

FOOD AND BEVERAGE SERVICE - I

B.Sc.
(Catering Science and Hotel Management)
First Year, Part III, Paper 2

School of Distance Education

Bharathiar University, Coimbatore - 641046

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Coimbatore - 641046

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Year	Part	Subject and Paper	Theory
I	III	FOOD AND BEVERAGE SERVICE – I	100

Unit – I

Introduction to catering - Different types of catering establishments. Relationship of catering industry with other industries.

Staff organization in different types of restaurants, duties & responsibilities of restaurant staff.

Classification of restaurants. Types of restaurants, status of a waiter, attributes of a waiter.

Unit – II

Classification of operating equipments used in restaurants & their uses.

Ancillary departments, still room, pantry, hot plates.

Restaurant service Mise en scene, Mise en place.

Table laying- Points to remember when laying a table.

Uses of a dummy waiter

Unit – III

Menu- Meaning, types, food & their usual accompaniments, French classical menu.

Types of service- Different styles, factors influencing styles of service- advantages & disadvantages.

Unit – IV

Breakfast- Types, cover laying, terms used.

Classification of beverages- Preparation of non alcoholic beverages, examples of non alcoholic beverages.

Unit – V

Order taking procedures in restaurants. Room service- types, order taking procedures for room service-telephone, door hangers.

Cover laying for foods- Hors d'oeuvre, fish, main course, sweet, cheese, savory.

Savory- examples types.

Ice cream –meaning, categories

UNIT I

UNIT II

UNIT III

UNIT IV

UNIT V

MODEL QUESTION PAPER

Bharathiar University, Coimbatore.

Course	: B.Sc. (Catering Science & Hotel Management)
Subject	: Food and Beverage Service - I
Time	: 3 hours
Total Marks	: 5 x 20 = 100
Direction	: Answer any five questions only

1.
 - i) What do you mean by catering management?
 - ii) Give a brief note about catering establishments.
 - iii) Give a brief note about the relationship between the catering industry and all other industries.
2.
 - i) Explain in your own words about the various types of restaurants.
 - ii) Give a brief note about the fast-food restaurants.
 - iii) Explain in detail about the staff organization in hotel industry.
 - iv) What are the duties and responsibilities of the restaurant staffs?
3.
 - i) List the basic rules of the Waiters described by Wilfred Gowers-Round.
 - ii) Enumerate briefly about the status of a Waiter in a hotel industry.
 - iii) Explain in detail about the attributes of a Waiter.
 - iv) List out the undesirable qualities of a Waiter.
4.
 - i) Explain about the ancillary departments of a restaurant.
 - ii) Give a brief note about the stillroom.
 - iii) Explain in your own words about the hotplate.
5.
 - i) What do you need to know about the menu, and why is this important?
 - ii) Enumerate the different types of menus in detail.
 - iii) Differentiate *a la carte menu* with *table d'hôte menu*.
 - iv) What are the basic principles for organizing a menu?
 - v) List the thirteen courses of French Classic Menu with suitable example.

6.
 - i) What are the various styles of service? Discuss the salient differences among them.
 - ii) Enumerate the service techniques.
 - iii) What is the difference between serving food with one hand and serving food with both hands?

7.
 - i) What are the cover to be used with savoury and the accompanishments with savoury dishes?
 - ii) What are canapés?
 - iii) Explain:
 - a) Tarlettes
 - b) Soufflés
 - c) Croutes
 - d) Bouchées

8.
 - i) Differentiate between sherbet and sorbet.
 - ii) Differentiate between premium, regular and low fat ice cream.
 - iii) Frequent removal of ice cream from the freezer is undesirable. Why?
 - iv) What are the different types of ice cream available?
 - v) What are the ingredients commonly used in making ice cream?

LESSON 1

INTRODUCTION TO CATERING INDUSTRY

CONTENTS

- 1.0 Aims and Objectives
- 1.1 Introduction
- 1.2 Catering Industry
- 1.3 Catering Segments
- 1.4 Types of Catering
 - 1.4.1 On-Premise Catering
 - 1.4.2 Off-Premise Catering
- 1.5 Types of Catering Establishments
 - 1.5.1 Restaurant
 - 1.5.2 Transport Catering
 - 1.5.2.1 Airline Catering
 - 1.5.2.2 Railway Catering
 - 1.5.2.3 Ship Catering
 - 1.5.2.4 Surface Catering
 - 1.5.3 Outdoor Catering
 - 1.5.4 Retail Store Catering
 - 1.5.5 Club Catering
 - 1.5.6 Welfare Catering
 - 1.5.7 Industrial Catering
 - 1.5.8 Leisure-Linked Catering
- 1.6 Relationship Between Catering and All Other Industries
- 1.7 Let us Sum Up
- 1.8 Lesson End Activity
- 1.9 Key Words
- 1.10 Questions for Discussion
- 1.11 References

1.0 AIMS AND OBJECTIVES

After studying this lesson, student should be able to:

- Discuss about the catering industry.
- Identify catering segments.
- Define on-premise and off-premise catering.
- Understand the relationship between catering industry and other industries.

1.1 INTRODUCTION

Food and Beverage Service - I

Hospitality is probably the most diverse but specialized industry in the world. It is certainly one of the largest, employing millions of people in a bewildering array of jobs around the globe. Sectors range from the glamorous five-star resort to the less fashionable, but arguably more specialised, institutional areas such as hospitals, industrial outfits, schools and colleges. Yet of these many different sectors, catering has to be the most challenging. Whatever the size of the catering operation, the variety of opportunities available is endless. "The sky is the limit with catering".

1.2 CATERING INDUSTRY

The food service industry (catering industry in British English) encompasses those places, institutions and companies that provide meals eaten away from home. This industry includes restaurants, schools and hospital cafeterias, catering operations, and many other formats, including 'on-premises' and 'off-premises' caterings.

Catering is a multifaceted segment of the food service industry. There is a niche for all types of catering businesses within the segment of catering. The food service industry is divided into three general classifications: commercial segment, noncommercial segment, and military segment. Catering management may be defined as the task of planning, organizing, controlling and executing. Each activity influences the preparation and delivery of food, beverage, and related services at a competitive, yet profitable price. These activities work together to meet and exceed the customer's perception of value for his money.

