

 ARTS DE LA TABLE		 THE RITZ RESTAURANT	
<i>Please allow 40 minutes preparation time for the below dishes</i> <i>Kindly note that all dishes serve two people</i>		MAIN COURSES	
BEEF WELLINGTON £98 <i>Galeries and Périgord Truffle</i>		SEA BASS £45 <i>Fennel and Lemon</i>	
HAY AGED BRESSE DUCK £96 <i>Smoked Beetroot and Lavender</i>		DOVER SOLE £48 <i>New Season Leeks, Cauliflower and Caviar</i>	
APPLE TARTE BOURDALOUE £38 <i>Calvados Flambéed Apples</i>	 THE RITZ RESTAURANT	CORNISH TURBOT £56 <i>Chestnut, Truffle and Brassicas</i>	 THE RITZ RESTAURANT
CRÊPES SUZETTE £36	FIRST COURSES	KENTISH LAMB £46 <i>Turnip and Caramelised Shallot</i>	DESSERTS
	ISLE OF MULL SCALLOP £27 <i>Smoked Eel and Watercress</i>	ANJOU PIGEON £47 <i>Celeriac, Spiced Pear and Truffle</i>	WILD STRAWBERRY £18 <i>Vanilla and Mint</i>
	NATIVE LOBSTER £42 <i>Heritage Beetroot and Blood Orange</i>	TOURNEDOS OF BEEF £45 <i>Salsify, Lovage and Smoked Bone Marrow</i>	SALTED PEANUT PARFAIT £18 <i>Caramel and Dulcey</i>
	NORFOLK CRAB £36 <i>Granny Smith Apple and Avocado</i>	FILLET OF FALLOW DEER £49 <i>Smoked Beetroot and Juniper</i>	BANANA £17 <i>Caramel and Yoghurt</i>
	LANGOUSTINE £37 <i>À La Nage and Bronze Fennel</i>	PLEASE SPEAK TO YOUR WAITER TO VIEW OUR VEGETARIAN, VEGAN OR ALERGENIC MENU	RITZ CHOCOLATE SOUFFLÉ £18 <i>Vanilla Chantilly</i>
CHAMPAGNE OF THE MONTH	BALLOTINE OF DUCK LIVER £27 <i>Damson and Pistachio</i>	THE RITZ PRIDES ITSELF IN DELIVERING THE HIGHEST OF SERVICE STANDARDS THEREFORE, WE MAINTAIN OUR TRADITIONAL VALUES AND DO NOT INCLUDE A DISCRETIONARY SERVICE CHARGE ON YOUR FINAL ACCOUNT	YORKSHIRE RHUBARB £19 <i>Vanilla Custard</i>
Pol Roger, "Reserve" Brut, NV 150ml £24 750ml £20 Pol Roger, "Petit" Extra Brut NV £28 £140 Pol Roger, "Rose" Brut 2012 £32 £160 Pol Roger, "Cuvée Sir Winston Churchill" 2008 £40 £140	BEEF TARTARE £28 <i>Wood Sorrel and Parsley</i>		
PLEASE SPEAK TO YOUR WAITER TO VIEW OUR VEGETARIAN, VEGAN OR ALERGENIC MENU	HAY SMOKED VEAL SWEETBREAD £28 <i>Caramelised Shallot and Madeira</i>		
THE RITZ PRIDES ITSELF IN DELIVERING THE HIGHEST OF SERVICE STANDARDS THEREFORE, WE MAINTAIN OUR TRADITIONAL VALUES AND DO NOT INCLUDE A DISCRETIONARY SERVICE CHARGE ON YOUR FINAL ACCOUNT			
			CHESTNUT MERINGUE £19 <i>Pear and Tonka</i>
			SELECTION OF BRITISH ARTISAN CHEESE £25



(The Grove of Narberth,2024)

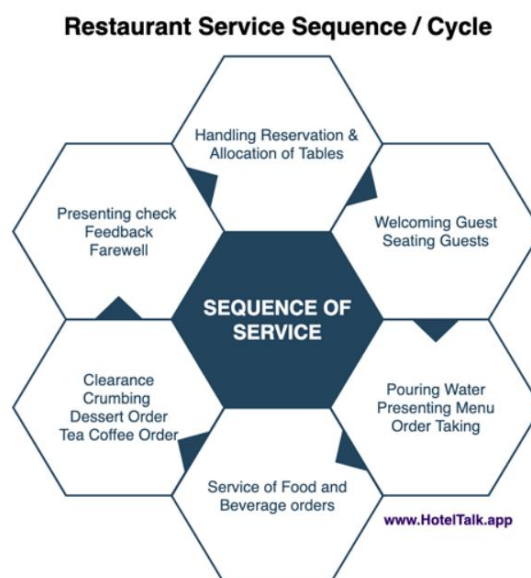
I have firsthand experience in reviewing the 8 expected guests' special dietary requirements, intolerances, or allergies, while incorporating my communication skills to correctly communicate this with the chefs before service. This helps them plan and make alternative dishes more suitable for the customers so that expectations are met. I have learnt that front of house and back of house communication is imperative for correct mise en place organisation for lunchtime service. Once any changes have been communicated a new menu will be created with alternative dishes as discussed with the chefs (Placement,2024).

