



Food Craft Institute
(Department of Skill Development, UT of J&K)
Bamyal Morh, NH-44, P.O. Shibba Nagrota, Jammu

Training Manual

Hunar Se Rozgar Tak

FOOD AND BEVERAGE SERVICES



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TOPIC – 1

PRIDE IN NATION

Pride is an inwardly directed emotion that carries two common meanings. With a negative connotation, pride refers to an inflated sense of one's personal status or accomplishments. With a positive connotation, pride refers to a satisfied sense of attachment towards one's own or another's choices and actions, or towards a whole group of people, and is a product of praise, independent self reflection, or a fulfilled feeling of belonging.

PRIDE IN INDIA

1. India is the seventh largest country in the world and it's a fast growing economy.

2. India is a home for ancient civilization of the Indus Valley.

3. India has 28 states and 8 Union Territories.

4. India's history goes back to 3,200 BC when Hinduism was first founded. Buddhism, Jainism, Sikhism, Zoroastrianism, Christianity and Islam all exist within the country.

5. In India there are about 45 folk dances and 7 classical dance forms.

6. The great Indian epic are Ramayana – the first Indian epic and Mahabharata – the longest epic in the world literature with 100,000 two-line stanzas.

7. Yoga originated in India in 5000 BC and documented by 200 BC – 300 AD.

8. Facts about modern India

- **Pluralistic, multilingual and multiethnic society**
- **Secular democratic constitution**
- **World's most populous democracy**

- *About 431 million Indians have been raised above poverty since 1985*
- *World's tenth largest importer and nineteenth largest exporter*
- *Indian Labor force is world's second largest*
- *Fastest growing IT super power*
- *Indian Railways, the biggest employer in the world.*

9. Few famous personalities of India

- **ARYABHATTA** – *He was the first in the line of great mathematician-astronomers from the classical age of Indian mathematics and India astronomy.*
- **MOHANDAS KARAMCHAND GANDHI (2 October 1869 – 30 January 1948)** – *commonly known as Mahatma Gandhi, was a prominent leader of Indian Nationalism in British-ruled*

India. Gandhi led India to independence an inspired movement for non-violence, civil rights and freedom across the world.

- **AVUL PAKIRJAINULABDEEN ABDUL KALAM (born on 15 October 1931)** – He is an Indian scientist and an administrator who served as the 11th President of India. He is also known as ‘Missile Man’.
- **MAQBOOL FIDA HUSSAIN (17 September 1915 – 9 June 2011)** – commonly known as MF Husain, was an Indian painter and Film Director, internationally recognized as a printmaker, photographer and filmmaker.
- **KALPANA CHAWLA (July 1, 1961 – February 1, 2003)** – she was the first indian american astronaut and first indian woman in space.

- **SACHIN RAMESH TENDULKAR (Born On 24 April 1973)** – he is an indian cricketer widely acknowledged as the greatest batsman in one day internationals and second only to don bradman in the all time greatest list in test Cricket.
- **B. R. Ambedkar** : Ambedkar is recognised as the "**founding father of the Republic of India**" Ambedkar was the architect of the **Indian Constitution** and also served as the first **Law Minister** of India.
- **Vallabhbhai Patel** : Widely known as the "Iron Man of India" Patel was an independence activist and first **Deputy Prime Minister of India** (1947–50). Post independence, "Sardar" ("Leader") Patel worked with **V. P. Menon** towards dissolving 555 **princely states** into the Indian union.
- **Jawaharlal Nehru** : Independence activist and author, Nehru is the first and the longest-serving **Prime Minister of India** (1947–64). Nehru himself was **Prime Minister of India** at the time of receiving **Bharat Ratna** award.

- **Mother Teresa**: "Saint Mother Teresa of Calcutta" was a Catholic nun and the founder of the **Missionaries of Charity**, a Roman Catholic religious congregation, which manages homes for people who are dying of HIV/AIDS, leprosy and tuberculosis. She was awarded the **Nobel Peace Prize** for her humanitarian work in 1979.
- **J. R. D. Tata** : Industrialist, philanthropist, and aviation pioneer, Tata founded India's first airline **Air India**. He is the founder of various institutes including **Tata Institute of Fundamental Research**, **Tata Memorial Hospital**, **Tata Institute of Social Sciences**, **Tata Motors**, **TCS**, **National Institute of Advanced Studies**, and **National Centre for the Performing Arts**.

TOPIC 2.

TOURISM AND YOU

• *The United Nations World Tourism Organization (UNWTO) defines tourism as the act of:*

"...travelling to and staying in places outside a person's usual environment for not more than one consecutive year for leisure, business and other purposes not related to the exercise of an activity remunerated from within the place visited."

<i>S.No.</i>	<i>Type</i>	<i>Description</i>
<i>01</i>	<i>Domestic tourism</i>	<i>Residents travelling within their country of Residence</i>
<i>02</i>	<i>Inbound tourism</i>	<i>Non-residents travelling to the given country</i>
<i>03</i>	<i>outbound tourism</i>	<i>Residents travelling to another country</i>

04	<i>Internal tourism</i>	<i>Domestic tourism and inbound tourism</i>
05	<i>National tourism</i>	<i>Domestic tourism and outbound tourism</i>
06	<i>International tourism</i>	<i>Inbound tourism and outbound tourism</i>
07	<i>Culinary tourism</i>	<i>Travelling for Food and drink experiences</i>
08	<i>Dark tourism</i>	<i>Travel to sites associated with death and suffering</i>
09	<i>Disaster Tourism</i>	<i>Travel to sites that have experienced natural disasters</i>
10	<i>Ecotourism</i>	<i>Tourism which benefits the community, economy & the environment of a local area</i>
11	<i>Heritage (Cultural) tourism</i>	<i>Places, activities that represent the stories of people, past and</i>

		<i>present</i>
<i>12</i>	<i>Medical (Health) tourism</i>	<i>Medical services at a particular location</i>
<i>13</i>	<i>Space tourism</i>	<i>Trips taking tourists into space</i>
<i>14</i>	<i>Adventure Tourism</i>	<i>Involving exploration or travel with perceived risk to remote, exotic and possibly hostile areas. like Mountaineering, trekking, rafting, rock climbing.etc</i>

Tourist

- *International Tourist*

“A visitor who travels to a country other than that in which he/she has his/her usual residence for at least one night but not more than one year, and whose main purpose of visit is other than the

exercise of an activity remunerated within the country visited”

- ***Domestic Tourist***

“Any person, regardless of nationality, resident in a country and who travels to a place in the same country for not more than one year and whose main purpose of visit is other than following an occupation remunerated from within the place visited”

21st Century Trends In Tourism

Travel and tourism will grow to new heights in the 21st century as it becomes more accessible to a larger cross section of the global population. This will result in commensurate economic opportunities for developed and emerging destinations around the world. It will also create major challenges, not only in attracting and serving increased tourism demand, but also in mitigating the numerous potential negative externalities that will emerge as a result of tourism’s rapid growth. Successful destinations will strike a

balance in developing their tourism industries by monitoring international trends, engaging tourism stakeholders, ensuring that the benefits of tourism outweigh any potential negative impacts and pledging a more equitable distribution of tourism revenue.

IMPACT OF TOURISM

- 1. Income from tourism in the form of foreign exchange adds to the national GDP.*
- 2. It generates employment as it is a labor intensive service industry. It provides direct employment in business such as hotels, restaurants and shops.*
- 3. Impact of tourism on India is gigantic. There are recently many events that took place, which are a big catalyst for prompting tourism in India. The international sports event like 20/20 IPL Cricket Matches, Commonwealth Games, Formula 1 races etc.*
- 4. Tourism helps in preservation of national heritage and environment. Several places of historical importance are Taj Mahal, Qutab Minar, Ajanta Ellora etc.*

5. *Tourism also helps in conserving the natural habitats of many endangered species.*
6. *Tourism increases self esteem of hosts and tourists.*
7. *Tourism promotes cultural awareness and can help preserve local culture and tradition.*
8. *Economic impact – Direct, indirect induced spending becomes wide spread in the community.*
9. *Tourism promotes peace and stability in the country by promoting cross cultural awareness.*

TOPIC 3.

ETIQUETTES AND BASIC CONVERSATION

The rule of polite or correct behavior in a society or among members of profession.

MANNER

A way in which something is done or happens or it is the person's outward behavior or attitude towards other people.

No matter what the situation is , social etiquettes rule should be followed.

BENEFITS OF ETIQUETTES

- 1. Gives professionals the tools to impress clients and colleagues.***
- 2. It puts others at ease so that business can be conducted.***
- 3. Helps to establish rapport with others more easily.***
- 4. Gives the organization an overall polished, professional image.***
- 5. Builds confidence and helps create a winning style.***
- 6. Possessing a high level of etiquette knowledge and skills instills the perception of trustworthiness in others.***

RULES

- 1. When we are speaking with someone we know and a new person approaches, always introduce yourself.***
- 2. Give a piece of information about the person – it can be conversation starter.***
- 3. Listen to and concentrate on conversation – don't just wait for your turn to talk.***

- 4. Resist the urge to jump in a conversation when someone pauses, wait a second or two, then respond.**
- 5. Be an active listener – smile, nod, make eye contact and agree when appropriate.**
- 6. Respect a person's personal space – don't get too close.**
- 7. Avoid vulgar references and swear words.**
- 8. Inappropriate language is not professional and offensive.**
- 9. Don't ask personal questions.**
- 10. whoever gets to the door first should open the door and hold for others who are following, there should be no gender discrimination**
- 11. At an elevator those in the elevator should get off first before anyone else get on.**
- 12. Generally, the Chairperson sits at the end of the table farthest from the entrance.**
- 13. If you are attending the meeting – Be on time. This means arriving a few minutes before the meeting begins.**

14. We should do what we promised e.g. Make that call, write that note, make the arrangements.

15. If we are making a call, identify yourself first, then ask to speak to the person we are trying to reach.

16. Ask for time, before we start with a long conversation.

17. When we are in any meeting, turn off your cell phone ringer – accept voicemail and text messaging only.

18. In case of a call in public place try moving to a private place.

19. Hearing one side conversations alienates the person not in the conversation.

20. While talking in public keep it short and discreet.

21. Always respond to a real message on your e-mail.

22. Always check for no short hand, grammatical mistakes .

23. Don't primp at the restaurant table or in public, use the restrooms.

24. Do not pick at your teeth, face, and your nose .

25. Do not burp or snort and make any bodily noises that are rude and disgusting.

26 Do not blow your nose at the table, use a tissue to pat and clean.

27. We should always say “Please” and “Thank you” more often and say “You are Welcome” rather than “No problem”

28. Always smile.

TOPIC 4.