1.3 CATERING SEGMENTS

Catering management is executed in many diverse ways within each of the four segments. The first, commercial segment, traditionally considered the profit generating operation, includes the independent caterer, the restaurant caterer, and the home-based caterer. In addition, hotel / motel and private club catering operations are also found in this category.

FOOD SERVICE CATERING INDUSTRY		
Military Segment	Commercial Segment	Non-commercial Segment
1. Military Functions 2. Diplomatic Functions	1. Independent Caterers 2. Hotel / Motel Caterers 3. Private Clubs 4. Restaurant / Catering Firms	1. Business / Industry Accounts 2. School Catering 3. Health Care Facilities 4. Transportation Catering (in-flight catering) 5. Recreational Food Service (amusement and theme parks, conference and sport arenas) 6. College and University Catering 7. Social Organizations (fraternal and social clubs)

Figure 1.1 Modern Catering Categories

The figure above, illustrates how the food service catering industry is segmented. The non-commercial segment, or the 'not-for-profit' operations, consists of the following types of catering activities: business / industry accounts, school, college and university catering, health care facilities, recreational food service catering, social organizations and transportation food service catering. The military segment encompasses all catering activities involved in association with the armed forces and / or diplomatic events.

1.4 TYPES OF CATERING

There are two main types of catering on-premises and off-premises catering that may be a concern to a large and small caterer. On-premise catering for any function - banquet, reception, or event - that is held on the physical premises of the establishment or facility that is organizing / sponsoring the function. On-premise catering differs from off-premise catering, whereby the function takes place in a remote location, such as a client's home, a park, an art gallery, or even a parking lot, and the staff, food, and decor must be transported to that location. Off-premise catering often involves producing food at a central kitchen, with delivery to and service provided at the client's location. Part or all of the production of food may be executed or finished at the location of the event.

Catering can also be classified as social catering and corporate (or business) catering. Social catering includes such events as weddings, bar and mitzwaahs, high school reunions, birthday parties, and charity events. Business catering includes such events as association conventions and meetings, civic meetings, corporate sales or stockholder meetings, recognition banquets, product launches, educational training sessions, seller-buyer meets, service awards banquets, and entertaining in hospitality suites.

1.4.1 On-Premise Catering

All of the required functions and services that the caterers execute are done exclusively at their own facility. For instance, a caterer within a hotel or banquet hall will prepare and cater all of the requirements without taking any service or food outside the facility. Many restaurants have specialized rooms on-premise to cater to the private-party niche. A restaurant may have a layout strategically designed with three separate dining rooms attached to a centralized commercial food production kitchen. These separate dining rooms are available at the same time to support the restaurant's operation and for reservation and overflow seating. In addition, any of the three dining rooms may be contracted out for private-event celebrations and may require their own specialized service and menu options. Other examples of on-premise catering include hospital catering, school, University/ college catering.

1.4.2 Off-Premise Catering

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Off-premise catering is serving food at a location away from the caterer's food production facility. One example of a food production facility is a freestanding commissary, which is a kitchen facility used exclusively for the preparation of foods to be served at other locations. Other examples of production facilities include, but are not limited to, hotel, restaurant, and club kitchens. In most cases there is no existing kitchen facility at the location where the food is served. Caterers provide single-event foodservice, but not all caterers are created equal. They generally fall into one of three categories:

Party Food Caterers:

Party food caterers supply only the food for an event. They drop off cold foods and leave any last-minute preparation, plus service and cleanup, to others.

Hot Buffet Caterers:

Hot buffet caterers provide hot foods that are delivered from their commissaries in insulated containers. They sometimes provide serving personnel at an additional charge.

Full-Service Caterers:

Full-service caterers not only provide food, but frequently cook it to order on-site. They also provide service personnel at the event, plus all the necessary food-related equipment—china, glassware, flatware, cutlery, tables and chairs, tents, and so forth. They can arrange for other services, like décor and music, as well. In short, a full-service caterer can plan and execute an entire event, not just the food for it.

1.5 TYPES OF CATERING ESTABLISHMENTS

Various catering establishments are categorised by the nature of the demands they meet. The following are some of the catering establishments.

1.5.1 Restaurant

A restaurant is an establishment that serves the customers with prepared food and beverages to order, to be consumed on the premises. The term covers a multiplicity of venues and a diversity of styles of cuisine. Restaurants are sometimes also a feature of a larger complex, typically a hotel, where the dining amenities are provided for the convenience of the residents and for the hotel to maximize their potential revenue. Such restaurants are often open to non-residents also.

1.5.2 Transport Catering

The provision of food and beverages to passengers, before, during and after a journey on trains, aircraft and ships and in buses or private vehicles is termed as transport catering. These services

may also be utilised by the general public, who are in the vicinity of a transport catering unit. The major forms of modern day transport catering are airline-catering, railways catering, ship catering and surface catering in coaches or buses which operate on long distance routes.

1.5.2.1 Airline Catering

Catering to airline passengers on board the air craft, as well as at restaurants situated at airport terminals is termed as airline catering. Modern airports have a variety of food and beverage outlets to cater to the increasing number of air passengers. Catering to passengers *en route* is normally contracted out to a flight catering unit of a reputed hotel or to a catering contractor or to the catering unit operated by the airline itself as an independent entity.

1.5.2.2 Railway Catering

Catering to railway passengers both during the journey as well as during halts at different railway stations is called railway catering. Travelling by train for long distances can be very tiring; hence a constant supply of a variety of refreshment choices helps to make the journey less tedious. On-board meal services are also provided on long distance trains.

1.5.2.3 Ship Catering

Ship catering is catering to cargo crew and passenger ship passengers. Ships have kitchens and restaurants on board. The quality of service and facilities offered depends on the class of the ship and the price the passengers are willing to pay. There are cruises to suit every pocket. They range from room service and cocktail bars to speciality dining restaurants.

1.5.2.4 Surface Catering

Catering to passengers traveling by surface transport such as buses and private vehicles is called surface catering. These eating establishments are normally located around a bus terminus or on highways. They may be either government run restaurants, or privately owned establishments. Of late there has been a growing popularity of Punjabi style eateries called dhabas on the highways.