The table preparation is important in any restaurant and should be completed as soon as possible, preferably before lunchtime service begins. As we can see above this is how The Grove of Narberth set up the tables in the restaurant, with utensils correctly laid for precision and consistency of dining experience. Firstly, the cutlery is polished with vinegar solution to ensure cleanliness and shining of tableware. This is done back of the house as this process is completed once the cutlery has been washed by the pot washer (Placement,2024). You normally work from outside proceeding inside

when eating at a restaurant. I have learnt that the outside knives, or forks are generally used for starter plates, while main knives are placed closer to the dinner plate with cutting edge turned towards the plate, as shown above. Forks are placed on the left-hand side with tines pointed upwards. Knives and forks are placed 9 inches apart so that the plate can fit exactly in the middle of the cutlery. Glasses are placed on the right-hand side directly above the placement of the pointed knives. If wine or soft drinks are ordered, they are placed to the right of the water glass. Lastly, placement of the napkin fold is in front of the customer for easier handling (Brown,2019).

I have learnt that complex napkin folds are considerably less hygienic and involve greater handling when preparing. Also, when the napkins are draped over the customers lap the napkin will appear to have more creases. It is time consuming to do big volumes of complex folds. This is disadvantageous if there are more jobs to complete before service (Cousins, Weekes, 2020).

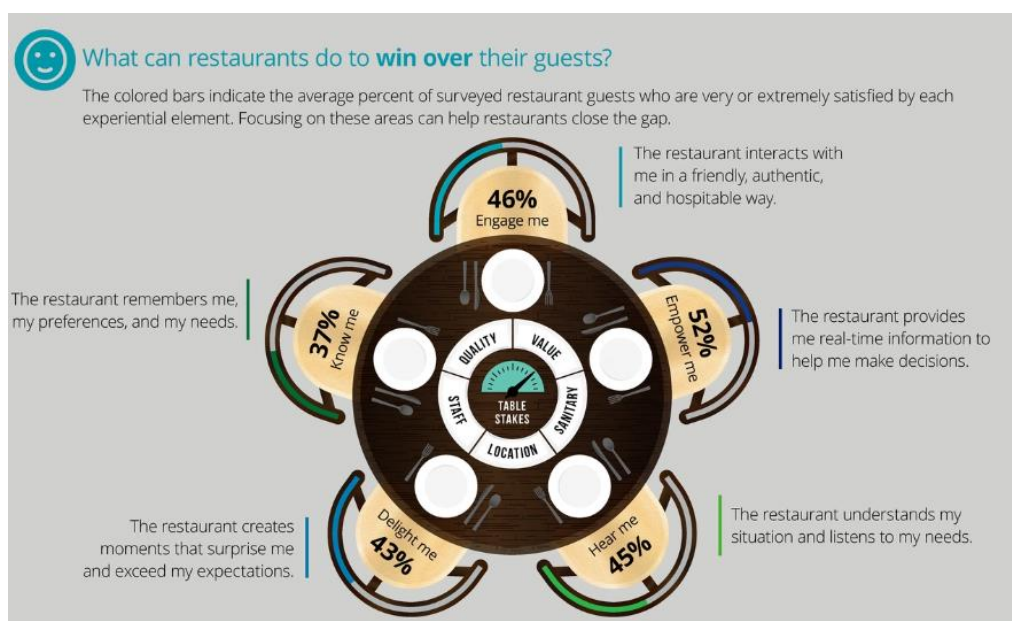
There will be 2 rectangular tables of 4 pushed together to accommodate the expected table of 8. We use rectangular tables approximately 137cm x 76cm. This will accommodate everyone comfortably. All utensils should be made available before service, such as options for still or sparkling water, trays ready to deliver food to customers, cutlery, and tableware storage on the correct station of the dining area. As it's a large table I will make a diagram showing where each person is sitting, adding what they have ordered so when food is delivered each waiter knows which person the dish is for. Giving synchronizing table service adds to the customer experience.



Here is the sequence of service I would commonly follow from my experience at The Grove of Narberth, from welcoming guests to taking them to the designated table (HotelTalk. ,2022). Customers will be shown the a la carte menu so they can ponder and decide what they would like to eat. Communication skills are a key component in each department from taking orders, and relaying them back to the chef, to speaking to customers about their preferences. They are a small group for lunch but must be treated like any other service and made to feel welcome. Once customers have finished eating this is when the removal of dishes from the right of the customer is completed. Once customers have finished dining there will be a farewell and a hopeful reassurance of becoming a repeat customer in the future.

To be able to correctly deliver the perfect service I would need sound product knowledge of the menu which allows managers like me to advise on aspects such as the content of dishes, methods used in making dishes and accompaniments offered with each dish. I have developed interpersonal skills and technical skills which have allowed me to take food orders and increase booking numbers. I also have a greater ability to work in a team through this experience.