Restaurant Service Equipment

Most equipment is standardized for multi-use and cost efficiency. Let us look at each of service equipment used in the normal functioning of a restaurant.

- **Linen**

Most linen is standardized to serve the restaurants, bars, room service and banquets. Some standard dimensions are:

1. Tablecloth

To fit 2’6” table

54”x54”

To fit square table

72"x72"

To fit rectangular table

72"x96"

2. Slip cloth to cover stained table cloth

36"x36"

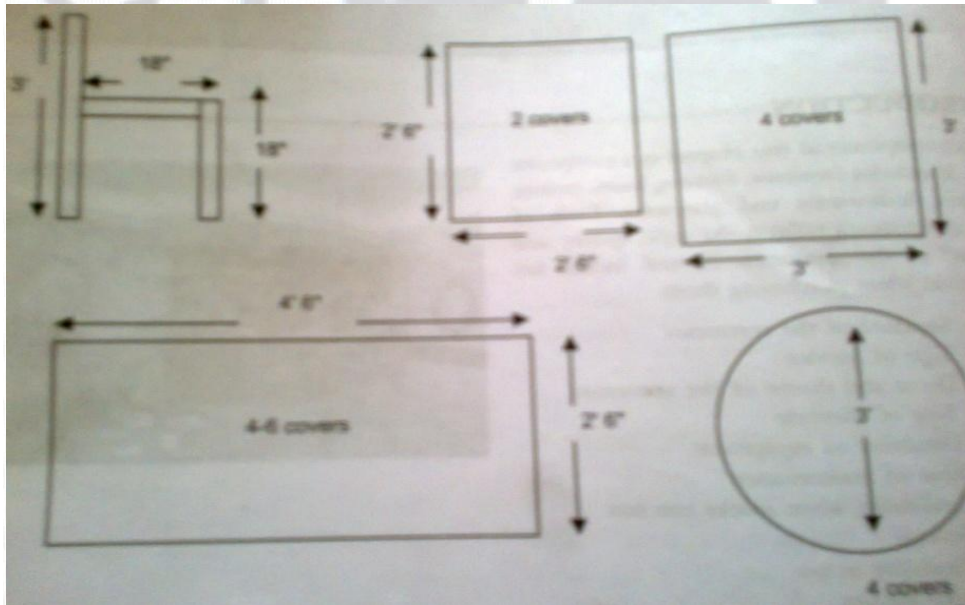
3. Napkins also called serviettes

18"x18"

4. Buffet cloths minimum size

6'x12'

FURNITURE



EXAMPLE OF SIDEBOARDS



CHINAWARE

- *Chinaware is porcelain pottery originally from china. Chinaware is made of silica, soda ash and china clay, baked and glazed at high temperature to make it hard and give it a fine finish. It should be opaque and free from air bubbles. Chinaware can be found in different colors and designs which are always coated with glaze. Patterns on glaze can wear or discolor with constant washing and use. China is more resistant to heat than*

glassware. Standard types and sizes of chinaware are:

Entrée plate	9" to 10" diameter
side plate	6" to 7" " "
Dessert plate	7" and 8.5" " "
Fish plate	8" diameter
Soup plate	9" " "
Soup cup	7.5"
Joint plate	10" in diameter
Salad plate	5" in diameter
Coffee cup	8 to 10 oz (ounce)
Tea cup	7 oz (ounces)
Saucer	6" in diameter
Demitasse cup	3.5 oz
Tea pot	0.5 pint, 1 pint, 1.5 pint, 2 pint
French onion soup bowl	8 oz (ounces)

SELECTION OF CROCKERY



GLASSWARE

The raw material used in making glass are sand, soda and lime. It is the proportion of each that

makes different types of glass. Glassware in hotels is a composition of 72 per cent silica (sand), 15 per cent sodium oxide (soda), 9 per cent calcium oxide (lime) and 4 percent minor ingredients. Following are different kinds of glasses :

- *Brandy balloon*
- *Tom collins*
- *Cordial glass*
- *Cocktail glass*
- *Champagne flute*
- *Highball glass*
- *Irish coffee glass*
- *Margarita glass*
- *Martini glass*
- *Old fashioned glass*
- *Parfait glass*
- *Pilsner glass*
- *Pousse*
- *Punch cup*
- *Red wine glass*
- *Sherry glass*
- *Sour glass*

- *White wine glass*
- *Sundae glass*

Some Tips On Glassware

- *Empty glass containers must be stored inverted in single rows with paper on the shelf to prevent slippage.*
- *Glass racks are good ways to store glassware. They are rubber-lined and have individual compartments to prevent glasses from moving in transit and storage.*
- *In a restaurant, glasses must be kept on trays with tray cloth to prevent slippage.*
- *Glasses with stems must be held by the stem and stored inverted.*
- *Glasses must be held against the light to detect water spots.*

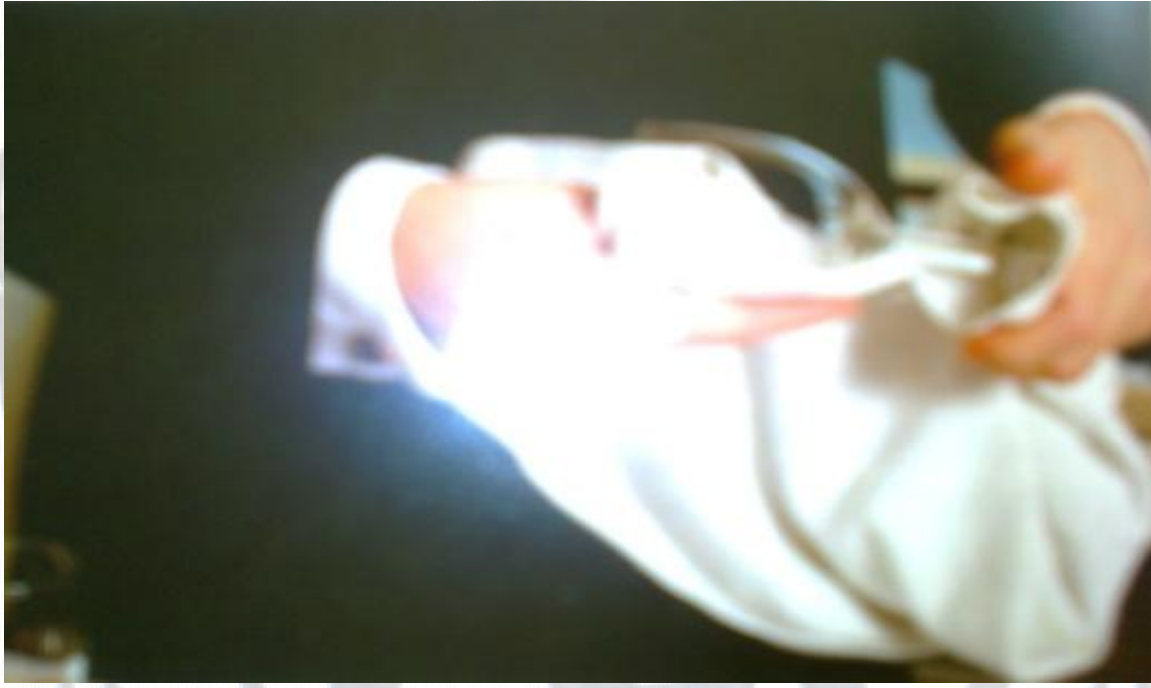
Carrying Clean And Dirty Glasses On A Tray



