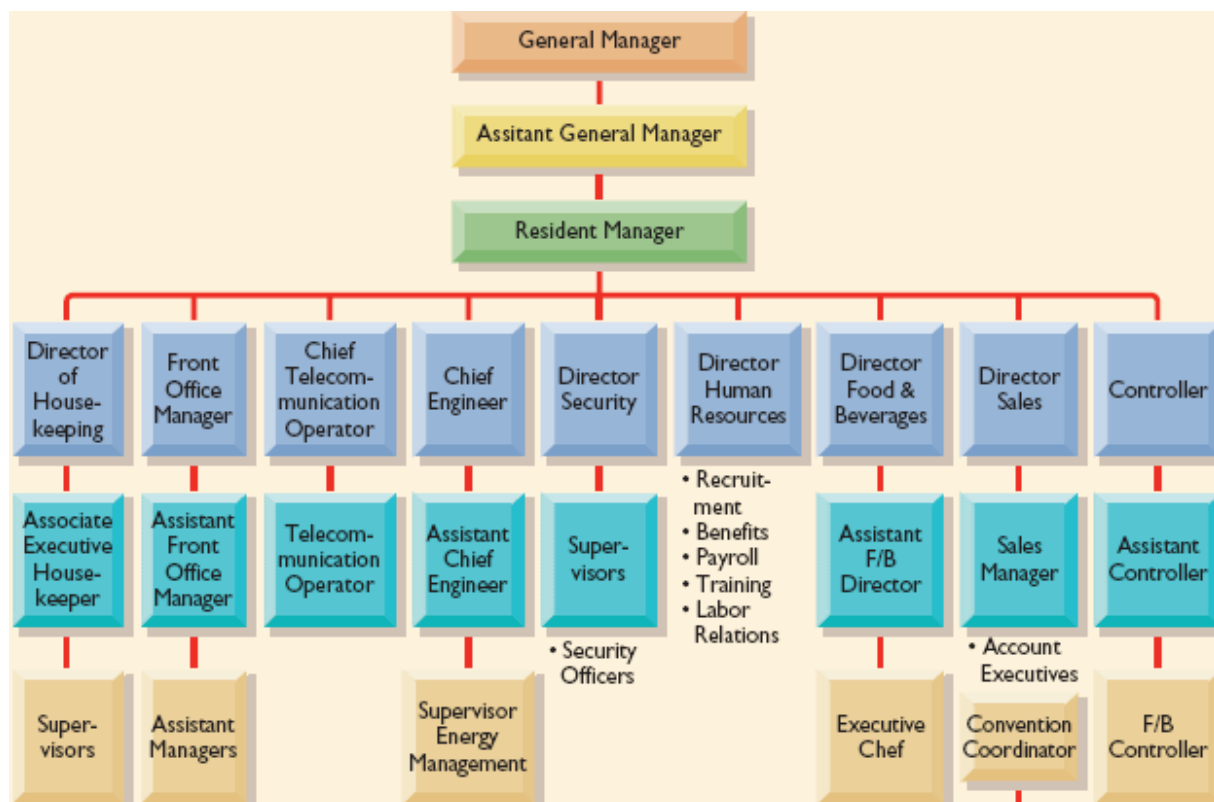


Fig 3.25 Organization chart of a modern hotel

CHECK YOUR PROGRESS

Who does the director F&B report to?
Which staff work under Director Housekeeping?

3.09 METHOD AND PROCEDURE OF RECEIVING GUESTS

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	Presnet 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?

3.10 TAKING GUEST ORDERS

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?

3.11 SERVICE EQUIPMENT USED AND ITS MAINTENANCE

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:

1. **Flatware:** In the catering trade, flatware denotes all form of spoons and forks.
2. **Hollowware:** Hollowware consists of any item made from silver, apart from flatware and cutlery, e.g., teapots, milk jugs, sugar basins, oval flats, etc.
3. **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 3.26: Tableware is what you see on a dining table (Pic: Wikipedia)

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

Special tableware

1. Sugar tongs
2. Asparagus tongs
3. Oyster forks
4. Finger bowl
5. Set of cruets
6. Ice-cream scoops
7. Sauce ladle
8. Soup ladle
9. Butter dishes
10. Snail tongs
11. Snail forks
12. Fondue fork
13. Caviar knife
14. Sundae spoon
15. Ice-cream spoon
16. Pastry forks cum knife
17. Corn on the cob holder
18. Lobster pick
19. Butter knife
20. Cheese knife

21. Grapefruit spoon
22. Nut cracker
23. Gateaux slice
24. Steak knife

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

The examples of hollowware are as follows:

1. Soup tureens
2. Individual soup bowls
3. Trays
4. Oval flats with lids
5. Oval or round vegetable dishes with lids
6. Oval or round under dish for vegetables
7. Soufflé cases
8. Oval or round entree dishes
9. Oval or round dishes for entree
10. Round flat with covers
11. Asparagus dish
12. Water jug
13. Muffin dish
14. 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:

1. Salver for serving
2. Trays for clearing
3. Ice tongs
4. Ice buckets
5. Wine chiller

The still room silver includes the following:

1. Coffee pots
2. Hot milk jug (creamer)
3. Tea pots
4. Hot water jugs
5. Cream jugs (creamer)
6. 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.

1. **Ceramic:** Ceramic is a mixture of china clay and silicates (glass) which makes it harder and more brittle.
2. **Pearl china:** Pearl china is another version which has a silver white surface and is made using gelatin.
3. **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.
4. **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.
5. **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.
6. **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.
7. **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.

HOLLOWWARE (FOOD CONTAINERS)

Food containers can be described as the containers in which cooked food is brought to the table. They 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, tarnished 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.

3.12 COORDINATION WITH HOUSEKEEPING

The coordination of housekeeping with the restaurants and banquet halls is mainly concerned with the provision of linen and uniforms.

On his/her part the restaurant manager should ensure that the time set for the exchange of linen must be maintained and linen should not be lost or misused.

There should be coordination to maintain minibar in guest rooms.

The housekeeping should be well informed about the forthcoming banquet function in advance so that housekeeping will arrange everything to organize that function.

House keeping may also have to arrange for flower decorations for banquets.

The coordination between the two departments becomes particularly necessary in collection of trays from the guest corridors which are collected from the room, placement of fruit basket in special rooms.

In many hotels housekeeping also looks after pest control in restaurants, kitchens, and stores attached to them. Special cleaning of these areas call for coordination with the housekeeping department.

Both the restaurant and kitchen staff requires clean uniforms on a daily basis, for which too they need to coordinate with housekeeping.

CHECK YOUR PROGRESS

Which of our country?

Why the hospitality industry is important to the society?

What are the advantages of working in hospitality sector?

3.13 PHYSICAL INVENTORY CONTROL OF CROCKERY, CUTLERY, LINEN ETC.

Inventory audit is physically verification by counting of all stocks of all items in the cycle at periodic intervals or at closing of book for valuation purpose or for the accuracy of recording entries so that the shortage can be found in physical balance. It is better if the entire stock taking is done in the same day.

1. Physical counting is done after every three months.
2. All items are segregated and grouped.
3. Counting of items in circulation and store is separately done and added together.
4. Discards are stamped “Condemned” keep aside.
5. Counted total should tally with last inventory figures plus issues received after that.
6. Inventory must be done in presence of the house keeper, account clerk and the auditor.
Stock taking is taken as per three grouping each on a separate day.
 - Uniform
 - Room linen
 - Restaurant linen.

Inventory control:

Definition – Inventory control may be defined as a counting of linen which is done after every quarterly (3months) basis.

Importance of inventory control –

- a) Control on misuse or mix ups.
- b) Proper storage.
- c) Regular stock taking.
- d) Spot checks.
- e) Proper supervision.

To prevent damage of linen and uniform the following tips needed to be kept in mind.

- Check the maid's trolley, baskets, washers etc. which might tear linen and uniforms.
- Losses of small pieces of linen can be avoided by keeping mesh beg.
- Put restrictions on the misuse of linen by the employees.
- Laundry should be careful not to put excessive bleach on the linen.
- Laundry should be exchanged strictly on a one to one basis.
- White linen/uniform should not lie on the concrete floor.
- Laundry should load washing machines properly.

Par Stock:

Definition – Par stock is the minimum number of linen and uniforms required to meet the daily demands so as to ensure smooth operations.

Importance of Par stock –

- a) To make correct and efficient investment of capital.
- b) To prevent over stocking and thereby avoid changes of spoilage during storage, and to prevent space problem.
- c) To ensure proper supply at all the time.
- d) To help effective budgeting.
- e) To simplify inventory taking.
- f) To bring about manageable control.

Establish Par stock –

LINEN:

Determine the requirement of each guest room and restaurant per shift. This is multiplied four times as per cycle mentioned below.

- One change in the use.
- One change in the soiled.
- One change in the laundry.
- One change in the store/for future use.

UNIFORMS:

The par stock of uniform is decided on the basis of

- a) Cloth materials
- b) Job position and nature of job.

Four changes are kept for uniform change daily such as stewards' coats, etc. Utility workers uniform on the following basis.

- One change in the use.
- One change in the soiled.
- One change in the laundry.
- One change in the store/for future use.
- Three changes are kept of uniform change on every alternate day. Terry cotton and woolen uniforms have two changes kept as per stock.

CHECK YOUR PROGRESS

What is meant by Inventory Control?

Why is inventory control important?

What points should be kept in mind to avoid damage to linen and uniforms?

3.14 EQUIPMENT, FURNITURE AND FIXTURES USED IN THE RESTAURANT AND THEIR USE AND MAINTENANCE

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.