1.5.3 Outdoor Catering

This catering includes the provision of food and drink away from home base and suppliers. The venue is left to the peoples' choice. Hotels, restaurants and catering contractors meet this growing demand. The type of food and set up depends entirely on the price agreed upon. Outdoor catering includes catering for functions such as marriages, parties and conventions.

1.5.4 Retail Store Catering

Some retail stores, apart from carrying on their primary activity of retailing their own wares, provide catering as an additional facility. This type of catering evolved when large departmental stores wished to provide food and beverages to their customers as a part of their retailing concept. It is inconvenient and time consuming for customers to take a break from shopping, to have some refreshments at a different location. Thus arouse the need for some sort of a dining facility in the retail store itself. This style of catering is becoming more popular and varied nowadays.

1.5.5 Club Catering

Club catering refers to the provision of food and beverages to a restricted member clientele. Some examples of clubs for people with similar interests are turf clubs, golf clubs, cricket clubs etc. The service and food in these clubs tend to be of a fairly good standard and are economically priced.

Night clubs are usually situated in large cities that have an affluent urban population. They offer entertainment with good food and expensive drinks.

1.5.6 Welfare Catering

The provision of food and beverages to people to fulfil a social obligation, determined by a recognised authority, is known as welfare catering. This grew out of the welfare state concept, prevalent in western countries. It includes catering in hospitals, schools, colleges, the armed forces and prisons.

1.5.7 Industrial Catering

The provision of food and beverages to 'people at work,' in industries and factories at highly subsidised rates is called industrial catering. It is based on the assumption that better fed employees at concessional rates are happy and more productive. Catering for a large workforce may be undertaken by the management itself, or may be contracted out to professional caterers. Depending on the choice of the menu suggested by the management, catering contractors undertake to feed the workforce for a fixed period of time at a predetermined price.

1.5.8 Leisure-Linked Catering

This type of catering refers to the provision of food and beverages to people engaged in 'rest and recreation' activities. This includes sale of food and beverages through different stalls and kiosks at exhibitions, theme parks, galleries and theatres. The increase in the availability of leisure time and a large disposable income for leisure activities has made it a very profitable form of catering.

1.6 RELATIONSHIP BETWEEN CATERING INDUSTRY AND ALL OTHER INDUSTRIES

Food is the sustainer of life regardless of whether they belong to animal kingdom or plant kingdom. All living beings consume food as they come in nature. Subsequently they may convert the raw natural food into usable form on their own. This transformation never involves the art and science of coking, which is a speciality of human beings alone.

Importance of food for the human beings is amply, accurately and appropriately stated in the following age old sayings: “hungry man is an angry man” and “even the army marches on stomach” where stomach implies food. Employment of largest number of people in the world in general terms (at home) and in commercial terms (catering) is in food preparation and servicing. Roughly half the world population (women) is actively engaged in the art and science of food production and then alone comes reproduction.

Food production, simply stated, is the transformation of raw food material into palatable, appetizing and easily palatable tasty food. Unlike all other living organisms, man has to “buy” food by paying money. Where does the money come from? It comes only from industries. Any industry in the world has the primary objective of making money. Money so generated by the industrial activity is shared between the employer and the employee, however disproportionate it may be. Money so shared is used to take care of the three important objectives: food, clothing and residence. Whatever left after meeting these primary objectives may go towards acquiring wealth.

As clearly stated above, food is the very basis of existence or survival. To buy food, man needs money. The money comes or must come from industries, all of which have the primary objective of making money and share with those who help generate it. Since the raw food needs to be transformed into palatable food fit for consumption which is achieved, as already stated, through general cooking (household) or commercial cooking (catering). Therefore, there is no industry in the world which is not directly or indirectly, one way or the other, related to the food (catering) industry. Commercial food industry or the catering industry is the only industry that provides food, at a price, away from home. Various types of catering services available would include general or speciality services such as transport catering, welfare catering, industrial catering, etc.

CHECK YOUR PROGRESS

1. True or False
 - (i) Food service industry is different from catering industry.
 - (ii) Party food caterers supply only the food for an event.
 - (iii) Full service caterers do not supply food.

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(iv) Provision of food to passengers is termed as transport catering.

2. Classify food service industry.
3. What are the two main types of catering?
4. What is off-premises catering?
5. What is leisure catering?
6. Name five examples for the non-commercial catering segments.
7. What is transport catering?

1.7 LET US SUM UP

The catering industry encompasses those places that provide meals to the customer at cost. Catering industry may be of 'on-premises' and 'off-premises' types. On-premises catering refers to the preparation and serving of food at the place where the function is held, whereas, off-premises involves producing food at a central kitchen and service provided at the client's location. The catering industry is divided into three segments, viz. commercial, non-commercial and military.

Catering management may be defined as the task of planning, organizing, controlling and executing in food preparation and serving. Catering can also be classified as social catering and corporate (or business) catering.

The catering establishments are categorised by the nature of the demands they meet. Restaurants, transport catering (airline catering, railway catering, ship catering, surface catering), outdoor catering, retail store catering, club catering, welfare catering, industrial catering and leisure catering are some of the types of catering establishments.

There is no industry in the world which is not directly or indirectly, one way or the other, related to the catering industry. Commercial catering industry is the only industry that provides food, at a price, away from home.

1.8 LESSON END ACTIVITY

1. Visit a restaurant and take a note on the food serving method.
2. Visit a hotel that serve buffet lunch and note down the food items served.
3. Attend a function and note down how the food is prepared and served to the visitors at the function.

1.9 KEY WORDS

Catering	Providing food and services
Niche	Elite or top class or special segment

On-premises	Food prepared and served at the place where the function is held
Off-premises	Food prepared in a place away from the place where it is served
Banquet	Grand function including food served for the invited dignitaries
Commissary	Free standing kitchen facility used to prepare food for off-premises catering
Cargo crew	Crew or staff employed on board cargo ships
Punjabi daba	Restaurant which specializes in Punjabi food
Bewildering	Incomprehensible

1.10 QUESTIONS FOR DISCUSSION

1. What do you mean by catering management?
2. Briefly describe about the on-premise catering.
3. Give a brief note about catering establishments.
4. Explain in your own words about the catering segments.
5. Give a brief note about the relationship between the catering industry and all other industries.