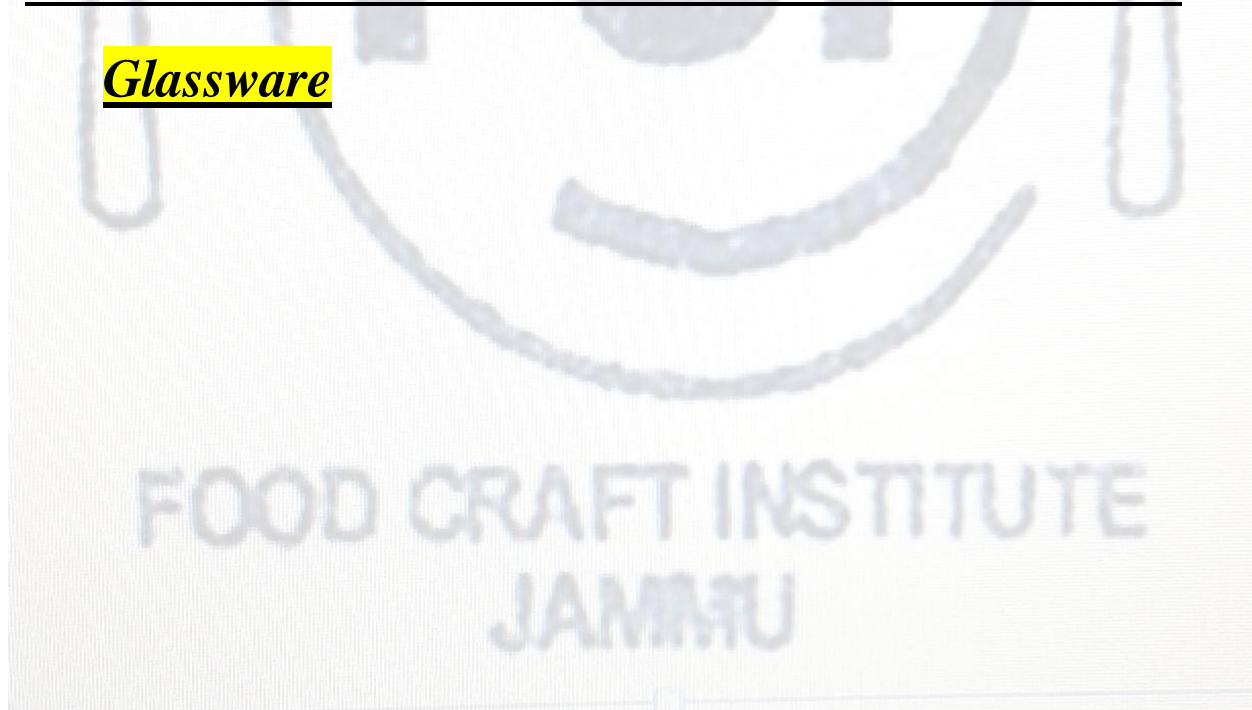
Polishing Glasses



Polishing While Rotating The Glass



Glassware





Flatware (Cutlery or Silverware)

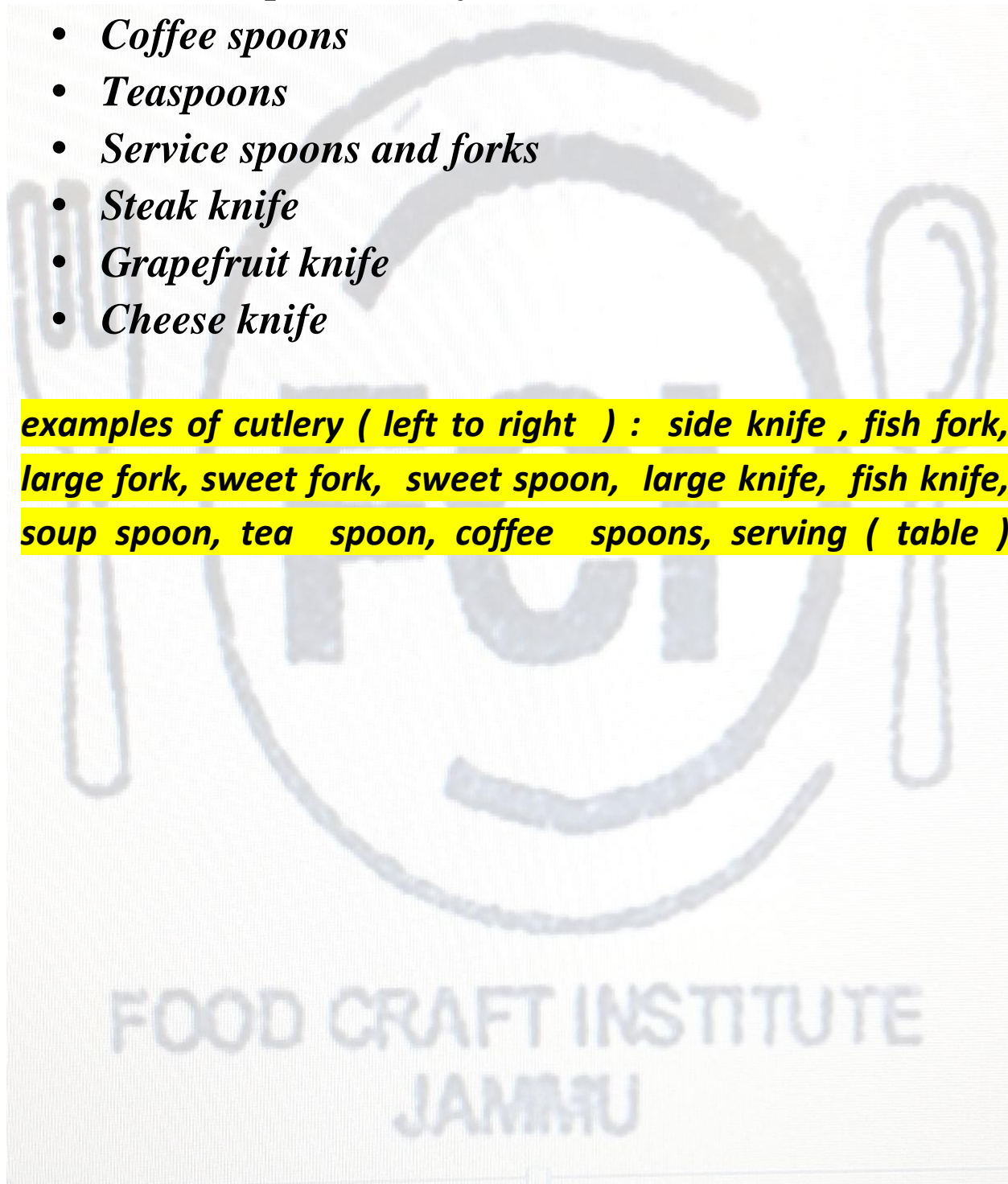
Flatware is the term for those tools in dining that help cut, mix and hold food in the sizes and portions that are easy to eat. The flatware used in up market restaurants is called sterling silver which consists of 92.5 per cent silver and 7.5 per cent copper to harden and strengthen the silver. Naturally such silverware is expensive and needs to be carefully controlled in storage, in use and while washing. Most other restaurants use silver-plated flatware. Such flatware is made from base metal such as steel which is then coated with a thin layer of silver or silver alloy to give it a rich look. Economy restaurants use stainless steel which is economical and easy to maintain. The types of flatware commonly used in restaurants are :

FLATWARE

- *Fish knives and forks*
- *Large knives and forks*

- *Dessert spoons and forks*
- *Coffee spoons*
- *Teaspoons*
- *Service spoons and forks*
- *Steak knife*
- *Grapefruit knife*
- *Cheese knife*

examples of cutlery (left to right) : side knife , fish fork, large fork, sweet fork, sweet spoon, large knife, fish knife, soup spoon, tea spoon, coffee spoons, serving (table)



spoon



Hollow-ware

- *This is a term used for metal or ceramic containers of food when brought to the guest's table from the kitchen. Such hollowware would include:*

- *Soup tureens*
- *Soup bowls*
- *Trays*
- *Oval flat tray with lid*
- *round flat tray with lid*
- *Oval or round entrée dish.*
- *Round salvers*
- *Ice buckets*
- *Champagne bucket.*
- *Caviar knife*
- *Sundae spoon*
- *Ice cream spoon*
- *Pastry fork cum knife*
- *Lobster pick*
- *Butter knife*
- *Cheese knife*
- *Nut cracker*
- *Gateaux slice*
- *Coffee pots*
- *Teapots*
- *Creamers*
- *Sugar pots*

- ***Steak knife***
- ***Flower vases***
- ***Fruit stands***
- ***Tea strainers***
- ***Candle stand***
- ***Wine cradle***
- ***Oil and vinegar bottles***
- ***Jam and marmalade pots***
- ***Tooth pick holder***
- ***Straw holder***
- ***Chaffing dishes***
- ***Burners***
- ***Copper pans***
- ***Punch bowl and ladle***
- ***Bread baskets***
- ***Ashtrays***
- ***Cake stand***
- ***Water jugs and sauce boats***



**Cutlery (From Left To Right) : Large Knife ,
Small Knife , Butter Knife , Large Fork**



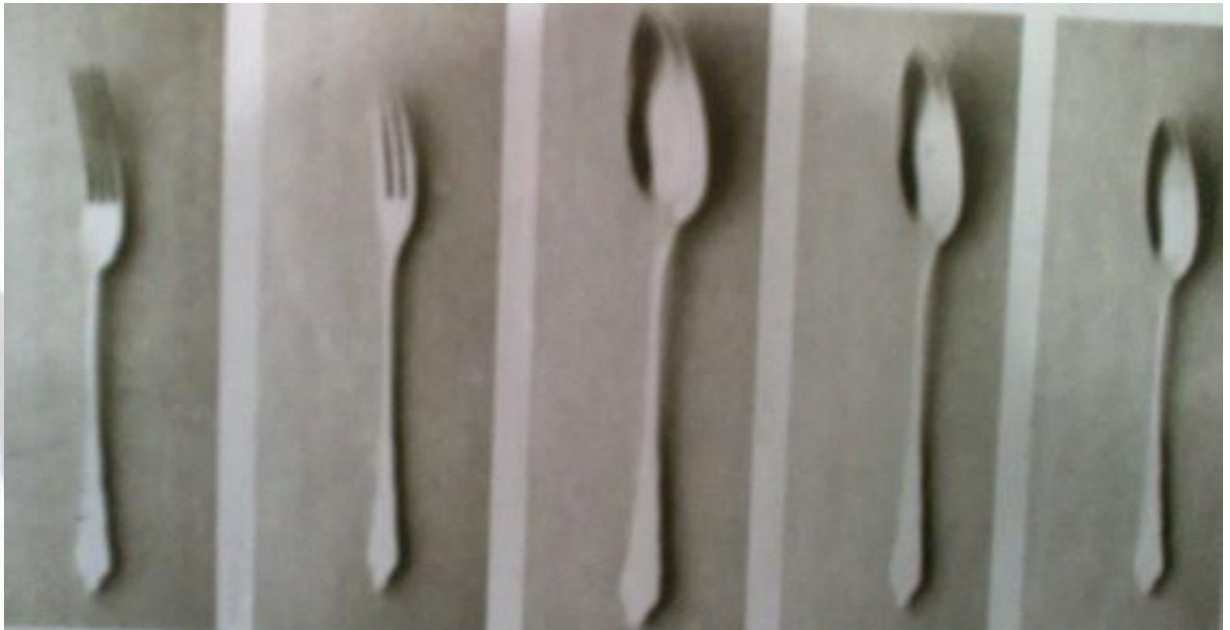
**Small Fork , Pastry Fork , Soup Spoon, Service
Spoon , Dessert
Spoon**