- Linen
- Furniture
- Tableware
- Chinaware
- Glassware

- Flatware (cutlery or silverware)
- Hollowware
- 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:

1. 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''

2. Slip cloth

- To cover a stained table cloth= 3ftx3ft

3. Serviettes

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

4. Buffet cloths

- Minimum size = 6ft x 12ft

5. Waiter's cloths or service cloths

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

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

Table Linen

Table line 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 are used for these? Nowadays, table linen can be made from both natural and synthetic fabrics.

1. **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.
2. **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 an significant point: Tablemats (or placemats), are used to cover the place occupied by one person whiles table cloths cover the whole table.
3. **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
4. **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 3.27: 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 form back 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 cover. 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 sound tables are given in the following figures.

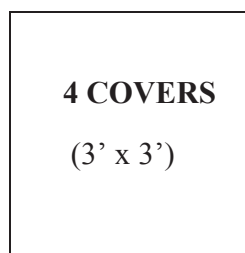
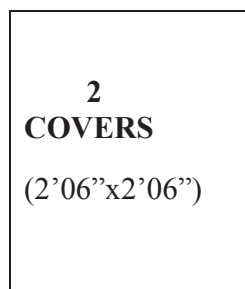


Fig 3.28: Square Tables

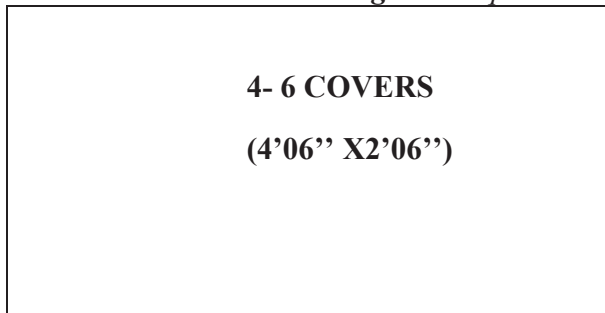


Fig 3.29: Fraser Table

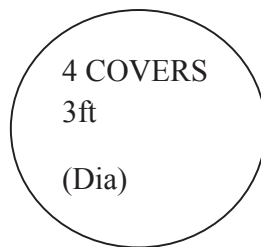


Fig 3.30: Caledonia

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.



The actual lay-up of a sid

- Its construction: t
- The type of menu

leware, etc.

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.

3.15 THEME AND SPECIALTY RESTAURANTS

Theme restaurants are restaurants in which the concept of the restaurant takes priority over everything else, influencing the architecture, food, music, and overall 'feel' of the restaurant. The food usually takes a backseat to the presentation of the theme, and these restaurants attract customers solely on the premise of the theme itself.

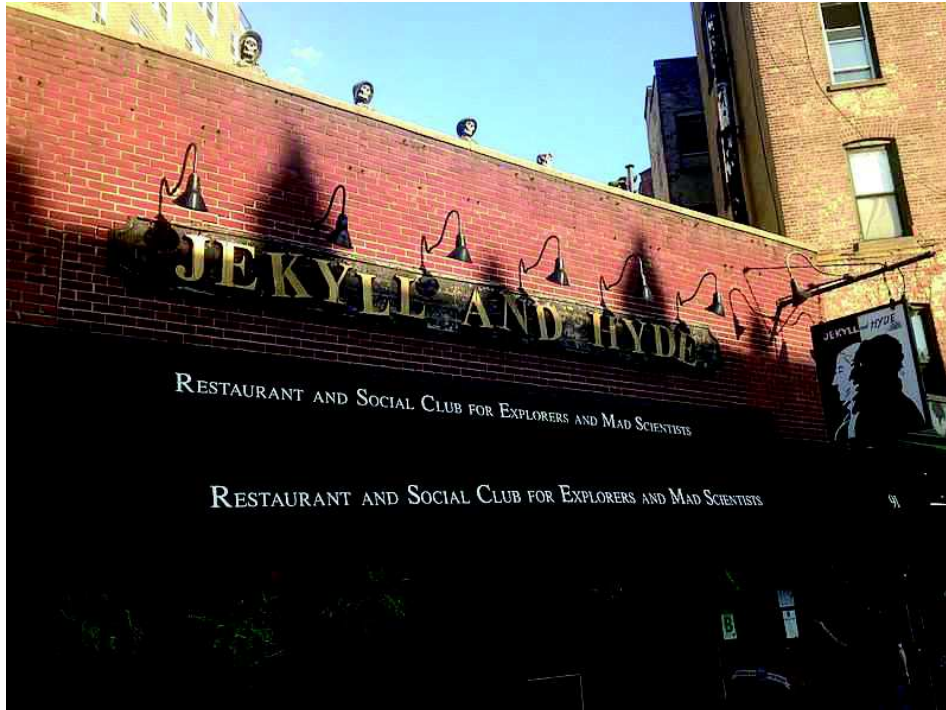


Fig 3.32: Jekyll and Hyde Club

Popular chain restaurants such as Applebee's or Bennigans – despite having a distinct and consistent style throughout their locations – would not be considered to be theme restaurants by most people. Theme restaurants have an instantly recognizable, easily articulable concept that can be summed up in a few words at most, an almost cartoonish exaggeration of an idea. The popular Rainforest Cafe restaurants have the obvious theme of a "Tropical Rainforest". Medieval Times has its theme of "Medieval Europe". The Jekyll & Hyde Club evokes an atmosphere of Jack the Ripper and Victorian horror novels. Some theme restaurants use controversial images, contexts, or ideas. The most notorious of them was Hitler's Cross, in Mumbai, India which was renamed to Cross Cafe in August 2006.

One strange but famous theme restaurant in Berlin, Germany is called "Das Klo" (German for "The Toilet"); it depicts the insides of a toilet.

Origins

Chains of tiki bars started opening in the United States in the mid to late 1930s.

In the late 1950s, David Tallichet began opening restaurants decorated as Polynesian islands, New England fishing villages and World War II era French farmhouses (barricaded with sandbags to protect against German bombardment). His Proud Bird restaurant at the Los Angeles International Airport had headphones at each table so that diners could listen to control-tower chatter. Almost all of his restaurants were in Southern California. His company, Specialty Restaurants, grew to revenues of \$185 million at its peak in 1980.

Trends

The early 21st-century closings of several Planet Hollywood, Jekyll & Hyde Club, Wilderness Cafe, and Bugaboo Creek locations suggest a decline in popularity. Theme restaurants often depend on tourist business, since the theme soon becomes stale to locals, and the focus is not necessarily on good food and service. Certain tourist destinations such as the Mall of America or Orlando, Florida have better chances of supporting theme restaurants. Theme restaurants are commonplace at theme parks, such as Universal Studios.

Rainforest Cafe

Rainforest Cafe is a themed restaurant chain owned by Landry's, Inc. of Houston. It was founded by entrepreneur Steven Schussler. The first location opened in the Mall of America in Bloomington, Minnesota, on February 3, 1994. By 1997, the chain consisted of six restaurants, all in the United States. In 1998, it was planned to build 12 additional restaurants in the United States, seven in Mexico, and five in the UK, for a total of 22 restaurants by 2008.



Fig 3.33: Rainforest Café logo

In 2000, the Rainforest Cafe was bought by Landry's Restaurants Inc., a company specializing in dining, hospitality, entertainment, and gaming, based in Houston, Texas. To date, the company owns restaurants in the United States, Canada, France, the United Kingdom, the U.A.E., Japan and India. Rainforest Cafe focuses on local tourism for a majority of their income.

Revolving restaurant

A revolving restaurant or rotating restaurant is usually a tower restaurant eating space designed to rest atop a broad circular revolving platform that operates as a large turntable. The building remains stationary and the diners are carried on the revolving floor. The revolving rate varies between one and three times per hour and enables patrons to enjoy a panoramic view without leaving their seats. The slow speed only requires less than a horsepower. Such restaurants are often located on upper stories of hotels, communication towers, and skyscrapers.



Fig 3.34: The Ambassador Hotel, a revolving restaurant that provides views of the city of Mumbai, India

CHECK YOUR PROGRESS

What is meant by theme restaurants?

Why is the rainforest theme restaurant so special?

What are the revolving restaurant and why do they attract customers?