CHECK YOUR PROGRESS - ANSWER

1. i) False
ii) True
iii) False
iv) True
2. Food service industry is divided into three general classifications, viz. commercial segment, non-commercial segment and military segment.
3. On-premises catering and off-premises catering.
4. Off-premises catering is serving food at a location away from the caterer's food production facility.
5. Leisure catering refers to the provision of food to people engaged in rest and recreation activities.
6. i) Business / Industry Accounts,
ii) School Catering,
iii) Health Care Facilities,
iv) Transportation Catering (in-flight catering),
v) Recreational Food Service (amusement and theme parks, conference and sport arenas)

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7. The provision of food and beverages to passengers before, during and after a journey on trains, aircraft, ships and in buses or private vehicle is termed as transport catering.

1.11 REFERENCES

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LESSON 2

RESTAURANT

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2.0 AIMS AND OBJECTIVES

In this lesson we shall discuss about the restaurants. After completion of this lesson you will be able to understand:

- Restaurants and their classification.
- Types of restaurant.
- Staff organisation
- Duties and responsibilities of restaurant staffs

2.1 INTRODUCTION

Eating is one of life's pleasure and pride – so is cooking and serving good food to others. A restaurant is a commercial outfit which specializes in the preparation of quality food and to serve them to satisfy the customer's demands. Their motto is "Customers are our assets and satisfied customers are our source of wealth". Restaurants do have state of the art kitchens in their premises,

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where food items are prepared, following a fixed menu to serve the customers. Most restaurants are also equipped with infrastructure facilities, table settings, dining halls of various sizes to cater to needs of small gatherings to grandiose banquets to suit customer demands and above all, trained personnel to provide a satisfactory service.

The term restaurant (from the French word *restauration*, to restore) first appeared in the 16th century, meaning "a food which restores", and referred specifically to a rich, highly flavoured soup. The modern sense of the word was born around 1765 when a Parisian soup-seller named Boulanger opened his establishment. Whilst inns and taverns were known from antiquity, these were establishments aimed at travellers, and in general locals would rarely eat there. The modern formal style of dining, where customers are given a plate with the food already arranged on it, is known as *service à la russe*, as it is said to have been introduced to France by the Russian Prince Kurakin in the 1810s, from where it spread rapidly to England and beyond.

2.2 RESTAURANT

A restaurant is a retail establishment that serves prepared food to customers. Service is generally for eating on premises, though the term has been used to include take-out establishments and food delivery services. The term covers many types of venues and a diversity of styles of cuisine and service.

Restaurants are sometimes a feature of a larger complex, typically a hotel, where the dining amenities are provided for the convenience of the residents and, of course, for the hotel with a singular objective to maximise their potential revenue. Such restaurants are often also open to non-residents.

Restaurants range from unpretentious lunching or dining places catering to people working nearby, with simple food and fixed menu served in simple settings at low prices, to expensive establishments serving expensive speciality food and wines in a formal setting. In the former case, customers usually wear casual clothing. In the latter case, depending on culture and local traditions, customers might wear semi-casual, semi-formal, or even in rare cases formal wear. Typically, customers sit at tables, their orders are taken by a waiter, who brings the food when it is ready, and the customers pay the bill before leaving. In class or *porche* restaurants there will be a host or hostess or even a *maître d'hôtel* to welcome customers and to seat them. Other staff's waiting on customers include busboys and *sommeliers*.

2.3 CLASSIFICATION OF RESTAURANTS

Restaurants can be classified by whether they provide places to sit, whether they are served by wait-staff and the quality of the service, the formal atmosphere, and the price range. Restaurants are generally classified into three groups:

1. Quick Service - Also known as fast-food restaurants. They offer limited menus that are prepared quickly. They usually have drive-thru windows and take-out. They may also be self-service outfits.
2. Mid scale - They offer full meals at a medium price that customers perceive as "good value." They can be of full service, buffets or limited service with customers ordering at the counter and having their food brought to them or self service.
3. Upscale - Offer high quality cuisine at a high end price. They offer full service and have a high quality of ambience.

2.4 TYPES OF RESTAURANTS

Restaurants often specialize in certain types of food or present a certain unifying, and often entertaining, theme. For example, there are seafood restaurants, vegetarian restaurants or ethnic restaurants. Generally speaking, restaurants selling "local" food are simply called restaurants, while restaurants selling food of foreign origin are called accordingly, for example, a Chinese restaurant and a French restaurant.

Depending on local customs and the policy of the establishment, restaurants may or may not serve alcoholic beverages. Restaurants are often prohibited from selling alcohol without a meal by alcohol sale laws; such sale is considered to be activity for bars, which are meant to have more severe restrictions. Some restaurants are licensed to serve alcohol ('fully licensed'), and / or permit customers to 'bring your own' alcohol.

2.4.1 Cafeterias

A cafeteria is a restaurant serving mostly cooked ready to 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 of food of their own choice. In some establishments, a few items such as steaks may be ordered specially prepared rare, medium and well done from the attendants. The patron waits for those items to be prepared or is given a number and they are brought to the table. Beverages may be filled from self-service dispensers or ordered from the attendants. At the end of the line a cashier rings up the purchases. At some self-service cafeterias, purchases are priced by weight, rather than by individual item.

The trays filled with selected items of food are taken to a table to eat. Institutional cafeterias may have common tables, but upscale cafeterias provide individual tables as in sit-down restaurants. Upscale cafeterias have traditional cutlery and crockery, and some have servers to carry the trays from the line to the patrons' tables, and/ or bus the empty trays and used dishes.

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Cafeterias have a wider variety of prepared foods. For example, it may have a variety of roasts (beef, ham, turkey) ready for carving by a server, as well as other cooked entrées, rather than simply an offering of hamburgers or fried chicken.