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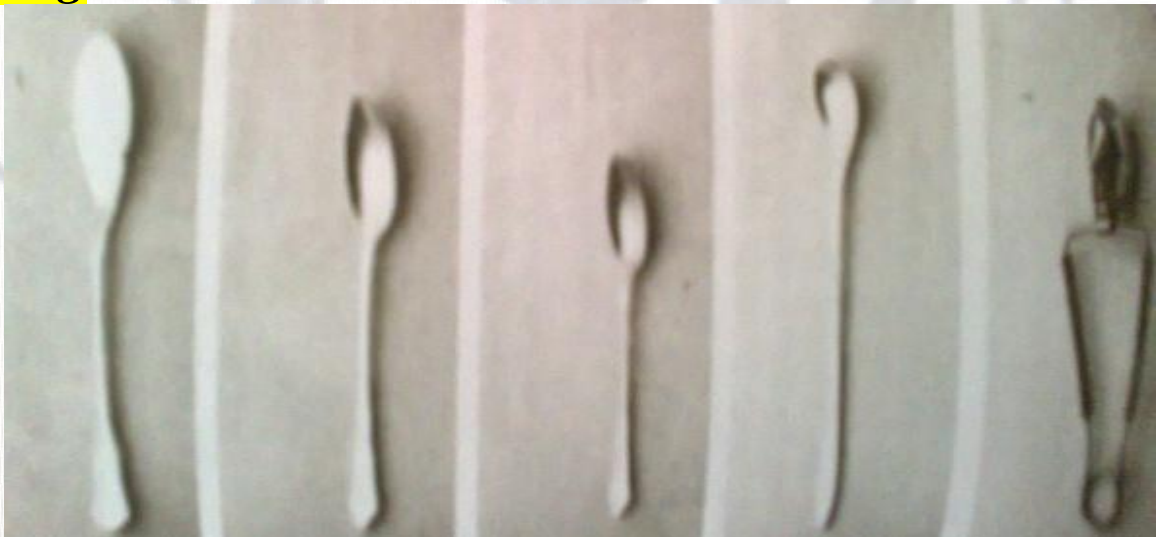
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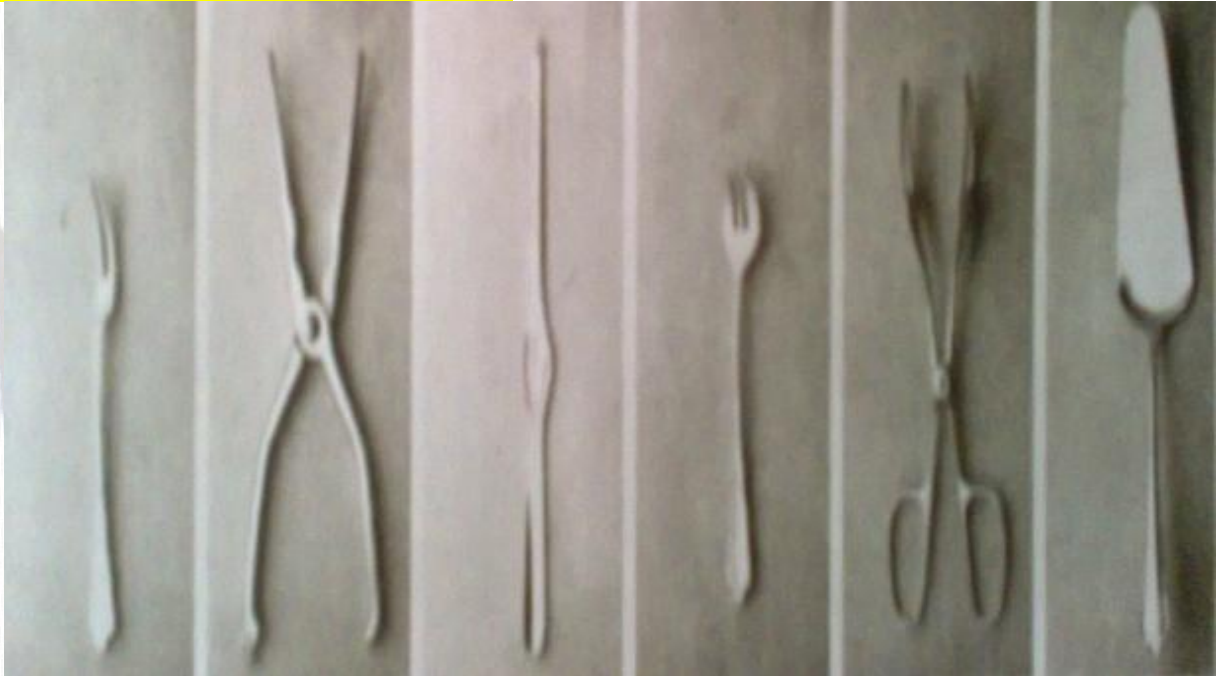


Jam Spoon , Tea Spoon , Coffee Spoon, Parfait Spoon, Snail Tong



Snail Fork , Lobster cracker, Lobster Pick ,oyster fork, Pastry Tong ,

cake slicer



Room Service Tables: (A) Opened (B) Laid And Folded (C) Laid And Opened For Service



TYPE OF SERVICE

AMERICAN SERVICE

- *This style of service is imported from the US known as plated service .Coffee shops which are informal restaurants adopt this style of service . This method ensures quick service and clearance . Its features are :*
- *The cook assembles a complete meal in a guest plate in the kitchen .It consists of a main dish accompanied with vegetables, potatoes (mashed , fried or sautéed). The portion is predetermined in the kitchen and the accompaniments served in the plate balance the entire presentation in terms of nutrition and colour .*
- *The plated food is brought by the server and placed before the guest served from the right of the guest*
- *The server may keep food covers to keep the food warm till it reaches the guest.*
- *He removes the cover when the food is placed before the guest.*
- *Up market restaurants may keep a show plate in front of the guest and place the food plate on top of it .*

- *The necessary cutlery such as knife and fork is arranged on the table before each seat, with common bread basket , butter dish , salt pepper and proprietary sauces.*

SILVER SERVICE

- *This service is given the name as all the cutlery , service dishes, service forks and spoons are made of silver. The food presentation is elaborate to heighten the dining experience. In this service :*
- *The table is set for horsd'oeuvres , soup, main course and dessert.*
- *The food is portioned in the kitchen into the silver plates and dishes and brought to the host for approval.*
- *It is then placed on the sideboard with heating burners or rechaud to keep the food warm*
- *The food is then served from the left of the guest with a service spoon and fork*

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Silver Service Of Soup



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Silver Service Of Soup From An Individual Tureen



Silver Service Of Potatoes And Vegetables

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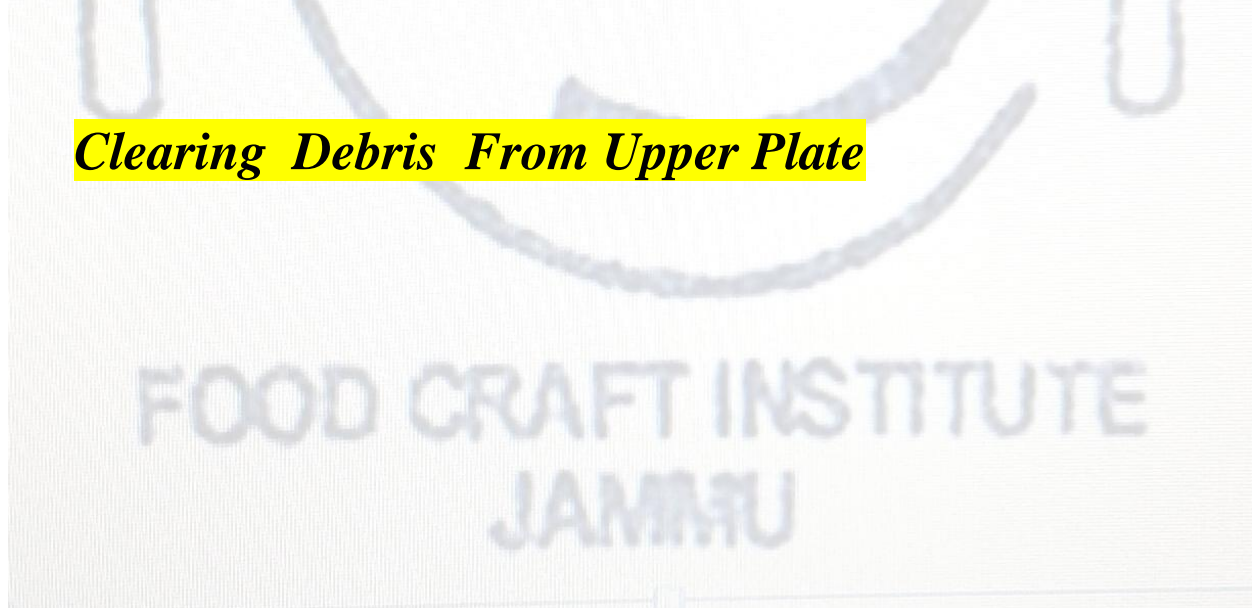
Hand Positions For Holding A Service Spoon And Fork