3.16 CELEBRITY RESTAURANTS

The following are some of the celebrities from the world of sports and movies in India who have opened restaurants:

1. Tendulkar's the Mars, 34 Chhatrapati Shivaji Marg Mumbai, 400039 (by Sachin Tendulkar)



Fig 3.35: Tendulkar's

2. Gondola, (by actress and TV personality Perizad)



Fig 3.36: Gondola

3. Crepe Interface 11, Off Malad Link Road, Malad (W), Mumbai (by Dino Morea)

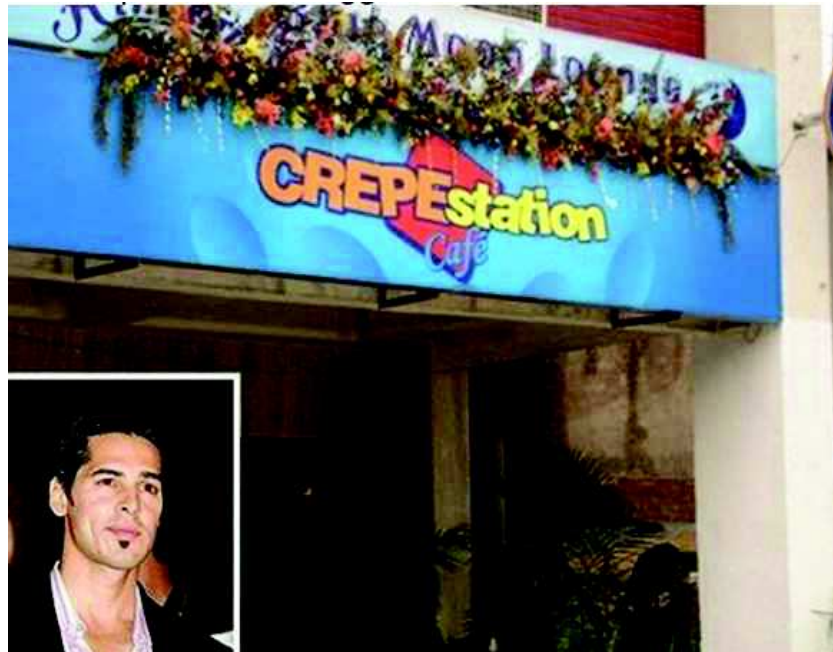


Fig 3.37: The crepe (Source: Facebook/CrepeStationCafe)

4. Trikaya (by the director of the movie Jannat Kunal Deshmukh)
5. Royalty No.G1/B, Krystal Building, Waterfield Road, Bandra West, Mumbai (by Shilpa Shetty)
6. Balthazar (by Actress Anita Raj)
- 7 ZK, Kondhwa Road, Lulla Nagar, Pune (by cricketer Zaheer Khan)
8. Lap, Hotel Samrat, Kautilya Marg, Chanakyapuri, New Delhi (by Arjun Rampal)



Fig 3.38 The Lap

9. Someplace Else by Bobby Deol

Address: 6th Floor, Fun Republic, Andheri Link Road, Andheri (W), Mumbai

10. Asha's by Asha Bhosle

Address: Pyramids, Wafi, P.O. Box-30567, Dubai, U.A.E.



Fig 3.39: Asha's (Dubai) by Asha Bhosale (Source: MyTable)

CHECK YOUR PROGRESS

Which restaurant is owned by Sachin Tendulkar?
Where is Asha Bhosale's restaurant located?

3.17 SUMMARY

In this unit we have seen that

A restaurant or an eatery, is a business which prepares and serves food and drinks to customers in exchange for money. Meals are generally served and eaten on the premises, but many restaurants also offer take-out and food delivery services, and some only offer take-out and delivery. Restaurants vary greatly in appearance and offerings, including a wide variety of

cuisines and service models ranging from inexpensive fast food restaurants and cafeterias to mid-priced family restaurants, to high-priced luxury establishments.

In Western countries, most mid- to high-range restaurants serve alcoholic beverages such as beer, wine and light beer. Some restaurants serve all the major meals, such as breakfast, lunch, and dinner (e.g., major fast food chains, diners, hotel restaurants, and airport restaurants). Other restaurants may only serve a single meal (e.g., a pancake house may only serve breakfast) or they may serve two meals (e.g., lunch and dinner) or even a kids' meal.

Ethnic restaurants specialize in ethnic or national cuisines. For example, Greek restaurants specialize in Greek cuisine

Fast food restaurants emphasize speed of service. Operations range from small-scale street vendors with food carts to multi-billion dollar corporations like McDonald's and Burger King. Food is ordered not from the table, but from a front counter (or in some cases, using an electronic terminal).

A fast casual restaurant is a type of restaurant, found primarily in the United States, that does not offer full table service, but promises a higher quality of food with fewer frozen or processed ingredients than other fast food restaurants.

A casual dining restaurant is a restaurant that serves moderately-priced food in a casual atmosphere. Except for buffet-style restaurants, casual dining restaurants typically provide table service.

Cafés are informal restaurants offering a range of hot meals and made-to-order sandwiches. Coffee shops, while similar to cafés, are not restaurants due to the fact that they primarily serve and derive the majority of their revenue from hot drinks.

A cafeteria is a restaurant serving ready-cooked food arranged behind a food-serving counter. There is little or no table service.

Coffeehouses are casual restaurants without table service that emphasize coffee and other beverages; typically a limited selection of cold foods such as pastries and perhaps sandwiches are offered as well.

A destination restaurant is one that has a strong enough appeal to draw customers from beyond its community.

A pub, or public house, is an establishment licensed to sell alcoholic drinks, which traditionally include beer, ale and other brewed alcoholic drinks. It is a relaxed, social drinking establishment and a prominent part of British culture,

Salient features of pub include variety like country pubs (rural public house), "roadhouse" was originally applied to a coaching inn, but with the advent of popular travel by motor car in the

1920s and 1930s in the United Kingdom, a new type of roadhouse emerged, often located on the newly constructed arterial roads and bypasses, Pubs that cater for a niche clientele, such as sports fans or people of certain nationalities are known as theme pubs, Micropubs are small community pubs with limited opening hours, and focusing strongly on local cask ale.

A Chinese Restaurant is an establishment that serves Chinese cuisine outside China. Some have distinctive styles, as with American Chinese cuisine and Canadian Chinese cuisine. Most of them are in the Cantonese restaurant style.

Restaurant ratings identify restaurants according to their quality, using notations such as stars or other symbols, or numbers. Stars are a familiar and popular symbol, with scales of one to three or five stars commonly used. Ratings appear in guide books as well as in the media, typically in newspapers, lifestyle magazines and webzines. Michelin Guide is a worldwide standard offering categories ranging between 1 star to 3 star granted by method of professional inspections.

Inventory audit is physical verification by counting of all stocks of all items in the cycle at periodic intervals or at closing of book for valuation purpose or for the accuracy of recording entries so that the shortage can be found in physical balance.

Theme restaurants are restaurants in which the concept of the restaurant takes priority over everything else, influencing the architecture, food, music, and overall 'feel' of the restaurant. The food usually takes a backseat to the presentation of the theme, and these restaurants attract customers solely on the premise of the theme itself.

3.18 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 Food and Beverage Services in Restaurants
2. Explain the Concept of Restaurant
3. Describe Types of Restaurants
4. Explain Salient features of restaurants
5. Describe Set up of Restaurants and their Layouts
6. Explain Restaurant Teams Organizational Structure
7. Describe the Modern Staffing in various hotels
8. Describe Method and procedure of receiving guests
9. Explain Taking guest orders.
10. Describe Service equipment used and its maintenance
11. Explain Coordination with housekeeping for soil linen exchange
12. Describe Physical inventory monthly of crockery, cutlery, linen etc.
13. Explain the Equipment, furniture and fixtures used in the restaurant and their use and maintenance

14. Discuss Theme and Specialty Restaurants
15. Explain Celebrity Restaurants

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UNIT 4 ROOM SERVICE/ IN ROOM DINNING

Program Name: V101:BSc (HTS) 2016 pattern, V102: BSc(HSCS) 2016 Pattern

Course Name: HTS202: Food & Beverage Service Foundation -II

Structure:

- 4.00 Before we begin
- 4.01 Unit Objectives
- 4.02 Room Service/ In Room Dinning: Introduction,
- 4.03 Concept of Room Service/ In Room
- 4.04 Salient Features of Dinning,
- 4.05 Understanding Guest expectations in Room Service,
- 4.06 Room Service Equipments,
- 4.07 Set up of Trays & Trolleys,
- 4.08 Upkeep and Storage,
- 4.09 Service Tools,
- 4.010 Clearance,
- 4.011 Presentation of Bills,
- 4.012 Room Service Dos & Don'ts.
- 4.013 Mini Bar Management in Guest Rooms,
- 4.014 Guest Interaction – Have and Have not's.
- 4.015 Summary
- 4.016 End Questions
- 4.017 Reference

4.00 BEFORE WE BEGIN

We have seen in the previous three units various concepts in Food and Beverage Services. In the first unit of the course we had seen various types of non-alcoholic beverages and mocktails. We had studied in details tea, coffee, juices, milkshakes, soda and mocktails. We studied their origin, how they are processed, what health risks are involved, how they are prepared in hospitality establishment and how they are served.

In this second unit, we studied the breakfast and coffee shops (cafés) . We studied what is meant by a coffee shop, how the concept of café varies from country to country around the world. We studied three types of breakfasts including English, American and Continental breakfast. We studied various types of beverages used in breakfast in details. We will study how the breakfast is served. We also studied the new trends in service of breakfast from various countries like USA and Canada.

In the third unit we have studied about the services in restaurants. We have studied the concept of restaurants, how many types of restaurants there are, what their salient features are, layouts of

the restaurants, what the various teams of the restaurants are, what the process of receiving guests are, how order is taken from guests, what various equipments of services are, what precautions these need and how to maintain them, how to coordinate with the housekeeping for exchanging soiled linen and what the theme restaurants are.

In this last unit of the course we will study room service in details. We will study how in-room services are offered, what the expectations from the guests are, what are the various room service equipments, what are the set ups of trolleys and trays, their upkeep and storage, various service tools, presentation of bills, and other concepts in room services.

These concepts are very important to you as a hospitality expert and will benefit you greatly in your professional career.

4.01 UNIT OBJECTIVES

After studying this unit you will be able to

- Describe the scope and function Room Service/ In Room Dining
- Explain Concept of Room Service/ In Room
- Describe the Salient Features of Dining
- Explain what the expectations of guest from in-room dining are
- Describe Room Service Equipments
- Explain Set up of Trays & Trolleys
- Describe the process of presentation of bills
- Describe what precautions and care to be taken during room services
- Explain how mini bar is to be maintained in room
- Describe the features of professional's interactions with the guests
-

4.02 ROOM SERVICE/ IN ROOM DINNING: INTRODUCTION

Room Service is provided by most medium or large hotels. It provides the guests unique opportunity to order and enjoy food at the coziness of the room. It offers privacy, convenience and opportunity to talk with friends, watch TV and other stuff. The service may be available during the meal time for most of the hotels. A few hotels offer such facility day-and-night (24 hours). F&B Service is normally responsible for providing such service and not the housekeeping department.