2.4.2 Fast-Food Restaurants

Fast-food restaurants emphasize speed of service and low cost over all other considerations. A common feature of newer fast-food restaurants that distinguishes them from traditional cafeteria is a lack of cutlery or crockery; the customer is expected to eat the food directly from the disposable container it was served in using their fingers.

There are various types of fast-food restaurant:

- one collects food from a counter and pays, then sits down and starts eating (as in a self-service restaurant or cafeteria); sub-varieties:
- one collects ready portions
- one serves oneself from containers
- one is served at the counter
- a special procedure is that one first pays at the cash desk, collects a coupon and then goes to the food counter, where one gets the food in exchange for the coupon.
- one orders at the counter; after preparation the food is brought to one's table; paying may be on ordering or after eating.
- a drive-through is a type of fast-food restaurant without seating; diners receive their food in their cars and drive away to eat

Most fast-food restaurants offer take-out: ready-to-eat hot food in disposable packaging for the customer to eat off-site.

2.4.3 Casual 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. Casual dining comprises of a market segment between fast food establishments and fine dining restaurants.

2.4.4 Fast Casual-Dining Restaurants

A fast casual restaurant is similar to a fast-food restaurant in that it does not offer full table service, but promises a somewhat higher quality of food and atmosphere. Average prices charged are higher than fast-food prices and non-disposable plates and cutlery are usually offered. This category is a growing concept that fills the space between fast food and casual dining.

Counter service accompanied by handmade food (often visible via an open kitchen) is typical. Alcohol may be served. Dishes

like steak, which require experience on the part of the cook to get it right, may be offered. The menu is usually limited to an extended over-counter display, and options in the way the food is prepared are emphasized.

Restaurant

Many fast casual-dining restaurants are marketed as health-conscious: healthful items may have a larger number of items than normal portion of the menu and high-quality ingredients such as free-range chicken and freshly made salsas may be advertised. Overall, the quality of the food is presented as a much higher class than conventional factory-made fast food. An obvious ethnic theme may or may not be present in the menu.

2.4.5 Other Restaurants

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

i) Café

Cafés and coffee shops are informal restaurants offering a range of hot meals and made-to-order sandwiches. Cafés offer table service. Many cafés are open for breakfast and serve full hot breakfasts. In some areas, cafés offer outdoor seating.

ii) Coffeehouse

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.

iii) Pub

A pub (short for public house) is a bar that serves simple food fare. Traditionally, pubs were primarily drinking establishments with food in a decidedly secondary position, whereas the modern pub business relies on food as well, to the point where gastropubs are known for their high-quality pub food. A typical pub has a large selection of beers and ales on tap.

iv) Bistros and Brasserie

A brasserie is a café doubling as a restaurant and serving single dishes and other meals in a relaxed setting. A bistro is a familiar name for a café serving moderately priced simple meals in an unpretentious setting. Especially in Paris, bistros have become increasingly popular with tourists. When used in English, the term bistro usually indicates either a fast

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casual-dining restaurant with a European-influenced menu or a café with a larger menu of food.

v) Family Style

"Family style restaurants" are restaurants that have a fixed menu and fixed price, usually with diners seated at a communal table such as on bench seats. More common in the 19th and early 20th century, they can still be found in rural communities, or as theme restaurants, or in vacation lodges. There is no menu to choose from; rather food is brought out in courses, usually with communal serving dishes, like at a family meal. Typical examples can include crabhouses, German-style beer halls, BBQ restaurants, hunting lodges, etc. Some normal restaurants will mix elements of family style, such as a table salad or bread bowl that is included as part of the meal.

vi) BYO Restaurant

BYO Restaurant are restaurants and bistros which do not have a liquor license.

vii) Delicatessens Restaurant

Restaurants offering foods intended for immediate consumption. The main product line is normally luncheon meats and cheeses. They may offer sandwiches, soups, and salads as well. Most foods are precooked prior to delivery. Preparation of food products is generally simple and only involves one or two steps.

viii) Ethnic Restaurants

They range from quick-service to upscale. Their menus usually include ethnic dishes and / or authentic ethnic foods. Specialize in a particular multicultural cuisine not specifically accommodated by any other listed categories. Example: Asian Cuisine, Chinese cuisine, Indian Cuisine, American Cuisine etc.

ix) Destination Restaurants

A destination restaurant is one that has a strong enough appeal to draw customers from beyond its community. Example: Michelin Guide 3-star restaurant in Europe, which according to the restaurant guides is "worthy of a journey".

2.5 STAFF ORGANISATION

Staff organization is basically concerned with matters such as the decision of tasks within the restaurant, position of responsibility and authority and the relationship between them. It helps in introducing the concepts of span of control, level of management and delegation of power and responsibilities. The typical organization

chart of the Restaurant brigade is shown in the Figure 2.1. However smaller organizations may combine a number of responsibilities according to the needs of the particular facility.