Hand Positions When Clearing Plates



Clearing Debris From Upper Plate





Clearing Side Plates

(a) clearing debris from the side plate to the service plate

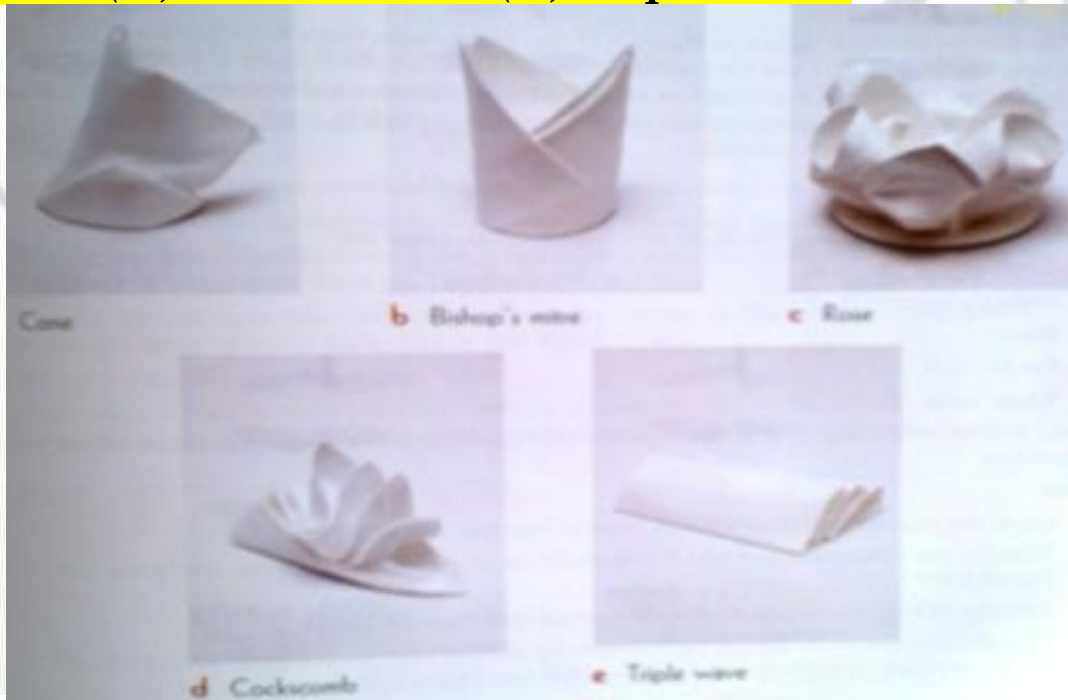
(b) hand position having cleared four side plates



Example Of A Continental Breakfast



Napkin Folds : (A) Cone (B) Bishop's Mitre (C) Rose (D) Cockscomb (E) Triple Wave



A'

La

Carte

Cove



Classic Or Basic Cover

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Table

D'hôte

Cover



Full Breakfast Cover



**Cover For Full Afternoon Tea After The Order Has
Been Taken**



Cover For High Tea



Example Of Breakfast Tray Laid For A Continental Breakfast



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Service Salver Before Service Of Coffee



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TOPIC 5.

Techniques And Principles of Cleaning

The choice of cleaning method depends on various factors:

- A. The nature of soiling.**
- B. The nature of surface soiled.**
- C. The properties of cleaning agents suitable for the surface.**
- D. The best way to clean without dispensing dust to other areas.**
- E. The process should be cost effective in terms of the cleaning agent and labor time.**
- F. The method should restore the surface to its original sheen and color.**

. TECHNIQUES AND PRINCIPLES OF CLEANING

- ✓ *Cleaning in the room and corridor should start from the top section to the bottom section i.e. from cobweb cleaning floor mopping.*
- ✓ *Dusting should be done in clockwise or anticlockwise direction.*
- ✓ *Training of staff on usage of manual and mechanical equipments and cleaning agents should be given in advance.*
- ✓ *Standard operating procedure or step up step cleaning directions should be followed for all task cleaning.*
- ✓ *Always wear proper clothing with gloves before handling chemicals and starting with cleaning process.*
- ✓ *Adhere to care labels and instructions given on cleaning equipments and agents.*
- ✓ *Choice of chemical usage for stain removal should always be from weaker to stronger chemicals, in order to maintain the condition of the article.*

- ✓ *Proper storage of chemicals and equipments should be done, especially capping of chemical bottles should with utmost care after use.*
- ✓ *Adhere to material safety data sheet (MSDS) placed in the visible area for staff.*
- ✓ *Proper sign boards should be used while cleaning in public area to avoid accidents.*
- ✓ *Deep cleaning of public area with high traffic should be addressed during night shifts.*
- ✓ *Clean and proper duster should be used for different types of cleaning.*
- ✓ *During façade cleaning that particular section or area should be taken out of service to avoid guest complaints.*
- ✓ *While cleaning of electrical appliances, the power supply should always be switched off.*
- ✓ *Follow proper body posture during cleaning procedures.*
- ✓ *Always do vacuum cleaning of the room by keeping the door ajar, to avoid noise complaints.*

- ✓ *Maintenance problems identified during cleaning procedure should be immediately accelerated to the engineering department.*
- ✓ *While cleaning of corridor and guest area, keep in mind the signage of 'do not disturb'.*
- ✓ *Lost and found should be immediately informed and handed over.*
- ✓ *Garbage and waste material from different areas should be collected properly in garbage bags and accordingly disposed of.*
- ✓ *Broken glass pieces, wastage from ashtray and burning cigarettes or cigars should be disposed of separately.*
- ✓ *'LAST LOOK' should always be given after cleaning is over.*
- ✓ *Wastage and spillage should be avoided.*
- ✓ *Adhere to rules pertaining to occupational safety and health standards.*
- ✓ *Cleaning should be carefully planned so as to ensure the least time.*



TOPIC 6

PERSONAL HYGIENE

Service

*It starts with the hygiene of service staff
.Servers can be carriers of bacteria and*

diseases . People are critical of the personnel who serve them . They determine the standards of the restaurant by the neat looks and fresh smells of the staff . Restaurants , therefore , set the following guidelines to ensure staff hygiene :

- *Hair must be cut short . Men and women with long hair must tie it in a bun preferably with hair netting.*
- *Hands must be washed frequently . Stains of food , ball pen ink or dust are not only obnoxious to guests but are safety hazards.*
- *Nails must be well manicured and clean . We must remember that guests see the server's hands when he pours water into goblet s on the table or when he serves food.*

- *Uniforms must be immaculately clean and pressed as physical evidence of the hygiene standards of the establishment.*
- *Shoes must be polished and clean.*
- *Servers must bathe before coming on duty and spray light deodorants.*
- *Minor cuts must be covered with band aid to prevent transfer of blood- borne pathogens.*
- *Servers who are ill or have a cough or sneeze should not be allowed to handle food and serve guests.*
- *Servers must avoid smoking / chewing gum in kitchens and service areas.*
- *Food should be kept out of the temperature danger zone using equipment such as the bain-marie , plate warmers , dish covers ,etc.*

- *The handling of food and service ware is another issue for servers. There are some norms that should be followed :*
- *Servers must avoid contact with food with bare hands. They must use gloves , tongs and service spoons to handle food.*
 - *Food and cutlery fallen on the floor should not be used before washing them again . they should be replaced with fresh ones immediately.*
 - *Service ware and tableware must be properly polished and sanitised before use.*
 - *Servers must never touch service ware that comes in direct contact with the guest's mouth. Examples are the rims of glasses or cups , spoons , etc. Glasses must be held from the bottom and cutlery by the handles.*

- *The bottom of trays or dishes must be kept clean to prevent soiling table cloths and uniforms.*

TOPIC 7 .

FOOD HANDLING AND HYGIENE

- *Each cooked dish must be inspected before service for physical contaminants like hair , glass, pins , etc.*
- *Servers must serve cooked food immediately .*
- *Soiled crockery , cutlery and glassware must be removed from the table immediately and deposited at the dishwasher's station.*
- *Servers must use tongs and not the hands when serving ice.*
- *Tableware must be laid just before service. Some servers may be tempted to lay out the tables overnight for the next morning service. Such long exposure attracts dust.*

- *Servers must make sure that all glasses are held against the light to check for fingerprints and watermarks.*
- *The lips of bottles of proprietary sauces like ketchup , soya sauce ,tabasco or meat sauces must be kept clean .*
- *Side stations in restaurants must be kept clean always and soiled linen should be dumped in the appropriate hamper.*
- *Furniture, equipment , carpets and draperies must be cleaned before service .*
- *Room service trolleys must have hot cases to serve the food hot and out of temperature danger zone.*
- *It is advisable to use plate warmers when serving food to keep food warm.*

Cleaning and maintenance

The cleaning and maintenance of kitchen and service equipment need special care. Some tips to be observed are :

- *Servers must handle cleaning agents carefully. Containers must be labeled and must describe their potency and toxic qualities*
- *Staff must be properly trained in the use of cleaning agents or give the job to qualified contractors.*
- *Cleaning agents must be stored in their prescribed bottles and cartons and not in kitchen utensils.*
- *Cleaning agents must be locked in separate cupboards away from cooking areas.*
- *Kitchen and service equipments must be sanitized everyday. Preferably at the end of each shift . when personnel are idle, they should be allocated to cleaning*

- *assign cleaning responsibility to staff as part of their daily schedule .This way supervisors would be able to hold the concerned staff members responsible for lack of cleanliness at places assigned to him.*
- *It is advisable to post cleaning procedures beside the equipment to reinforce proper procedures of cleaning.*
- *While the kitchen stewarding is responsible for the cleanliness of kitchens and service ware , towards hygiene and sanitation of these areas is the responsibility of the entire hotel staff.*
- *Manual cleaning systems must have the three sinks to wash , to rinse and to sanitise . Hot water must be at the temperature of at least , 77 degrees celsius for a minimum 30 seconds to bring about effective sanitation. Other methods of sanitation*

could include adding 50 mg of chlorine to 1 liter of water or 12.5 mg of iodine to 1 liter of water at a temperature of 24 degrees celsius for a minute.