Why do hotels want room service?

The following reasons can be ascribed to such choice.

- It may give significant profit to the hotel. Particularly if the hotel is close to airport, railway station, or bus depot, the guest may arrive at any time and may like to eat.
- It gives competitive advantage, if the hotel can give excellent room service
- Since it is a personalized service, good humored, polite and mannered staff can establish great interactions with guest and enhance their hotel experience manifold.
- It may be a point of prestige for many hotel who see that if their competitor are providing room service, they should do too.
- It may target special groups of patrons like celebrity, corporate business magnets, disabled persons etc who can not go to the restaurants to take food.

Why do guest like to take room service?

Their reasons could be some of the following:

Business travelers, celebrities, disabled persons find it more convenient to eat at rooms

Some guest prefer eating in their groups for simultaneously able to perform group activities and to save time

It allows guests to eat in their casual attire, take food in casual manner even during TV shows.

Bed tea lovers essentially require a room service.

Some people especially women travelling alone like privacy and hence room service.

Important private conversations while eating can be facilitated by room service.

Why guest may not like room service

Many guest may not like room service for the following reasons:

Higher price

Longer waiting time

Proper temperature of food and drink may not be possible

Many hotels do not provide room service for 24 hours

Room Service Menu may be limited.

Qualities of good Room Service

- Promptness
- Appropriate suggestions from order taking staff

- Correctness of order
- Delivery at the right room in minimum time
- Proper temperature of food and beverage
- Good mannersism of the staff
- Quick removal of the used trays
- Promptness of the repeat orders
- Unnecessary attempts to sell items are avoided.

Types of Room Service

1. Centralized Service:

Use of main kitchen and a general waiter serving foods in specialized room server are the major features of such service. It requires the main kitchen to have necessary human and physical resources for room services. Usually there are delays in services as the same lifts, corridors etc are used by staff.

2, De-centralized Service:

Separate pantries at different floors are the main features of such service. The disadvantage is that the food items are limited (normally good for tea/coffee, sandwiches etc). Advantage is the quickness of service.

3. Mobile Service

A dedicated lift for transporting the food is the main feature of this service. It offers limited items of food, but the service is fast.

Layout of the Room Service Department

Large hotels have a separate department for room service. Most suitable place for a room service department is the place between kitchen and lift, or next to the lift.

The department consist of :

Order taking Cabin: The order taker is the person who takes orders. The cabin where he sits is normally a glass cabin allowing clear view of the process of kitchen and servers. There are telephones, computers, note pads, air conditioners, sound proofing, etc. He can track the order on the computer screen through the centralized system which links all the concerned departments like front office, accounts, etc for updates.

Room Service manager's cabin: This room is the place where the manager performs scheduling, planning, interviews, meeting with clients, etc

Waiting Room: Here the serves can relax when idle between orders. It houses chairs, benches, cloths racks, table etc. The idea is that the servers should not go to canteens for tea or engaged in other activities in their idle period and be ready for next order.

Store: It keeps linen, fuel, essential room service equipments like refrigerator for storing butter etc, gift items for guests, fruit baskets, etc.

CHECK YOUR PROGRESS

What are the various types of room service?

Which type of room service is the fastest?

What are the advantages of eating at room?

4.03 CONCEPT OF ROOM SERVICE/ IN ROOM DINING

Room service or "in-room dining" is a hotel service enabling guests to choose menu items for delivery to their hotel room for consumption there, served by staff. Room service is organized as a subdivision within the Food & Beverage Department of high-end hotel and resort properties. It is uncommon for room service to be offered in hotels that are not high-end, or in motels.

A similar room service may be provided for guests onboard cruise ships.[1] Room service may be provided on a 24-hour basis or be late night service.

Let us study some important concepts before we begin our journey:

KITCHEN ORDER TICKET (KOT)

KOT is a written document which is given to the kitchen in exchange of any dish or any item picked up from the kitchen.

BOT is a written document similar to the KOT which is given to the bar in exchange of any beverages from the bar.

Importance:

1. Establishes appropriate co-ordination between the kitchen & service personnel.
2. Helps to avoid chaos or confusion at the food pick up counter.
3. It establishes accountability.
4. Facilitates proper control system.

5. Helps to raise a bill for settlement

6. A post analyses will give an exact idea about the high selling and non-selling dishes on a menu card.

Format of a KOT

Specimen: Hotel XYZ

Table No : _____ Sr.No: _____

Pax : _____ Waiter's name: _____

Date : _____ Time: _____

QUANTITY PARTICULARS

Signature: _____

TYPES OF KOT

1. SUIVANT KOT or EN SUIT KOT

This KOT also is made on the same KOT slip/ KOT pad however on top of the KOT one needs to mention the word “SUIVANT KOT” or “EN SUIT KOT” which means the “following” depicting that one KOT has already been issued for the same table number & the same guests.

This KOT is made when an order is too long to accommodate on one KOT slip and another KOT has to be made. Also when the sweet or coffee is ordered after the main course and a 2nd KOT has to be raised for the same table.

2. SUPPLIMENT KOT

Incase when the accompaniment served with the main course or a side dish is not sufficient, and another portion is ordered by the guest for which the guest will not be charged, here a

SUPPLIMENT KOT is raised. This KOT also is made on the same KOT slip/ KOT pad however on top of the KOT one needs to mention the word “SUPPLIMENT KOT”. It has to be counter signed by the manager in-charge and the Reference KOT (previous KOT) number has to be mentioned.

3. RETOUR(return) or EN PLACE KOT

In situations when a wrong dish has been already ordered and has to be returned from the table to the kitchen for replacement, this KOT is raised. Also this KOT is raised when a certain dish is returned by the guest because it is spoilt or it's not up to the mark and the guest has ordered for a new dish or rectification of the same. This KOT also is made on the same KOT slip/ KOT pad however the names of two dishes and in between the word “RETOUR (return) or EN PLACE KOT” is mentioned. 1st the name of the new dish is mentioned and then the name of the dish returned. In case of service being carried out from an a la carte menu the prices have to be mentioned, normally the dish which is priced lesser is charged. It has to be counter signed by the manager in-charge and the Reference KOT (previous KOT) number has to be mentioned.

4. NO CHARGE KOT or HOUSE SLIP

In preparation of many dishes the kitchen makes use of alcoholic beverages like wine, rum, brandy etc. In situations when such dishes are ordered by the guest, the steward has to bring the required amount of alcohol from the bar where this KOT is raised for the BAR other than the normal KOT which is raised for the order given by the guest. This KOT also is made on the same KOT slip/ KOT pad however on top of the KOT one needs to mention the word “NO CHARGE KOT or HOUSE SLIP”. It has to be counter signed by the manager in-charge and the Reference KOT (previous KOT) number has to be mentioned.

5. COMPLIMENTARY KOT

This KOT is raised when a complimentary portion of food is to be served either to an upset guest to maintain the goodwill or for business promotion. This KOT also is made on the same KOT slip/ KOT pad however on top of the KOT one needs to mention the word “COMPLIMENTARY KOT”. It has to be counter signed by the manager in-charge and the reason has to be mentioned.

6. ADMINISTRATIVE & GENERAL KOT

This KOT is raised for the top executives of the hotel or the managers who are authorized or given allowance to dine in the restaurant or order from the restaurant. This KOT also is made on the same KOT slip/ KOT pad however across KOT one needs to mention the word “ADMINISTRATIVE & GENERAL KOT” for identification. It has to be counter signed by the manager in-charge and also by the recipient of the order.

7. ACCIDENT KOT

In situations where there is an accident and the dish gets spoilt or partially damaged this KOT is raised for the same dish (freshly prepared) for the kitchen. This KOT also is made on the same KOT slip/ KOT pad however on top of the KOT one needs to mention the word “ACCIDENT KOT”. It has to be counter signed by the manager in-charge and the reason has to be mentioned. The analysis will be done and the concerned person will be penalized

8. DUPLICATE KOT

If all the copies of the KOT get misplaced, a duplicate KOT has to be raised with the same information or order . This KOT also is made on the same KOT slip/ KOT pad however on top of the KOT one needs to mention the word “DUPLICATE KOT”. It has to be counter signed by the manager in-charge and the reference KOT number has to be written.

KOT checking system / Control system

1. Triplicate KOT system

In a good class establishment there such a system followed for better coordination and control especially in large establishments.

The order from the guest is taken on a KOT pad which is in triplicate copies. The distribution is as follows

- top copy/ original copy : Kitchen
- middle copy/1st copy : Cashier
- last copy/ 2nd copy/ : Steward

Book copy/ reference copy

After the order is taken by the captain, the top three copies are torn and given to the steward. The steward retains his book copy for reference which he punches it in an appropriate place on the side board and presents the other two copies to the cashier.

The cashier matches the contents of both the copies and then puts a received stamp on top copy/original copy of KOT which he hands over to the steward for the kitchen and retains the middle copy/1st copy with himself which he puts in wooden cabinet which has a slot/ pigeon hole of that specific table number specially designed for the cashier’s cabin.

The steward then hands over the top copy / original stamped copy to the kitchen/ chef. The order is placed and dispensed when food is ready. Till this time the top copy / original stamped copy

remains with the chef at the food dispensing counter and after the food is dispensed the KOT is torn half way through, rolled and put into a wooden box which is under a lock and key arrangement. The key here is with the F&B controls. Hence once the KOT is put in the box it cannot be retrieved.