Restaurant

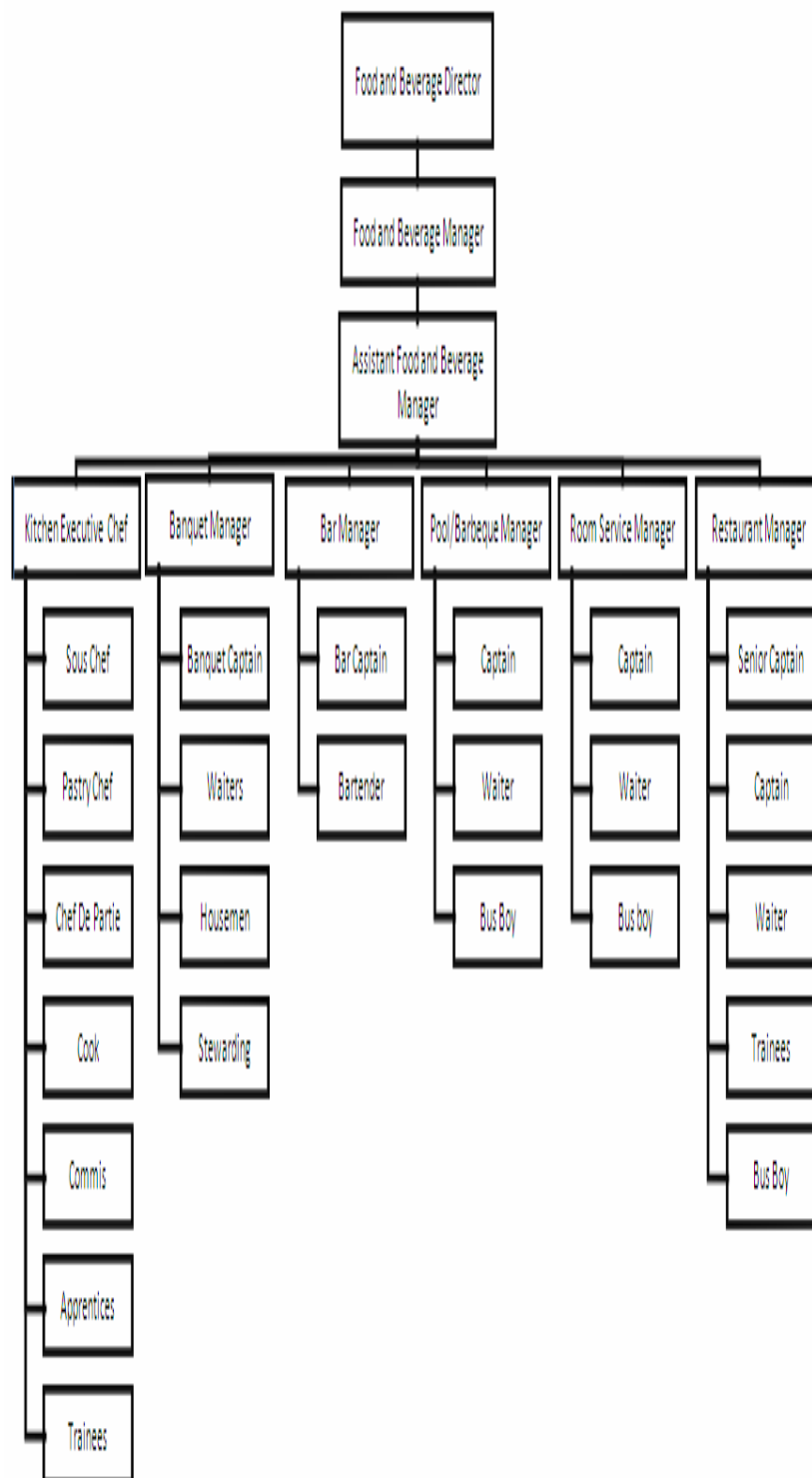


Figure 2.1 Organisational Chart of Restaurant Brigade

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The various positions in the Restaurant Brigade are referred to differently in the French, American and English hotel industry. The list below gives the different versions.

French	American	British
MAÎTRE D'HÔTEL RÉCEPTION	SENIOR CAPTAIN RECEPTION	HEAD WAITER RECEPTION
MAÎTRE D'HÔTEL DE CARRÉ	SENIOR CAPTAIN STATION	HEAD WAITER STATION
CHEF DE RANG	CAPTAIN	STATION HEAD
DEMI CHEF DE RANG	ASSISTANT CAPTAIN	WAITER
COMMIS DEBARSEUR	ASSISTANT STEWARD/ BUS BOY	ASSISTANT WAITER
APPRENTI	APPRENTICE	TRAINEE

Figure 2.2 Restaurant Brigade Positions in Different Countries

2.6 DUTIES AND RESPONSIBILITIES OF RESTAURANT STAFF

All types of catering establishments require a variety of staff positions in order to operate effectively and efficiently. The food and beverage service department usually has the largest staff. Able leadership and supervision is required to effectively direct the department and guide the staff. The personnel in the food and beverage service industry require practical knowledge of operations as even a small error can cause displeasure to the guest. Coordination of activities of all outlets is essential to provide the guest with quality service at all times. Teamwork is the watchword in any food and beverage service department. A dedicated and committed team, with able leadership, under ideal working conditions, helps in fulfilling the establishment's ultimate goal of guest satisfaction.

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

2.6.1 Food and Beverage Manager

The food and beverage manager is the head of the food and beverage service department, and is responsible for its administrative and operational work. Food and Beverage Managers direct, plan and control all aspects of food and beverage services.

Food and Beverage Managers require excellent sales and customer service skills, proven human resource management skills, and good communication and leadership skills. Desired knowledge for this position includes knowledge of the products, services, sector, industry and local area, and knowledge of relevant legislation and regulations, as well. Hence it is said that food and beverage

manager is a Jack-of-all-trades, as the job covers a wide variety of duties.

Restaurant

In general, food and beverage manager is responsible for:

i) Budgeting

The food and beverage manager is responsible for preparing the budget for the department. He should ensure that each outlet in the department achieves the estimated profit margins.

ii) Compiling New Menus and Wine Lists

In consultation with the chef, and based on the availability of ingredients and prevailing trends, the food and beverage manager should update and if necessary, compile new menus. New and updated wine lists should also be introduced regularly.

iii) Quality Control

The food and beverage manager should ensure quality control in terms of efficiency in all service areas, by ascertaining that the staffs are adequately trained in keeping with the standards of the unit.

iv) Manpower Development

The food and beverage manager is responsible for recruitment, promotions, transfers and dismissals in the department. He should hold regular meetings with section heads, to ensure that both routine as well as projected activities of the department go on as planned. He must also give training, motivate and effectively control staff.

2.6.2 Assistant Food and Beverage Manager

The assistant food and beverage manager assists the food and beverage manager in running the department by being more involved in the actual day-to-day operations. This position exists only in large organisations. An assistant food and beverage manager's job includes:

- i) Assisting section heads during busy periods.
- ii) Taking charge of an outlet, when an outlet manager is on leave.
- iii) Setting duty schedules for all the outlet managers and monitoring their performance.
- iv) Running the department independently in the absence of the food and beverage manager.