- *Equipment and utensils must be scraped and pre – soaked before the washing cycles to get rid of food particles and grease.*
- *The water used for washing , rinsing and sanitizing must be changed frequently*



TOPIC 8

Safety and precautions

Maintaining a safe environment

One of the responsibilities of all employees , to themselves , to work colleagues and to customers , is to be aware of hazards that may

arise when working. Many accidents occur through carelessness or through lack of thought , for example:

- *Not having the correct protective clothing such as an apron .*
- *not wearing sensible (stable and properly fitted) shoes .*
- *delay in clearing spillages or picking up items of equipment that have fallen on the floor.*
- *Not being aware of customer's bags placed on the floor .*
- *items of equipment not stored correctly.*
- *Broken glass or crockery not wrapped up sufficiently before being placed in the bin.*
- *Forgetting to unplug electrical appliances prior to cleaning .*

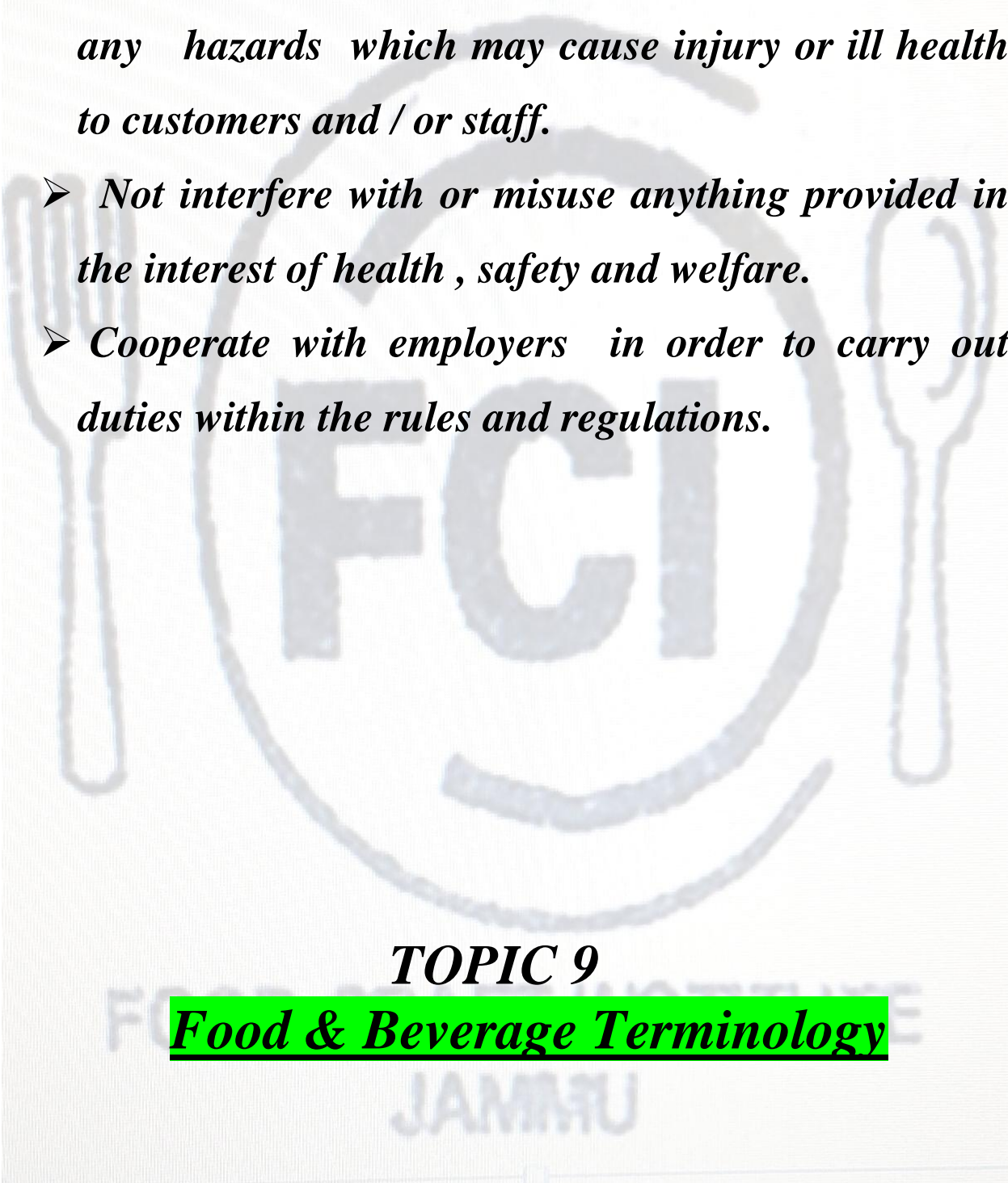
- *putting ashtray debris into rubbish bins containing paper (a fire hazard)*
- *forgetting to switch off and unplug an appliance after use , or at the end of the service .*
- *not being observant with table lamps or lit candles on a buffet.*
- *Overfilling coffee pots , soup tureens , glasses etc.*
- *Using cups, glasses , soup bowls , etc. For storing cleaning agents .*
- *Stacking trays incorrectly.*
- *Carrying a mix of equipment on a tray , such as cutlery , crockery and glassware.*
- *Carpet edges turned up .*
- *faulty wheels on trolleys or castors on sideboards.*
- *Being unaware of customer's walking sticks and crutches.*

- *Lack of adequate space for the safe service of food and drinks due to bad planning .*
- *lack of knowledge in carrying out certain tasks , for example, opening a bottle of sparkling wine.*
- *Employees have a responsibility to assist in fire prevention , control and safety*
- *they must therefore ensure that :*
- *fire exits are not obstructed .*
- *fire fighting equipment is not damaged or misused.*
- *No smoking rules are observed at all times*
- *As far as possible all electrical and gas equipment is switched off.*
- *All doors and windows are closed when not being used for evacuation purposes.*
- *Fire doors are not locked or wedged open.*
- *Sufficient ashtrays / stands are available for the disposal of cigarette ends and used matches .*

- *the procedure for making an emergency fire call is known.*

Safety is everybody's business And staff should :

- *understand the food hygienic regulations and it is their responsibility to act within the bounds of these regulations*
- *notify management of any major illnesses.*
- *Perform duties in any area concerned with the handling of food in hygienic manner and keep within food and hygienic regulations.*
- *Make themselves familiar with all escapes route and fire exits in the building.*
- *Ensure that fire exits remain clear at all times*
- *Participate in fire evacuation drills and practices.*
- *Take responsible care for the health and safety of themselves and of others , and ensure that health and safety regulations are followed .*

- 
- *report to heads of department or duty managers any hazards which may cause injury or ill health to customers and / or staff.*
 - *Not interfere with or misuse anything provided in the interest of health , safety and welfare.*
 - *Cooperate with employers in order to carry out duties within the rules and regulations.*

TOPIC 9

Food & Beverage Terminology

- *Accompaniments: foods that complements main dishes or drinks.*
- *American service: pre-plated service.*
- *Baine marie : receptacles kept warm by steam.*
- *Banquet: service of food and beverage at a specific time and banquet place, to a given number of guests at an agreed menu price.*
- *Bar: a facility that dispenses alcoholic beverages, refreshing drinks and cocktails.*
- *Briefing : A two-way communication between management and staff before the restaurant opens.*
- *Brunch : a late morning meal that covers breakfast and lunch.*
- *Buffet service : a service where guests help themselves from an attractively displayed buffet table.*

- *Busboy : assistant waiter.*
- *Cafeteria : service where guests are served by waiters behind a display counter.*
- *Canapés : finger-sized snacks that go with drinks.*
- *Chaffing dish : receptacles kept warm with solid fuel.*
- *Chef de parties : kitchen section supervisors.*
- *Chinaware : porcelain pottery originally from china.*
- *Cover : the space on the table for cutlery, linen , crockery and glassware for one person.*
- *Cream soup : a soup of meats, fish or vegetables where the puree or stock is thickened with milk or cream.*
- *Creamers : milk jugs.*
- *Cruet set : dispensers for salt and pepper.*

- *Dining room : all-purpose eating facility found in small hotels.*
- *Discotheque : restaurant for dancing to recorded music.*
- *Entrée plate : main dinner plate.*
- *Etiquettes : a code of polite behaviour in a society.*
- *Fast food restaurants : food outlets that provide food and beverage in quick time.*
- *Fixed menu : menu used over long periods.*
- *Flatware : cutlery.*
- *Garnish : a food item that decorates and flavours food and drinks.*
- *Gateaux : french term for cakes and pastry.*
- *Grooming : physical personal presentation.*
- *Hollowware : metal or ceramic containers for food service.*
- *Hors d'oeuvres : appetisers before a meal.*

- *Hygiene : cleanliness of a person and his / her surroundings.*
- *Job description : a formal document that specifies the duties and responsibilities of a job holder.*
- *Job specification : a profile of the person for a job.*
- *Ladle : long-handled spoon.*
- *Mis-en-place : preparation before an operation.*
- *Mis-en-scene : preparing the environment of a restaurant.*
- *Motels : motor hotels on highways.*
- *Restaurant : a commercial establishment committed to the sale of food and beverage.*
- *Roasting : cooking method using basted meat in direct contact with heat.*
- *Room service : A facility that provides food and beverage to rooms.*
- *Salver : tray.*