The last copy/ 2nd copy/ Book copy/ reference copy remains in the book itself which is counter checked when food is collected at the food pick up counter from the kitchen.

Once the guest is done with his meal he will ask the steward for the bill. The steward then approaches the cashier who will then retrieve the middle copy/1st copy kot from the wooden cabinet and prepares the bill in duplicate. The distribution is as follows

- guest copy
- accounts copy

The guest copy is given to the steward for presentation and collection of payment. The accounts copy is then attached to the middle copy/1st copy/cashiers copy of kot and kept back in the wooden cabinet slot for the respective table until the steward returns with the payment.

Guest settlement of the bill

1. Cash

- the steward comes to the cashier for settlement with cash , the cashier then puts a paid stamp on the bill after counting the cash & returns the bill copy and change (if any) to the steward to be which is returned to the guest.

- The accounts copy which is attached to the middle copy/1st copy of kot is then stamped and goes into the control box.

- Both the boxes from the kitchen and the cashier are opened in the F&B controls department the following day. The contents on the top copy / original kitchen KOT and the accounts copy of bill along with middle copy/1st copy/cashiers copy of kot are tallied. Any discrepancy arising after analysis will be appropriately penalised to the respective staff member.

2. Room

- If the guest who is staying in the hotel and is dining in one of its F&B outlet decides to settle his restaurant bill against his room (which means he will pay the bill along with his room charges at check out). In this case the guest copy of bill is signed by the guest and room number is mentioned .The bill is then sent to the front office cashier who adds the bill charges to the room bill and places the bill in the wooden cabinet specially designed with unique room numbers in the appropriate slot.

- The accounts copy which is attached to the middle copy/1st copy of kot is then stamped and goes into the control box.

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CHECK YOUR PROGRESS

What are the steps in making tea or coffee?

What are the steps in taking order?

4.04 DINNING, THEIR SALIENT FEATURES

Room Service is provided by most medium or large hotels. It provides the guests unique opportunity to order and enjoy food at the coziness of the room. It offers privacy, convenience and opportunity to talk with friends, watch TV and other stuff. The service may be available during the meal time for most of the hotels. A few hotels offer such facility day-and-night (24 hours). F&B Service is normally responsible for providing such service and not the housekeeping department.

Why do hotels want room service?

The following reasons can be ascribed to such choice.

- It may give significant profit to the hotel. Particularly if the hotel is close to airport, railway station, or bus depot, the guest may arrive at any time and may like to eat.
- It gives competitive advantage, if the hotel can give excellent room service
- Since it is a personalized service, good humored, polite and mannered staff can establish great interactions with guest and enhance their hotel experience manifold.
- It may be a point of prestige for many hotel who see that if their competitor are providing room service, they should do too.
- It may target special groups of patrons like celebrity, corporate business magnets, disabled persons etc who can not go to the restaurants to take food.

Why do guest like to take room service?

Their reasons could be some of the following:

Business travelers, celebrities, disabled persons find it more convenient to eat at rooms

Some guest prefer eating in their groups for simultaneously able to perform group activities and to save time

It allows guests to eat in their casual attire, take food in casual manner even during TV shows.

Bed tea lovers essentially require a room service.

Some people especially women travelling alone like privacy and hence room service.

Important private conversations while eating can be facilitated by room service.

Why guest may not like room service

Many guest may not like room service for the following reasons:

Higher price

Longer waiting time

Proper temperature of food and drink may not be possible

Many hotels do not provide room service for 24 hours

Room Service Menu may be limited.

Qualities of good Room Service

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- Appropriate suggestions from order taking staff
- Correctness of order
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- Good mannersism of the staff
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CHECK YOUR PROGRESS

Why do hotels want room service?

Why do the guests want room service?

What are the quality parameters for good service at room?

4.05 UNDERSTANDING GUEST EXPECTATIONS IN ROOM SERVICE

This is what Margaret Littman (in Entrepreneur India) has to say about the “What to expect from Hotel Room Service” :

“You’ve been flying all day, stuck in crowded airports, distracting yourself from flight delays with a good Kindle read or the chance to clear out your inbox without interruption. By the time you get to your hotel you’re tired and hungry, ready to just order a burger from room service and collapse. Not so fast.

Recent announcements from mega-hotel chains, including Hyatt and Hilton, have sounded the death knell for traditional round-the-clock room service. Still, there’s no reason for business travelers to think when they get to their hotel they’ll be left with nothing to eat except what’s in the vending machine. Hotels are limiting menus and adding alternatives such as casual 24-hour food marts that industry and hotel experts hope you’ll like them better than that apocryphal \$50 room service burger.

The market for traditional room service is fading, due to changing habits and travel spends. Research from Atlanta-based PKF Hospitality Research found that revenue per occupied U.S. hotel room, a data point which includes room-service spending, dropped to \$3.25 in 2012 from \$4.33 in 2007, obviously a small fraction of what travelers spend at the hotel, as compared with room rates, parking, and dining elsewhere in the hotel. In 2012, room service accounted for a meager 1.22 percent of total hotel revenue, a 20% drop from 5 years earlier. Clearly, guests aren’t taking advantage of room service like they used to, so it makes sense that hotels would develop alternatives that better meet modern traveler demands.

"We started looking at business travelers, how they eat on the road," explains Beth Scott, vice president of restaurant development for Hilton Worldwide/Hilton HHonors, one of the chains that recently revamped its in-room dining options. "The business traveler really changed and we wanted to not be stuck in the old hotel model."

In the last year both the Hilton and Doubletree brands began testing and rolling out a cross-section of 24-hour alternatives to room service, including packaged gourmet take-out and meals that can be ordered in advance and picked up from the lobby, restaurant or

market, so that they can be eaten anywhere travelers might want to take their tablet and their meal. Those options are still being tested and tweaked, Scott says, but the bottom line is: There's no reason to feel holed up in your room.

"A lot of what we call upper midscale hotels have introduced bistro food 24-7, while limited service hotels are adding brown bag lunches and breakfasts," says Jeff Higley, vice president, digital media and communications of HotelNewsNow.com.

The trend is being driven not just by changes in customer needs, but by economics. In urban markets where hotels have largely unionized workforces, reducing the costs of organized labor providing room service can be a big boon to the bottom line, he adds. In addition to the pressure of a more expensive workforce, hotels in large urban markets have more options for guests. If there are a number nearby of restaurants that will deliver to hotel guests, the hotel is under less pressure to provide 24-hour dining. In a more rural environment, a hotel may need to continue to offer room service.

"Hotels are continuing to try to make their business model as tight as they can to achieve success," Higley says.

The Peabody Orlando has long had a 24-hour restaurant, and runs its room-service operations out of that same kitchen. This allows the hotel to offer room service to guests who fly in all hours of the day and night, says Barb Bowden, vice president/general manager. Bowden, who is a board member of the Hospitality Sales and Marketing Association International, says that design permits the hotel to offer room service without some of the higher staffing charges that make it difficult for other hotels.

Hotels that are keeping room service, she says, are making tweaks to make it more economically viable. Some are limiting the hours room service might be available. Others, such as the Hilton Hawaii Village and the Omni Fort Worth Hotel, have shifted to digital room-service menus, saving on printing charges and permitting changes to be made for seasonal and other dishes. These digital menus can be accessed from in-room TVs, iPads and even custom apps.

Those planning trips should find out what option might be available when they book and consider downloading a food delivery app for the area in advance. If the service is available, they might even ask to have their guest room fridge stocked with their favorite snacks to make sure their dining needs are met when in-room service isn't just the push of a button away."

CHECK YOUR PROGRESS

What does a guest expect from the room services?

What are the trends in meeting guest expectations in the hotels?

4.06 ROOM SERVICE EQUIPMENTS

Trays and trolleys are the main components in room service. The following are the most frequently used equipments:

- Tables
- Trays
- Trolleys with heating arrangements
- Heaters
- Chinaware
- Crockery
- Cutlery
- Silverware
- Glassware
- Linen
- Coffee making machine
- Tea sets

CHECK YOUR PROGRESS

What are the two of the main room service equipments?

Name at least five room service equipments.

4.07 SET UP OF TRAYS & TROLLEYS

Double Check the order to make sure nothing is missing, damages or soiled. Check everything carefully before leaving the kitchen to save unnecessary return trips to pick up items that were missed.

Check the following:

- Service ware
- Linens, napkins, tablecloths are appropriate.
- Condiments.
- Bread and butter.
- Cold food (Salad, cold appetizers etc.)
- Hot food.

- Garnishes.
- Hot Beverages.
- Cold Beverages.
- Beer or wine.
- Cocktails.
- Guest check in a check folder.
- Pen.
- Cork Screw. (If needed)
- Ice Bucket. (If needed)
- Matches.
- Extra napkin for cleaning up spills.

Lift and carry the room service tray:

- Lift the tray carefully, using your legs for leverage.
- Bend at the knees to pick up the tray. Pull the tray with one hand onto the palm of your other hand.
- Balance the tray on your palm or fingertips at shoulder height.
- Use your free hand to steady the tray as you stand.
- Keep your back straight as you stand.
- Watch where you are going. Be aware of opening doors and wet spots on the floor.
- Use correct entrance and exit doors and pass to the left of people walking towards you.

Carefully move room service carts:

- Ease carts over uneven surfaces, such as where carpets meet tile floors.
- Pull carts into and out of elevators. This allows you to see where you are proceeding.

Proceed towards the room:

- When arriving at the guest's room, Knock on the door gently three (3) times
- Identify yourself by saying "IN ROOM DINING" / "Room Service".
- Wait for the guest to open the door.
- Enter carefully with your tray or trolley, do not hit or scratch the wall
- Always leave the door open after entering a guest room.