2.6.3 Restaurant Manager

Restaurant Manager is responsible for directing and supervising all activities pertaining to employee relation, food production, sanitation, guest service and operating profits. The restaurant manager is either the coffee shop manager, bar manager or the specialist restaurant manager. The restaurant manager reports directly to the food and beverage manager and has overall responsibility for the organisation and administration of a particular outlet or a section of the food and beverage service department. The restaurant manager's job includes:

- i) Setting and monitoring the standards of service in the outlets.
- ii) Administrative duties such as setting duty charts, granting leave, monitoring staff positions, recommending staff promotions and handling issues relating to discipline.
- iii) Training the staff by conducting a daily briefing in the outlet.
- iv) Playing a vital role in public relations, meeting guests in the outlets and attending to guest complaints, if any.
- v) Formulating the sales and expenditure budget for the outlet.
- vi) Planning food festivals to increase the revenue and organising advertisement campaign of the outlet along with the chef and the food and beverage manager.

2.6.4 Room Service Manager

The room service manager reports directly to the food and beverage manager and is responsible for the room service outlet. The room service manager checks that the service rendered to the guests conforms to the standards set by the hotel. He also monitors all operational aspects of the outlet such as service, billing, duty charts, leave and absenteeism, in addition to attending to guest complaints regarding food and service.

The room service manager is also in charge of the sales and expenditure budget. The room service is most liable to have problems. The room service manager should ensure coordination among the room service order taker, the captain and the waiter. It is necessary for the room service manager to be present in the outlet during peak hours to interact with other departments of the hotel and to take regular momentums of all the equipment used In the event of the hotel offering valet service and the room service manager takes charge of that service as well .

2.6.5 Bar Manager

Bar Manager organises and controls a bar's operations. A bar manager arranges the purchase and pricing of beverages according to budget; selects, trains and supervises bar staff; maintains records of stock levels and financial transactions; makes sure bar staff follow liquor laws and regulations; and checks on customer satisfaction and preferences.

The bar manager should have good interpersonal skills and good memory. He must be efficient and speedy, must enjoy working with people. He should have good cash-handling skills.

2.6.6 Banquet Manager

The banquet manager supervises the banquet operations, sets up break-down service according to the standards established by the hotel. He co-ordinates the banquet service in conjunction with other departments involved and prepares weekly schedules for the banquet personnel.

From the time the bookings are done till the guest settles the bill, the banquet manager is in charge of all aspects of banquet and conference operations. He supervises the work of the banquet sales assistants, who do the banquet bookings and the captains and waiters who perform the food and beverage service activities under his guidance. He is responsible for organising everything right down to the finest detail.

The banquet manager projects the budget of the banquets, and works in close coordination with the chef in preparing menus. He is responsible for making an inventory of all the banquet equipment and maintaining a balance between revenue and expenditure.

Banquet managers may also be designated as assistant managers in the food and beverage service department.

2.6.7 Other Staff Designations at Various Levels

The following are the various designations with their job specifications in the food and beverage department.

i) Senior Captain or Maitre d' Hotel

The senior captain has overall responsibility for operations. He prepares the duty charts in consultation with the outlet manager. He oversees the Mise-en-place, cleaning, setting up of the outlet and staffing to ensure that the outlet is always ready for service. The senior captain receives the guests and hands them over to the captain or station holder. He takes orders from guests if the captain is unable to do so. The senior captain should be an able organiser and also be prepared to take over the duties of any member of the staff as and when required.

ii) Reception Head Waiter

This staff member is responsible for accepting any booking and for keeping the booking diary up-to-date. He / she will reserve tables and allocate these reservations to particular stations. The reception head waiter greets guests on arrival and takes them to the table and seats them.

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iii) Captain / Chef de Rang

This position exists in large restaurants, as well as in the food and beverage service department of all major hotels. The captain is basically a supervisor and is in charge of a particular section. A restaurant may be divided into sections called Stations, each consisting of 4 to 5 tables or 20 to 24 covers. A captain is responsible for the efficient performance of the staff in his station. A captain should possess a sound knowledge of food and beverage, and be able to discuss the menu with the guests. He should be able to take a guest's order and be an efficient salesperson. Specialised service such as gueridon work involves a certain degree of skill, and it is the captain who usually takes the responsibility to do this work.

iv) Waiters / Commis de Rang / Server

The waiters serve the food and beverage ordered by a guest and is part of a team under a station captain. They should be able to perform the duties of a captain to a certain extent and be a substitute for the captain if he is busy or not on duty. They should; also be knowledgeable about all types of food and beverages, so that they can effectively take an order from a guest, execute the order and serve the correct dish with its appropriate garnish and accompaniment. They should be able to efficiently coordinate with the other staff in the outlet.

v) Trainee / Commis De Barraseur

The trainees work closely with the waiters, fetching orders from the kitchen and the bar, and clearing the side station in a restaurant. They serve water and assist the waiter. They are mainly responsible for the mise-en-place, and stacking the side board with the necessary equipment for service. The debarrasseur is the 'learner', having just joined the food service staff, and possibly wishing to take up food service as a career.

vi) Wine Waiter / Sommelier

Wine waiters have an important role to play in reputed establishments. Their job is to take orders for the service of wine and alcoholic beverages and serve them during the meal. Hence they should be knowledgeable about wines that accompany a particular dish and the manner in which they should be served. They should also be aware of the licensing laws prevalent in the city and should be efficient sales persons.

vii) Room Service Waiters / Chef D'etage

Room service waiters work in the room service outlet, serving food and beverage to guests in their rooms. The order is placed by the guest on telephone, and is recorded on

a Kitchen Order Ticket (K.O.T). It is then passed on to the duty captain. The duty captain in turn places the order in the kitchen or the bar, as the case may be. The room service waiter who has been assigned that order, sets the tray according to the food or beverage ordered, picks up and delivers the order when it is ready.

viii) Carver / Trancheur

The carver is responsible for the carving trolley and the carving of joints at the table as required. The carver will plate up each portion with the appropriate accompaniment.

ix) Floor Service Staff / Floor Waiter

The floor service staffs are often responsible for an entire floor in an establishment or, depending on the size of the establishment, a number of rooms or suites. Floor service of all meals and breakfast is offered either throughout the day or in a limited time depending on the size of the establishment. The floor service staff would normally work from a floor pantry or from a central kitchen with all food and drink reaching the appropriate floor and the required room by lift and in a heated trolley.