The skills needed to ensure an appropriate dining experience are making sure customer satisfaction has been exceeded and allowing for repeat customers in the future. This is done by understanding the restaurant sector and understanding that delivering a positive attitude, actively listening and personalising experiences is important to exceed expectations further. This makes customers feel welcome and will help to increase brand recognition and loyalty. It's not all about the food, it's about the front-facing service and how customers feel during their meal. Do they feel welcome, are they happy to dine with us?



(Deloitte ,2024)

Being able to give customers the opportunity to have a great dining experience is important in the restaurant industry. It allows for repeat customers and helps increase brand name and loyalty as more and more customers will come to the restaurant. The knowledge I have gained through this experience and the communication skills, teamworking skills, and interpersonal skills I have learnt, will help me develop a career in the industry and be an asset to any future employer.

Section 2

I would first ask the kitchen brigade team if it was possible to produce the seafood platter, free of lobster shell, as soon as the request was made by the guests. This will ensure preparation of ingredients and correct order of produce is made for service.

(Hill Street ,2024)



The 2 guests that have ordered a seafood platter on the table of eight will have some additions to the table. For example, there would be a bowl of lukewarm water with lemon juice needed for cleaning fingers, there would also need to be separate cutlery placed on the table such as fish knives and forks. These make it easier to handle and eat the seafood on the platter. There will also be a small bowl for disposing of shells from prawns and mussels. These will be imperative for customer experience and efficiency of service (Placement,2024). The dish will consist of mussels, prawns,

lobster meat, snapper meat and scallops. They will be served with additional lemon wedges and lemon herb butter dipping sauce. It will be placed in the middle of the two guests for ease of access.

Another word for lobster is 'Homard'. Below are instructions I would use for cooking lobster. (Culinary Ambition,2024)

(Greaves, 2020)

Here's how to boil a whole lobster. This is the classic presentation seen everywhere from special-occasion dinners to casual beach parties.

- Choose a pot big enough to hold the lobsters without crowding them. A large 5-gallon stock pot can hold about 8 pounds of lobster.
- Fill the pot with 2 quarts of water for every pound of lobster.
- Use enough sea salt to approximate seawater: about 1 tablespoon for every quart of water.

Bring the water to a full [rolling boil](#). Put lobsters in the boiling water one at a time and start the timer. Do not cover the pot.

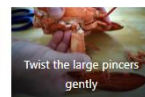
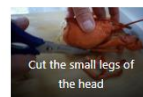
- 1-pound lobsters = 8 minutes
- 2-pound lobsters = 15 minutes
- 3-pound of lobsters = 25 minutes

Step by step guide

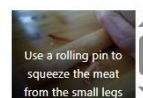
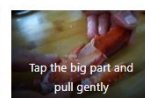
- Twist gently and pull the head from the tail. Keep the head aside.
- Use scissors to cut the soft, pliable shell on both sides of the belly over the length of the tail.
- Peel away the soft belly shell and carefully extract the lobster tail meat.



- Use your scissors again to cut the thin legs from the head.
- Twist the large pincers gently and pull them away.
- Break the pincers at the joints.
- Use your scissors to cut the softer part of the leg and extract the meat easily.



- For the big claw, wiggle the smallest part of the pincer and pull carefully. The shell should come and extract the feather-like internal bone at the same time.
- Use a rolling pin, a meat pounder or the back of a chef's knife to crack the main claw shell on both sides, but don't crush it.
- Remove small bits of shell, if any, and gently pull the whole claw meat from the shell.
- Use the rolling pin to squeeze the meat from the thin legs.



Once the lobster is cooked and transferred into ice cold water, all the meat will be removed from the shell and carcass. This is because the guests specified the meat to be removed and not left in the shell. The picture above clearly states how to efficiently remove meat from lobster. This could be a Standard Operating Procedure for correct and consistent completion of this task. Next the mussels will be cleaned and prepared, ensuring the removal of the beards from the mussels. The mussels will then be steamed using water or wine to add flavor until all shells have fully opened. These would take about 3-4 minutes to cook (Stein, 2024). The prawns will be fried with oil for approximately 2 minutes until the meat turns pink (Good Housekeeping ,2015). The scallops will be seared for 1½ minutes each side. It should have ½ cm golden crust on both sides while being translucent in the middle (Food Network,2024). Lastly, the snapper meat will be fried with oil for 2 minutes each side (Shoalhaven,2017).

The knowledge I would need to have when delivering this platter to the customer is the method of cooking. The customer may want to know how the seafood platter was prepared. I would have to have a sound knowledge of this dish and would therefore ask the chefs for clear instructions to reiterate this to the customer. Communication and listening skills are important here as it will increase customer satisfaction and experience. In many cases customers like to ask questions about the dishes they are served, and I would have to be able to answer these questions comprehensively. The questions that may be asked are: "Where did you source your produce from, is it locally sourced?" To answer, I would gather information about where it was sourced, was it sustainably caught and whether the company ensure no damage is done to the environment?

To conclude, I have learnt many new skills at The Grove during my kitchen, front of house and management placement. These skills will be invaluable to me when I begin my career in this exciting industry.

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