Greet the guest:

- From 00.00 to 11.59, say : "Good morning Mr./Mrs./Ms. XXX"
- From 12.00 to 15.59, say : "Good afternoon Mr./Mrs./Ms. XXX"
- From 16.00 to 23.59. say : "Good evening Mr./Mrs./Ms. XXX"

Note : Try to learn the guest's name before serving

- Ask where the guest wants the meal to be served.

Breakfast Service:

- For breakfast service, some guests want their breakfast in bed or at the bed side
- The guest shall be asked in a polite manner: “Where should I place the tray Mr./Mrs./Miss. XXX” or “Sir/Madam?”

Lunch & Dinner Service:

- For lunch and dinner service, the sitting area is usually used.
- Move away the coffee table
- Arrange the space for the trolley and chair(s)
- Arrange the set-up per cover and seat the guest(s).
- Open the trolley’s wing
- Move the equipment a bit lower for a good presentation to the guest
- Invite the guest(s) to sit down by saying “Take a seat, please”
- Ladies shall be seated first facing the window view, gentlemen shall be seated last.

CHECK YOUR PROGRESS

- What all to be checked before proceeding to the guest room?
 What is the correct way to pick up the room service tray?
 How many times the guest doors to be knocked?
 What is the proper way to greet the guest?
 What are the processes for Lunch and dinner service?

4.08 CLEARANCE

The guest informs the order taker of a clearance request.

- Before you leave a service tray or room service cart, Know where the guestroom is located and also know the best way to get to the guestroom.
- Use stairwells, service elevators, and halls to speed delivery time.
- Avoid public elevators, lobbies, function areas and restaurant entrances.
- Trays and carts in guestrooms and corridors are hazards; A guest could trip over these items.
- The order taker notes down the room number on the pad and passes it to the Supervisor concerned who shall inform the staff member in charge, or any other IN ROOM DINING staff available.
- The staff member shall proceed to the room immediately to perform the removal

- At all times, the “DO Not Disturb” card must be strictly respected and recorded when displayed.
- The room maid/boy informs the In room Dining Department upon the guest’s request for making up the room.
- The staff member shall proceed to the room immediately to perform the removal.

Entering the guest room:

- Knock firmly three times with your knuckles and announce “Room Service / In Room Dining”.
- Do not use a key or any other hard object to knock the door.
- If no one answers then knock and announce again. The guest may be in the shower or the bathroom.
- If the guest still does not answer, check the room number is correct. If the room number is correct then call the room service / IRD supervisor and inform about the situation.
- When the guest opens the door greet the guest by name. And let the guest know that you are there to pick up the tray/trolley/cart.

Retrieve a room service Tray:

- Place service ware, glasses, used linens and trash on the tray.
- Bend at the knees to pick up the tray. Pull the tray with one hand into the palm of the other hand.
- Balance the tray on your palm or Fingertip’s at shoulder height.
- Use your free hand to steady the tray as you stand.

Retrieve a Room service Cart / Trolley:

- The IN ROOM DINING staff member shall clear the trolley from the guest’s room.
- He shall adjust the stacked soiled plates, silverware and glassware in order to avoid any breakage, as trained.
- Fold the trolley wing, lay down all the empty beverage bottles and cover all soiled dishes with the table cloth
- Before leaving the room, he shall double-check with the equipment control slip that no item is missing.
- If any equipment is missing, he shall inform the Supervisor concerned immediately who shall record the item reference in the equipment control sheet with the date, time and room number in order to further action to be taken appropriately as set by the Director of Food & Beverage
- The Supervisor concerned checks the equipment control slip.
- The equipment control slip shall be inserted under the tray/trolley cloth.

The guest leaves the tray outside the door:

- Soiled dishes and equipment in corridors are unsightly and indicate a poorly run room service department.
- Should the tray be cleared by the guest and left outside the room (guest floor corridor) and equipment is missing, the room boy and/or IN ROOM DINING waiter shall inform the Supervisor concerned immediately.
- This missing item shall be record in the equipment control sheet with the date, time and room number in order for further action to be taken appropriately as set by the Director of Food & Beverage.

Master control sheet:

- The Supervisor checks the master control sheet recording for monitoring all the serving times.
- For breakfast service, if the guest does not call for clearing, the removal is to be performed systematically 45 minutes after the serving time.
- For lunch and dinner services, the removal is to be performed systematically one hour after the serving time.

CHECK YOUR PROGRESS

- What action to be taken if there is a 'Do Not Disturb' card on the guest room?
- How to retrieve a room service tray?
- What are Steps for retrieving room service / IRD Trolley?
- What to be done if the guest leaves the trolley / tray outside the guest room?
- What is a Master control sheet used for?

4.09 PRESENTATION OF BILLS

Presenting the Bill – Make the Bill Accurately.

- Present the bill to the guest only after required service.
- The Bill should be presented in a clean folder along with a hotel pen.
- Politely request the guest to sign the bill.
- When guests have signed the bill, thank them, wish them a pleasant meal and enquire about the clearance as mentioned in appropriate standard operation procedure (SOP).

- Leave the room gracefully taking away any unwanted items and close the door gently.
- Return the bill to the Order Taker who will settle it in the Computer.

CIP / VIP Amenity Service. (Serving Hot Chocolate to Room Guests on Time).

- As part of the guest service differentiators we serve Complimentary Fruit Basket / Cookies Platter as per the instruction and Request Slip from the Front Desk for Suites / Presidential Suites.
- Once the request comes from any of the above category from the front desk, take down the request.
- Make an NC (No Charge) KOT (KITCHEN ORDER TICKET) for the requested items and pick up the order from the Kitchen.
- Ensure it is presented nicely with proper arrangements.
- Set up the Tray and take the specially cleaned and assigned basket / platter. For placing it in the rooms.
- Once it is placed inform the immediate supervisor & Front Desk.

Take Away (Parcel) Order Procedures. (Employee bills are made accurately according to the eligibility).

- Take the order one day advance by phone and mail.
- If its bill to company guest has to send the BTC mail to the hotel or FAX request.
- If the guest want to settle by online credit card they have to send the authorization mail and in one day before then only we forward to accounts to take the charge slip.
- Transportation for the parcel order around the city to be checked with the Supervisor or Manager and to intimate to the guest,...
- Parcel order has to be place the order ticket to the kitchen two hours earlier to the pick up and place the order overnight not more than one day before.

Suggestive Selling & Up Selling. (Ensure that guest have a right combination of meal & increased revenue).

“Suggestive Selling” means encouraging guests to buy additional food & beverages. Suggestive selling requires tact and good judgment.

The key to effective suggestive selling is a good knowledge of the menu.

Here are some tips for more effective suggestive selling :

- Be enthusiastic. It's easier to sell something you're excited about.
 - Make food sound appetizing. Use words like "fresh", "Popular", and "generous" when describing menu items.
 - Ask questions. Find out if guests are really hungry or just want something light, whether they like chicken or beef, if they feel like having something hot or cold.
-
- Suggest specific menu items. Don't simply ask: "Would you like soup with your meal?" Instead, point out: "A cold bowl of borscht would go well with your salad on a hot day like this".
 - Suggest your favorites. Try as many of the menu items as you can and tell guests you've tried them: "You'll like the Chicken Kiev. It's one of my favourites here". But be honest – don't say that something is your favorite when it isn't.
 - Offer a choice: "Would you like a slice of our famous cheesecake or our homemade pecan pie for dessert?"
 - Suggest the unusual. People dine out to get away from the routine fare they have at home.
 - Suggest foods & beverages that naturally go together soups and sandwiches, coffee & dessert, steak and baked potatoes, and eggs.

Procedure for Presenting the Bill

Greet Callers Warmly:

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

Ask the guest for their names and Room number:

- Even if your digital telephone system displays the guest's name and room number, confirm that you are talking to the registered guest.
- Write down the order clearly in the order book and note the time of call and the room number.
- Check the billing instructions of the guest:
- Do a room enquiry on the POS (Point of Sale) machine and check the billing instructions entered for this guest by the front office team.

- If the guest is on Cash Only list, then politely explain that the guest will have to pay for order when it is delivered.
- If the guest is not on cash list then take the order without discussing the method of payment.

Use Suggestive selling:

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

Take Orders:

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

Time control system:

- A time control system takes place as soon as the telephone order has been taken.
- Approximate delivery time is given to the guest according to this time evaluation system established by the Outlet Manager and the Executive Chef.
- A timer is set for the given amount of time. If the order has not been sent up by this time, a call must be placed to the guest to apologies and re-evaluate the delivery time. Similar follow-ups must be systematically performed.

Reconfirm the order:

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

CHECK YOUR PROGRESS

How to greet the callers?

What actions are to be taken for cash list and not-cash list guests?

How to use suggestive selling in the room service?

When to enter the details into POS (point of sale) machine?

Why it is important to have a time control system?

4.10 ROOM SERVICE PROCEDURES

Procedures of Room Service

Following are the activities which are involved in the room service:

Order Taking Procedures. (Picking up the order Promptly and Effeciently).

- Pick up the Telephone within 3 rings or 15 seconds whichever is less.
- Greet the guest with appropriate greeting using the guest name and by giving your name for Eg. “Good Morning, This is Captain Name or Order Taker’s Name how may I assist you?”
- Politely ask the guests about preferences.
- Use up selling techniques by suggesting soups, starters, drinks or desserts.
- Where ever appropriate mention the approximate time for delivery.
- Repeat the order back to the guest.
- Thank the guest for ordering through in room dinning and big farewell “Thank You for calling Room Service, Have a good day”.
- Clearly write out the order in the KOT (KITCHEN ORDER TICKET) mentioning the names of the items, time of ordering, Room number, Name of the Guest, Portions, Etc,.