- *Sanitation : a concern and action to safeguard public health.*
- *Sauces : a hot or cold seasoned liquid accompaniment which goes with a dish.*
- *Senior captain : a restaurant supervisor.*
- *Sideboard : furniture piece that stocks service ware for a station.*
- *Silver service : A service using silver ware portioned in the kitchen and served by the server from left hand side of the guest using service gear.*
- *Snack menu : menus offered between regular meals.*
- *Sommelier : wine butler.*
- *Soups : wholesome and nutritious liquid food made from meat, seafood, vegetables, cereals or poultry.*
- *Specialty restaurant : a food operation that specializes on a cuisine or food item.*

- *Steward : waiter.*
- *Stocks : flavoured and nutritious liquids used as foundations for sauces, soups, stews, gravies, etc.*
- *Supper : early evening or late night meal.*
- *Table d 'hote menu : a menu that prices the whole menu.*

FOR PRACTICAL COMPONENT

Restaurant Procedures

Restaurant procedures are a string of events that take place before ,during and after the service to the guests . the service chain is important for the smooth functioning of the restaurant according to the international standards .The procedures are as follows:

- *Briefing*

- *Mis-en –scene*
- *Mis-en- place*
- *Setting up the side board*
 - *Cover set up*
- *Restaurant table reservation*
- *Receiving and seating a guest*
- *Taking an order*
- *Service of food and beverage*
- *Coffee service*
- *Presenting the check*
- *Guest exit*

(1) . Briefing

A restaurant starts a shift with a briefing. It is an important two- way communication between the management and staff to ensure harmony in the thought process before a restaurant opens . prior to the

briefing , the servers are required to come prepared with the following as they will be checked by the manager:

- ***Be in a correct uniform and be properly groomed .***
- ***Grooming includes the following :***
- ***fingernails are manicured and clean***
- ***Shoes are well polished***
- ***Hair is well combed (no long hair)***
- ***Uniform is well pressed and clean***
- ***Equipped with KOT pads (kitchen order tickets for food and beverage orders)***
- ***Waiter cloths***
- ***Clean handkerchief***
- ***Ball pens***
- ***Cigarette lighters***
- ***Bottle openers***

- *Be informed about non available menu items listed on a board in the kitchen*
- *Daily specials*
- *Method of preparation of all menu items*
- *time taken for the preparation of each dish*
- *Sauces used for each dish*
- *Accompaniments and garnishes of each dish .*
- *Whether dish is vegetarian or non vegetarian*
- *Method of service*
- *Appropriate wines with each dish*
- *The course each dish belongs to*
- *Prices of dishes*
- *Alternative suggestions for a dish*
- *Where to fetch various items from the different sections of the kitchen*
- *portion sizes*
- *Popular menu items*

At the briefing the following is discussed:

- New policies of the management***
- table reservation status***
- VIPs expected in the restaurant***
- Service standards that need re-enforcing***
- Guest complaints and how they can be avoided***
- Training tips***
- Revenue performance of the restaurant to date***
- Sales targets for the day***
- Recognition for the job done well***
- Tansfers , promotions , new staff and exits***
- Encouragement and motivation***
- Staff schedule and station allotments***
- Cost control measures***
- New menu items***

- ❑ **Management observations and suggestions.**

(2) Mis-en scene

Mis-en-scene is preparing the environment of the restaurant to make it clean ,comfortable, safe and hygienic. In this activity the crew will :

- *Open all the doors and windows to let in fresh air.*
- *Brush or vacuum the carpet .*
- *Check and clean all the furniture for their serviceability*
- *Switch on all the lights to check for fused bulbs*
- *Prepare maintenance orders.*
- *Sort the menu cards and remove those that are dirty or torn.*
- *Ensure that all the promotional material is available and presentable*

- *Prepare store requisition form for fresh supplies of menu cards and promotional material.*
- *Clean all display counters and arrange display items.*
- *Remove all wilted flowers and replace them with fresh ones got from housekeeping.*
- *Close the windows and doors and the heating or air conditioning to the ambient temperatures.*



(3) Mis - en - place

Mis -en place means 'putting in place' . it is the international term used for preparing restaurant for smooth service subsequently the server has to ensure that his station is adequately equipped with the service ware for service.

Maintenance Order

➤ *Restaurant name* : _____ *date* :-- _____ *time*: _____

(*Nature of complaint*)

➤ *Restaurant manager* / _____

➤ *supervisor signature* -----

Flower requisition forms

DEPARTMENT

ITEM

UNIT REQUIRED

UNITS

COST

***AUTHORISED
BY***

***RECEIVED
BY***

A station is the allocated set of tables assigned to a team of servers headed by a captain or supervisor, the crew will :

- Prepare the food and beverage linen exchange form and requisition fresh table linen in exchange for soiled ones for housekeeping.***
- Complete the flower requisition form and requisition fresh flowers for table ,buffet and restaurant floral displays , from the housekeeping florist shop.***

- *Prepare the store requisition form and withdraw supplies such as toothpicks ,proprietary sauces, paper napkins etc. From the general stores.*
- *Replenish glassware , crockery and cutlery from the kitchen stewarding to be stacked at the sideboard for service.*
- *Polish glassware.*
- *Polish cutlery using silver polish.*
- *Lay the tables in the station as per standards.*
- *Stock the sideboard.*

(4). Setting up the sideboard

- *The sideboard or dumb waiter is a piece of furniture with shelves and cupboards spacious enough to stock the linen , cutlery, crockery and supplies required to service a set of tables in a station . smooth service during the restaurant operation*

depends on how well the sideboard has been prepared.

The sideboard must be equipped with the following items:

- *Cold water in water jugs with under plates and napkins to cover the mouth of the jugs.*
- *Proprietary sauces such as Worcestershire sauce , Tabasco or chilly sauce, tomato ketchup, Jp /hp sauces, soya sauce, etc.*
- *Toothpick in toothpick holders.*
- *Sugar bowls with white and brown sugar with teaspoons and straw holders.*
- *Pots with pickles and chutneys.*
- *Bread boats with assorted breads.*

- ***Ashtrays cleaned and polished. (If Restaurant has a smoking policy) .***

Examples Of Sideboards



Service spoons and forks

- ***Cutlery for each cover. Normally 2.5 times is the back up stock .***
- ***Salvers and trays with under for service.***
- ***Crockery ----- dinner plates , side plates quarter plates, under plates , show plates etc.***

- *Crumbing plate with brush.*
- *Restaurant linen----- tablecloths, Napkins, waiter clothes. Etc.*
- *Paper napkins and doily papers (under liners for cups in a saucer to prevent slippage and absorb spills)*
- *Water goblets.*
- *Pots for jam , marmalade , mustard*
- *Butter dishes with butter knives*
- *Finger bowls*
- *Folded napkins*
- *Service cutlery*
- *Cruet sets with salt and pepper.*

(5) Cover set – up

A cover is the space on the table for the cutlery ,crockery, glassware and linen for one person. Each cover requires 24”by 18” of space. Cover set –up is

based on the type of service being offered by the restaurant. It is important for a server to check the standards required by the Establishment. The basic principles of cover layouts are that:

- *Each cover should be well balanced on the left and right of the guest plate.*
- *All cutlery and other table appointments should be placed at least 2” away from the edge of the table.*
- *Knives and spoons must be placed to the right of the plate and all the forks to the left. The butter knife is placed on the side plate.*
- *The water goblet or tea cup for breakfast service must be at the tip of the knife.*
- *The butter knife should be at the top of the forks along with a butter knife and on an under plate.*

A' La Carte Cover



- *The napkin should be placed at the centre of the cover or on the side plate.*
- *Cruet sets must be placed on the top of the cover at the centre of the cover at the centre of the table.*

(6) Restaurant table reservations

Table reservations help the restaurant to anticipate business in a given shift and therefore, prepare for it and distribute workload in various

stations equally . this responsibility is that of restaurant hostess or in her absence of restaurant supervisor. Table bookings are made in a registration registers. Some restaurants have maps of table layouts for easy reference .

Restaurant Reservation Register
DATE _____

<i>Time</i>	<i>Name Of Guest</i>	<i>Telephone No.</i>	<i>No. Of Persons</i>	<i>Smoking/N on Smoking</i>	<i>Special Requests</i>

(7) Receiving and seating a guest

➤ *Receiving and seating a guest is important as it is the point of creating the first impressions . the hostess must be present at the restaurant door to receive a guest .Good restaurants will have a hostess's desk which has the reservation register and telephone for all internal and external communication with the restaurant. The hostess will lead the guests to the allotted table by saying, “ please follow me ” . at the table she will be received by the station server who will proceed to seat the guests , children first , then the ladies and finally the men . the hostess then proceeds to handover the*

wine list to the ladies, the men and then to the host. She introduces the server of the station and wishes the guest a happy meal before returning to her desk at the door.

(8) Taking an order

Order taking is a skilful art that reflects the efficiency of both the waiter and the establishment. An order taken down clearly and precisely would ensure that each guest gets exactly what he or she has ordered and in the right sequence. This is also the time when a server can prove his salesmanship by giving suggestions from the menu that yield a high profit margin.

As soon as the guests are seated the server proceeds to take the beverage order first. Server may number the guest in a clockwise direction starting

from the host or he may decide on a starting point. Nothing sounds more unprofessional than a server saying, “who ordered this dish?”. The beverage order is taken down on a beverage order ticket (BOT)

Usually the original copy goes to the kitchen or bar to prepare the order , the second copy goes to the cashier to raise the check or bill ; and the third copy is retained in the BOT pad itself to guide the server.