- Complete the KOT (KITCHEN ORDER TICKET) and hand over the supervisor for execution.

Setting up of Tray / Trolley with correct crockery & cutlery.

- The second copy of the KOT (KITCHEN ORDER TICKET) is placed on the tray / Trolley.
- Ensure the tray corners / trolley base is free of grease, grime and dirt.
- Place cruet sets, bud vase and Bon Appetite card for all meal orders.
- Check the tray mat / trolley cloth to be stain free and in good repair.
- A final Check may be made to match the order and in good repair.
- Pick the order from the respective kitchens on the tray or trolley directly.
- Carry the correct accompaniments / condiments (Pickle / Pappad for Indian orders and Rolls and butter for continental orders)
- As a final step, show the tray to the supervisor, on the way to the elevator, who will check again for correctness.
- Pick up the bill in the folder and check for correctness.

Delivering the order Quickly & Promptly in Room.

- Use Service lift to get to the correct floor as soon as possible.
- When on correct floor, take the shortest route to get to the room.
- Move along the corridors silently and briskly.
- Upon reaching the correct room, ring the bell / knock firmly on the door twice and announce in a loud and clear voice “Room Service”.
- When the guest opens the room, wish him according to the time of the day.
- Announce the order by saying “Your Coffee / Tea / Lunch / Drinks” Sir.
- Introducing yourself by the name to the guest while entering the room.
- While walking into the room, enquire with the guest on where May I place the tray.
- Place the tray appropriately and offer to serve him.
- If the order is in the Morning, offer to open the curtain.
- If you are serving the meal, lay a proper cover in the table or in the trolley and start the service.
- After service find out with the guest about his proffered time for clearance or if he would prefer to call back in room dining for clearance.
- Wish the guest an enjoyable meal / drink / coffee.
- Retreat to the door and exit gracefully while closing the door softly behind you.
- Fill up the Errant Card once after the order is delivered.
- If the room is on DND, immediately inform the order taker.
- May I take your signature Sir / Madam.
- Prepare the Tray / Trolley for delivery.
- As soon as the order is ready, collect from kitchen / bar.
- Check order against KOT (KITCHEN ORDER TICKET) .
- Check for correct crockery, cutlery and glassware are in place.
- Place hot food in warmer, where ever appropriate.

- Cover all open food with cloche.
- Collect the bill from Order taker in a folder and check account against food ordered.
- Inform the order taker about the order moving before proceeding to the floor.
- Executive / Supervisor should check the tray before the delivery (Room Orders).

Tea / Coffee Service. (Serve the hot Beverages in the approved manner)

- Pick up the appropriate order following the standard tray set-up.
- Once the order is ready to leave the Room Service area inform the order taker on the room number being serviced.
- Upon reaching the Room, ring the bell and announce in a loud and clear voice “Room Service”.
- When the guest opens the room, wish him according to the time of the day, using his name “Good Morning Mr./Ms._____. I am Captain _____ from Room Service”.
- Announce the order by saying “Your Coffee / Tea / Drink sir”.
- If it is in the morning take the paper from the door and place it in the rack or in the writing table neatly.
- While walking into the room, enquire with the guest on where to place the tray and place it accordingly.
- After laying the tray in an appropriate area offer to mix the Coffee / Tea / Drink for the guest.
- Wish the guest enjoyable Coffee / Drink and retreat to the door and exit gracefully while closing the door softly behind you.

Clearing the Tray From the Room – Promptly on Time.

- The time of clearance is known by asking the guest during service or from the order taker if the guests call back Room Service for his clearance.
- Upon reaching the rooms follow the same procedure as in SOP for opening the door.
- After the guest opens the door announce intention of clearing the tray / trolley.
- Arrange all the clearance on the tray and get guest feedback.
- Arrange the guest room as appropriately.
- Find out if the guest would like anything else “Is there anything that we could assist you Mr./Ms._____”.
- If nothing, exit from the room gracefully while wishing the guest a wonderful day / night.
- Carry the tray back from the Room to Room Service pick up any other tray that you may find in the Corridor / Pantry.
- Be careful not to drop anything on the way.
- Inform the Order Taker about the clearance.

CHECK YOUR PROGRESS

How is the tray with cutlery set for service?
How is tea coffee service is performed?
What are the steps for clearing room after service?

4.11 MINI BAR MANAGEMENT IN GUEST ROOMS



Fig 4.01: Minibar

Mini bars are a great way for a hotel to earn extra revenue, and which hotel doesn't like to earn more money? But on the flip side, it does involve additional work and time which many small and mid-sized hotels may not have. You need people to stock the mini bar, manage inventory, report the consumption to front desk and so on.

Due to these reasons, nowadays many hotels are doing away with the mini bar in the rooms. But, I believe that a mini bar is a great source of extra revenue for all hotels especially those that don't have 24 hours room service. It's just that hotels need to think of ways in which they can outsource the service, implement a reliable system, as well as cater to the changing tastes of their clientele. It's time for hotels to be innovative and think of ideas through which they can entice the guests to use the mini bars.

Once the excitement of the products available in the mini bar is created, then it ensures more and more people are attracted to it. Perfect examples are children – most kids generally run and check what the mini bar in their room stocks. It's their perfect dream to have direct access to

chips, chocolates, nuts and more. Hotels need to create the same kind of excitement for the older guests.

Hotels across the globe have now started to get extremely innovative with their mini bars:

– Tree Ringha Resort & Spa in Zhongdian provides oxygen canisters in their mini bar since the hotel is set at an oxygen-lacking height of 10,500 feet above sea level.

– The Loews Hotel in Denver is a preferred hotel for those travelling with pets and they provide gourmet dog biscuits in their mini bar.

– XV Beacon hotel in Boston want to ensure that their guests have a well rested stay, so they provide Sprayology; an all-natural sleep enhancer for their guests.

One step for the hotel could be to outsource the mini bar. There are now companies across the globe that provide mini bar services to hotels such as iHost, Bartech and HOMI, to name a few. The system allows hotels to reduce its staffing levels, shrinkage or losses and guest disputes at the front desk. Thanks to the automatic billing system, hotels have witnessed the average loss percentage is reduced to an average of 2% instead of the 20%-40% incurred with simple manual mini-bars. The system also provide reports on which items need to be replaced in which room, thereby saving a lot of time for the housekeeping staff. They don't have to go room to room checking the mini bar on a daily basis.

Also, it is imperative for hotels to look at their guests' profiles, see what the general preferences are, take the hotel's location into consideration and then appropriately decide what works best. [A good PMS](#) can help the hotel check their guest profiles, maintain their detailed information and preferences as well as track repeat guests. This shall help give the hotel a foundation to build on what they can offer to their guests.

The PMS should also integrate the hotel's POS with the system. This ensures that the staff managing the mini bar can post the consumption directly to the guest's bill, thereby helping the Front Office Manager save time by not having to tally all the various points of sales of the guest.

Hotels sometimes just need to think out-of-the-box before they plan to do away with certain ideas. By providing interesting mini bar options and outsourcing their mini bar services, hotels can profit from the extra revenue generated with the mini bar and do away with the hurdles that hinder it.

(Source:: <http://www.hotelogix.com/blog/2014/09/12/mini-bars-in-hotels-boost-your-business-entice-your-guests/#sthash.xw51p01H.dpuf>)

Mini Fridge / Mini Bar Cleaning and defrosting:

- The Mini bar should be always clean and smells free at all the time.
- Remove all the bottles and Min bar amenities.

- Switches on the defrost switch.
- Place discard or towel inside the fridge, so that the water does not drip.
- Wipe the fridge dry and clear off water stains.
- Switch on the fridge.
- Replenish all the supplies / amenities.

CHECK YOUR PROGRESS

What is the process for cleaning and defrosting minibar?
 How are the hotels using minibars in innovative manners?
 What are the advantages of outsourcing minibars?

4.12 GUEST INTERACTION

It can be clearly seen that every interaction with a guest is an to exceed expectations, to guarantee he or she returns in the future and an opportunity to build consumer loyalty. Customer loyalty leads to more business in terms of sales, more referrals, and also more leniency when things turn ugly.

A full-service hotel with 300 rooms should have an average of 5,000 staff-guest interactions every day! Thus there are 5,000 opportunities to stumble, or on the other hand, opportunities to shine and demonstrate why your property should be the hotel of choice when a guest is in the area. Here are five ways to ensure you're building loyalty and generating future sales.

1. Know Your Hotel

This is the most basic, and sometimes the least demonstrated, attribute of all hotel employees. Knowing everything about your property is essential to developing new sales. Every staff member should know the property and amenities by heart. They should all be walking, talking brochures for the hotel.

Suppose you're a golf resort and a guest conversation is taking place in the hallway about lessons. The housekeeper a few feet away overhears this and mentions that the resident pro, Roger, teaches Thursday through Monday and to dial extension 2303 for an appointment. It's almost a guaranteed sale and most interactions don't require that much specialization.

Suppose you stayed at a big-city hotel a few years back, and you arrived around 7 p.m. to check in. You asked about local restaurants within walking distance and the front desk agent sprung into a description of the steakhouse on property. She mentioned that there were a lot of great eating establishments nearby, but the hotel restaurant specialized in dry-aged cuts of steak prepared in a special aging room. That's all you needed to make your decision. Not only did she

know about the restaurant (anyone on property should know that), she was able to describe what made that restaurant unique!

Do you know as much as possible? Could you respond to any guest request or question?

2. Know the Area

Knowing all that your hotel has to offer is paramount, but employees' knowledge cannot stop there. Knowing the surrounding area, attractions and amenities is also important. Many guests, even at full-service resorts, are interested in the attractions beyond the hotel.

Are you near a beach? Are you in the mountains? Maybe near water recreation or a ski area? Are you located in a big city with great dining, dancing and theater? All of these things will obviously be of interest to your guests. For business travelers, are there additional amenities such as a nearby copy center, office supply store, or Wi-Fi hotspots that can make their stay more enjoyable and more productive?

Suppose you needed to get away for a few hours and have some "down" time. You asked the front desk agent for ideas, and he suggested the water architecture tour. You didn't have a car and wanted to know how to buy tickets and get on the boat. "It's just across the street, and I'll call to get your seat reserved for you." By the time you walked over, your ticket was waiting and you had a great couple of hours for yourself. Again, by knowing the area and matching your needs to the attraction, this agent solidified your choice of hotels whenever you are in the City!

3. Build Relationships

You know your hotel and the surrounding activities, but how do you ensure you communicate this information to guests? I hear it all the time in customer service, sales, account management - really in all aspects of business - that building strong relationships is the key to success. But building relationships takes time, right? I'm not so sure.

How many times have you had a dinner and the server was just oozing personality? When he first took your drink order, you felt comfortable talking with him; and by the time dinner arrived, he seemed like an old friend. It happens - not often enough - but it does happen.

How do these service providers do it? It's easy. They show that they genuinely care about your experience and simply take an interest in you! That's really all it takes to start to build these guest-staff relationships. When guests feel that the person on the other side of the counter really does care about them and their stay, often times they open up a bit and become friendlier. They start to see that individual as a person and not a faceless employee.

4. Take Ownership of Issues

No matter how friendly, knowledgeable and personable you are there will always be issues. How you and your staff handle those issues will make all the difference in how a guest perceives you

and your hotel. My one rule of thumb for all service providers is, no matter what, take ownership of the situation.

Best case scenario is that the first staff member a guest encounters will have the answer or be able to solve the problem on the spot, but that's not always possible. When a guest has a problem or issue, empathize with him or her and then take care of it. Even if it is something that needs to be passed to another department or person for resolution, stay with the issue until it is solved.

Always follow up. The first staff member who was approached with the issue should be the last to seek out the guest and ensure the issue was solved to his or her complete satisfaction. This eliminates the feeling that the guest and the problem are simply being "passed around."

5. Think from the Guests' Viewpoint

This may be the most difficult of all the steps. Because you often live and work in siloed departments, most of the time you see clear divisions amongst the staff members and their duties. Internally, you know there is a banquet department, housekeeping, engineering, sales departments and so on. You know your responsibilities and the responsibilities of your co-workers in those other areas. Many times, there are hard lines drawn between the tasks and accountability of these teams. However, a guest doesn't experience a hotel this way.

Guests see the entire organization as a whole. Everyone on staff is a representative of the brand. No matter if it's a housekeeper in the hallway, a groundskeeper on the lawn or the front desk agent - all represent you and your hotel. You or your staff may get asked the same questions hundreds of times, and to you the answer(s) may seem so obvious, but to each guest, that question is being posed for the very first time. Treat everyone as if you're hearing the question for the first time. Take time to explain, and show you care about even the simplest query. We humans are sensitive creatures. We can tell when someone genuinely cares about us, or is just a bit annoyed.

With so many opportunities for guest interactions, it's easy to see how you can tip the customer service scales either way. It takes very little effort for an interaction to be steered in a positive direction - moving that guest toward loyalty. But, it takes even less for an interaction to completely fly out of control! By training employees on how to use the five tips above, you can ensure the customer will keep paying you for the experience.

CHECK YOUR PROGRESS

What types of opportunities does interaction with the guest bring to the hotel?

Why should the staff know his/her hotel well?

What are the advantages of the staff knowing the surroundings?

4.15 SUMMARY

In this unit we have seen that

Room Service is provided by most medium or large hotels. It provides the guests unique opportunity to order and enjoy food at the coziness of the room. It offers privacy, convenience and opportunity to talk with friends, watch TV and other stuff. The service may be available during the meal time for most of the hotels. A few hotels offer such facility day-and-night (24 hours). F&B Service is normally responsible for providing such service and not the housekeeping department.

Why do hotels want room service?

The following reasons can be ascribed to such choice.

- It may give significant profit to the hotel. Particularly if the hotel is close to airport, railway station, or bus depot, the guest may arrive at any time and may like to eat.
- It gives competitive advantage, if the hotel can give excellent room service
- Since it is a personalized service, good humored, polite and mannered staff can establish great interactions with guest and enhance their hotel experience manifold.
- It may be a point of prestige for many hotel who see that if their competitor are providing room service, they should do too.
- It may target special groups of patrons like celebrity, corporate business magnets, disabled persons etc who can not go to the restaurants to take food.

Why do guest like to take room service?

Their reasons could be some of the following:

- Business travelers, celebrities, disabled persons find it more convenient to eat at rooms
- Some guest prefer eating in their groups for simultaneously able to perform group activities and to save time
- It allows guests to eat in their casual attire, take food in casual manner even during TV shows.
- Bed tea lovers essentially require a room service.
- Some people especially women travelling alone like privacy and hence room service.
- Important private conversations while eating can be facilitated by room service.

Why guest may not like room service

Many guest may not like room service for the following reasons:

- Higher price

- Longer waiting time
- Proper temperature of food and drink may not be possible
- Many hotels do not provide room service for 24 hours
- Room Service Menu may be limited.

Qualities of good Room Service

- Promptness
- Appropriate suggestions from order taking staff
- Correctness of order
- Delivery at the right room in minimum time
- Proper temperature of food and beverage
- Good mannersism of the staff
- Quick removal of the used trays
- Promptness of the repeat orders
- Unnecessary attempts to sell items are avoided.

Types of Room Service

1. Centralized Service:

Use of main kitchen and a general waiter serving foods in specialized room server are the major features of such service. It requires the main kitchen to have necessary human and physical resources for room services. Usually there are delays in services as the same lifts, corridors etc are used by staff.

2, De-centralized Service:

Separate pantries at different floors are the main features of such service. The disadvantage is that the food items are limited (normally good for tea/coffee, sandwiches etc). Advantage is the quickness of service.

3. Mobile Service

A dedicated lift for transporting the food is the main feature of this service. It offers limited items of food, but the service is fast.

Layout of the Room Service Department

Large hotels have a separate department for room service. Most suitable place for a room service department is the place between kitchen and lift, or next to the lift.

The department consist of :

Order taking Cabin: The order taker is the person who takes orders. The cabin where he sits is normally a glass cabin allowing clear view of the process of kitchen and servers. There are

telephones, computers, note pads, air conditioners, sound proofing, etc. He can track the order on the computer screen through the centralized system which links all the concerned departments like front office, accounts, etc for updates.

Room Service manager's cabin: This room is the place where the manager performs scheduling, planning, interviews, meeting with clients, etc

Waiting Room: Here the servers can relax when idle between orders. It houses chairs, benches, cloths racks, table etc. The idea is that the servers should not go to canteens for tea or engaged in other activities in their idle period and be ready for next order.

Store: It keeps linen, fuel, essential room service equipments like refrigerator for storing butter etc, gift items for guests, fruit baskets, etc.

4.16 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 scope and function Room Service/ In Room Dining
2. Explain Concept of Room Service/ In Room
3. Describe the Salient Features of Dining
4. Explain what the expectations of guest from in-room dining are
5. Describe Room Service Equipments
6. Explain Set up of Trays & Trolleys
7. Describe the process of presentation of bills
8. Describe what precautions and care to be taken during room services
9. Explain how mini bar is to be maintained in room
10. Describe the features of professional's interactions with the guests
11. What are the various types of room service?

12. Which type of room service is the fastest?

13. What are the advantages of eating at room?
14. What are the steps in making tea or coffee?
15. What are the steps in taking order?
16. Why do hotels want room service?
17. Why do the guests want room service?
18. What are the quality parameters for good service at room?
19. What does a guest expect from the room services?
20. What are the trends in meeting guest expectations in the hotels?
21. What the two of the main room service equipments?

22. What all to be checked before proceeding to the guest room?
23. What is the correct way to pick up the room service tray?
24. How many times the guest doors to be knocked?
25. What is the proper way to greet the guest?

26. What are the processes for Lunch and dinner service?
27. Name at least five room service equipments.
28. What action to be taken if there is a 'Do Not Disturb' card on the guest room?
29. How to retrieve a room service tray?
30. What are Steps for retrieving room service / IRD Trolley?
31. What to be done if the guest leaves the trolley / tray outside the guest room?
32. What is a Master control sheet used for?
33. How to greet the callers?
34. What actions are to be taken for cash list and not-cash list guests?
35. How to use suggestive selling in the room service?
36. When to enter the details into POS (point of sale) machine?
37. Why it is important to have a time control system?

38. How is the tray with cutlery set for service?
39. How is tea coffee service is performed?

40. What are the steps for clearing room after service?

41. What is the process for cleaning and defrosting minibar?
42. How are the hotels using minibars in innovative manners?

43. What are the advantages of outsourcing minibars?

44. What types of opportunities does interaction with the guest brings to the hotel?
45. Why should the staff know his/her hotel well?

46. What are the advantages of the staff knowing the surroundings?

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V101: B. Sc. (Hospitality and Tourism Studies)
V102: B.Sc. (Hospitality Studies & Catering Services)

**HTS 202: Food and Beverage Service
Foundation - II**