➤ *The guest must be allowed to enjoy the drinks. The server must also be alert as to when to approach the guest for the food order to give time for preparation in the kitchen .Polite suggestions may be made and server should explain the dishes with fancy names especially those in the ethnic restaurants. The server is expected to be*

knowledgeable about the preparation , ingredients and final presentation of dishes listed in the menu card.

Courses must have some logical sequence of a classical menu depending upon the number of courses the establishment offers. The sequence followed is :

appetizers

Soup

Main dish

Dessert

Coffee

Food orders are taken down on a kitchen order ticket (KOT) where the original copy is sent to the kitchen to prepare the order.

SERVICE OF FOOD

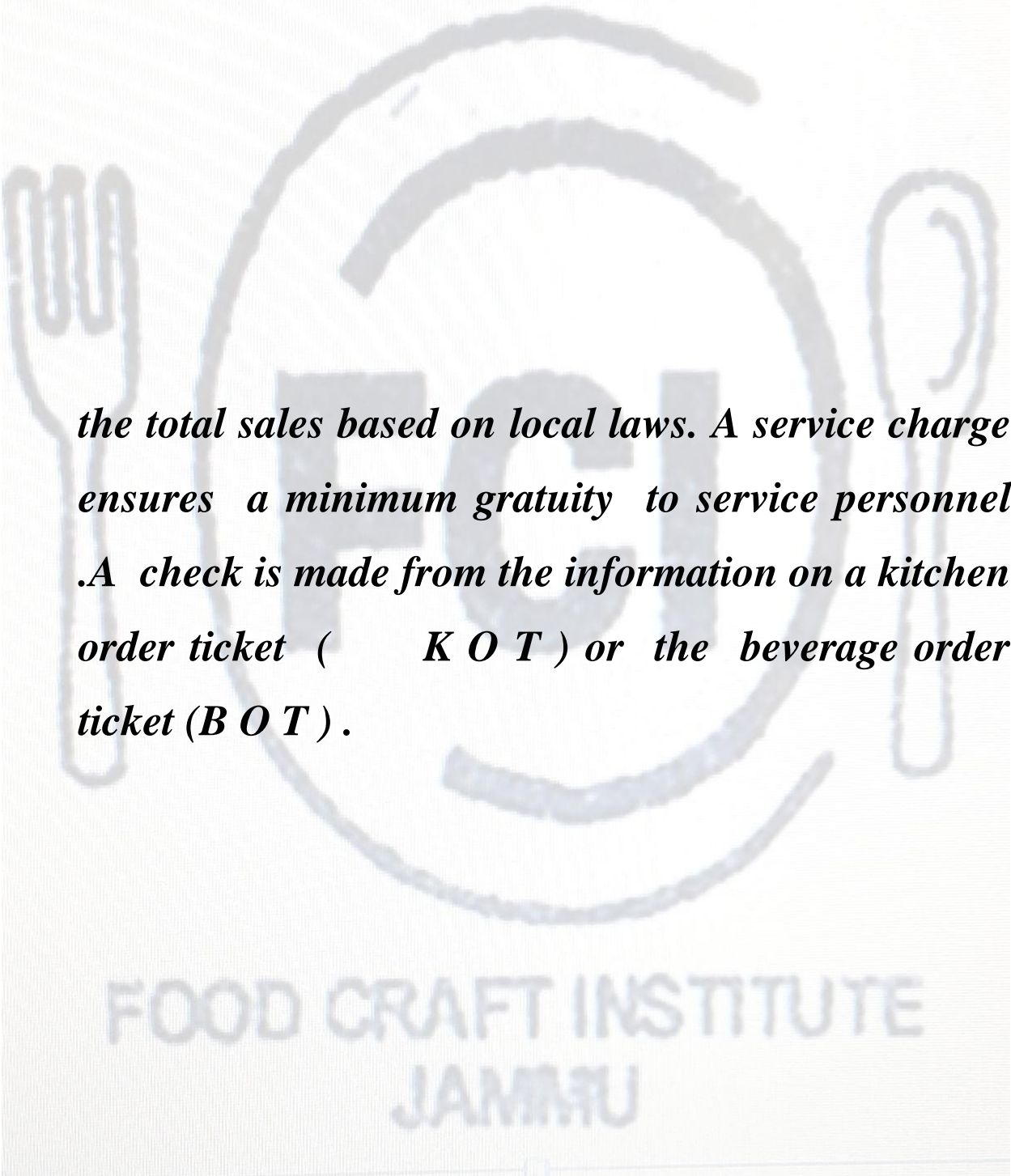
Service of the food is the time which decides if the guests had a good or bad experience . the server must first know the type of service being followed by the restaurant . the following simple tips will help the server follow correct procedures:

- *Water is served from the right of the guest .*
- *pre- plated food is served from the right .*
- *food from serving dishes into the guest's plate is served from the left.*
- *Beverages are served from the right.*
- *The right cutlery must be replaced for each course.*
- *Knives and soup spoons are placed on the right Side of the plate , with the exception of the butter knife which is on the left.*
- *Forks are placed on the left of the guest plate.*

- *Dessert spoons are placed at the top of the plate with the handle to the right.*
- *The water goblet is at the tip of the knife.*
- *White wine glasses replace the water goblet at the tip of the knife , followed to the right with the red wine glass and the champagne glass if required.*
- *Soiled plates are removed from the right of the guest.*

(11) Presenting the check

A “check” is a control or check on the sale of food and beverages by a cashier. It is a bill and provides an accurate account of the type , number and cost of items with the total. It is an important sales document that determines the sales tax , service charge and consumption. The tax is a percentage of



the total sales based on local laws. A service charge ensures a minimum gratuity to service personnel .A check is made from the information on a kitchen order ticket (K O T) or the beverage order ticket (B O T) .

(12). **Guest exit**

- *The server must let the guest exit with a pleasant memory . first they should be asked if there is anything else they require .If not wait for the guest to get –up to depart. Do not tell them to leave ! help the ladies and children by withdrawing their chairs. Thank them for coming to the restaurant and invite them to come again .Escort them to the door of the restaurant wishing them the day (or night).*

TYPES OF MENUS

Menus may be classified in four different ways:

- *By pricing*
- *By schedule*
- *By meal times*
- *By specialty*

Pricing

Menu items may be individually priced or whole meal priced.

A la carte :

A menu in which each food item is separately priced to give the guest choice to suit his or her tastes and budgets . each course has number of

choices . the courses generally follow the sequence of the classical menu .

ALA CARTE MENU

STARTERS

POULTRY

SOUPS

VEGETABLES

SEAFOOD

BREADS

MEATS

DESSERTS

BEVERAGES**FRENCH CLASSICAL MENU**

COURSE	FRENCH	ENGLISH	EXAMPLE
1st	Horsdoeuvres	Appetisers	Oysters, smoked Salmon , Hot Asparagus Tips , Shrimp Cocktail
2nd	Potage	Soup	Comsommnes, Cream Soups
3rd	Poisson	Fish	Fish Lánglais, Sole De Bonne,
4th	Entree	1st Main	Noisette Dágneau,

		Course	Jambon
5th	Relever	Main Meat Course	Pepper Steak, Chateaubriand
6th	Sorbet	Flavoured Ice	Sorbet Vanilla

Course	French	English	Examples
7th	Rôti With Salad	2nd Main Course Roast Of Game, Birds Or Joints	Roast Turkey, Ox Knuckles
8th	Legumes	Vegetables	Tomato Farcis
9th	Entremets De Doucer	Sweet Dish (Hot Or Cold)	Baba Au Rhum, Crepe Suzette,

			Choux Chantilly
10th	Savourex Fromage	Et Savoury	Cheese And Crackers
11th	Dessert	Dessert	Fruit And Nuts , Small Pastries
12th	Cafe'	Coffee	Cafe'au Lait , Turkish Coffee

Table d'hote menu:

A menu which prices the entire meal , irrespective of whether the guest avails of the entire meal or not . sometimes there is a choice of two items under each course to accommodate those who are vegetarian or allergic to certain foods or quite simply to give diners a choice.

Appetizer or soup

➤ -----

➤ ***Meat dish or vegetable dish***

➤ -----

➤ ***Dessert***

➤ -----

➤ ***Tea or coffee***

Fixed menu:

➤ ***A fixed menu is one which is used for months or a year , like menus in most restaurants . The restaurants that use such menus either have a large variety of items within each course or when there is a less frequency of repeat guests. Establishments like transit hotels , specialty restaurants or weekend resorts may choose fixed menus . the cost to change the menu is prohibitive. Franchised operations may***

stay with fixed menus that are time tested and standardised . A burger king or KFC will have their stock items in the menu for years.

Cyclic menus :

➤ *These are designed to offer frequent guest a variety .The cycle of the menus can be on a daily , weekly or monthly basis. Cyclic menus require multi skilled cooks , flexible purchase and production schedules. These restaurants may be found in downtown lunch restaurants ,isolated resorts.*

By meal times

Meal times

The traditional meal times of breakfast, lunch, tea and dinner have their special types of meals justifying separate meals for each .

- *Breakfast menus*
- *Lunch menus*
- *Tea menus*
- *Dinner menus*
- *Supper menus*
- *Brunch menus*
- *Snack menus.*

By specialty

Specialty

Specialty menus cater to market segments that have particular needs . different kind of menus are :

- *Poolside menus*
- *Children's menu*
- *Diet menu*
- *Wine lists*
- *Dessert menu*

- **Room service menu**
- **Take out menu**
- **Banquet menu**
- **California menu**
- **Ethnic menus**
- **Market menus**