x) Lounge staff / Chef de sale

Lounge staff may deal with lounge service as a specific duty only in a first class establishment. The lounge staff is responsible for the service of morning coffee, afternoon teas, aperitifs and liqueurs before and after both lunch and dinner, and any coffee top ups required after meals. They would be responsible for setting up the lounge in the morning and maintaining its cleanliness and presentation throughout the day.

xi) Cocktail Bar Staff

The person who works on the cocktail bar must be responsible, well versed in the skills of shaking and stirring cocktails and should have thorough knowledge of all alcoholic and non-alcoholic drinks, the ingredients necessary for the making of cocktails and of the licensing laws.

xii) Buffet Assistant / Buffet Chef / Chef de buffet

The chef de buffet is in charge of the buffet in the room, its presentation, the carving and portioning of food and its service. This staff would normally be a member of the kitchen team. The cashier is responsible for the takings of the food and beverage operation. This may include making up bills from food and drink check or, alternatively, in a cafeteria, for example, charging customers for their selection of items on a tray.

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xiii) Counter Assistants

Counter assistants are found in cafeterias where they would stock the counter and sometimes serve or portion food for customers. Duties may also include some cooking of call order items.

xiv) Table Clearers

Table clearers are responsible for clearing tables and trolleys, specially designed for good stacking of crockery, glassware, cutlery, etc.

CHECK YOUR PROGRESS

1. What is a restaurant?
2. Restaurants are classified into how many groups and what are they?
3. Differentiate between café and coffeehouse.
4. Who is the head of the the food and beverage service department and what he / she is responsible for?
5. What are pubs?

2.7 LET US SUM UP

A restaurant is a retail establishment that serves prepared food to customers. Service is generally for eating on premises, though the term has been used to describe take-out establishments and food delivery services. The term covers many types of venues and a diversity of styles of cuisine and service.

Restaurants often specialize in certain types of food or present a certain unifying, and often entertaining, theme. For example, there are seafood restaurants, vegetarian restaurants or ethnic restaurants. Generally speaking, restaurants selling "local" food are simply called restaurants, while restaurants selling food of foreign origin are called accordingly, for example, a Chinese restaurant and a French restaurant.

Restaurants can be classified by whether they provide places to sit, whether they are served by wait-staff and the quality of the service, the formality of the atmosphere, and the price range.

Staff organization is basically concerned with matters such as the decision of tasks within the hotel, position of responsibility and authority and the relation between them. It helps in introducing the concepts of span of control, level of management and delegation.

Teamwork is the watchword in any food and beverage service department. A dedicated and committed team, with able leadership, under ideal working conditions, helps in fulfilling the establishment's ultimate goal of guest satisfaction

2.8 LESSON END ACTIVITY

1. Visit restaurants in your town and in near by metro. Note down their kitchen facilities, infrastructure facilities and service aspects.

2.9 KEY WORDS

Unpretentious	Not elaborate or showy, as in appearance or style
Busboys	A restaurant employee who clears away dirty dishes, sets tables, and serves as an assistant to a waiter or waitress.
Sommeliers	A restaurant employee who orders and maintains the wines sold in the restaurant and usually has extensive knowledge about wine and food pairings.
Dispensers	One that dispenses or gives out, especially a machine or container that allows the contents to be removed and used in convenient or prescribed amounts.
Buffet	A counter or table from which meals or refreshments are served. A meal at which guests serve themselves from various dishes displayed on a table or sideboard.
Ethnic	Of, relating to, or characteristic of a sizable group of people sharing a common and distinctive racial, national, religious, linguistic, or cultural heritage. Being a member of a particular ethnic group, especially belonging to a national group by heritage or culture but residing outside its national boundaries
Bistros	A small bar, tavern, or nightclub. A small, informal restaurant serving wine.
Banquet	A ceremonial dinner honoring a particular guest or occasion.
Brasserie	A brasserie is a café doubling as a restaurant and serving single dishes and other meals in a relaxed setting.
Bistro	A bistro is a familiar name for a café serving moderately priced simple meals in an unpretentious setting.

2.10 QUESTIONS FOR DISCUSSION

1. Explain in your own words about the various types of restaurants.
2. Give a brief note about the fast-food restaurants.
3. What are casual-dinning restaurants? Explain a few in detail.

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4. Explain in detail about the staff organization in hotel industry.
5. What are the duties and responsibilities of the restaurant staffs?

CHECK YOUR PROGRESS - ANSWER

1. A restaurant is a commercial outfit which specializes in the preparation of quality food and to serve them to satisfy the customers' demand.
2. Restaurants are generally classified into three groups. They are quick service (fast-food) restaurants, mid scale restaurants and upscale restaurants.
3. Cafés and coffeshops are informal restaurants offering a range of hot meals and made-to-order sandwiches. Coffeehouses are casual restaurants without table service that emphasize coffee and other beverages with sandwiches.
4. Food and Beverage Service Manager is the head of the the food and beverage service department. The F&B Service Manager is responsible for budgeting, compiling new menus, quality control and manpower development.
5. Pubs were primarily drinking establishments with food in a decidedly secondary position.

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LESSON 3

WAITER

CONTENTS

3.0	Aims and Objectives
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3.2	Waiter
3.3	Status of a Waiter
3.4	Attributes of a Waiter
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3.7	Lesson End Activity
3.8	Key Words
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3.0 AIMS AND OBJECTIVES

In this lesson we shall discuss about the status and attributes of a waiter. After completion of this lesson you will be able to understand:

- Waiter and his duties
- Attributes of the waiter.

3.1 INTRODUCTION

A successful restaurant is one which the guests are anxious to visit again, a place where they feel as comfortable as in their own homes. This pleasant atmosphere is produced by courtesy; good well-cooked food; advice in selecting from the available dishes; a knowledge of how they are prepared; and quiet, efficient, but unostentatious, service. It is by these amenities that both buyer and seller are satisfied and goodwill of the business increased. At the end of the visit the customer is made to feel that he got his money's worth in terms of both quality food and courteous service.

Good waiters are necessary to the success and development of the hotel and catering industry. Waiters play an important part as, in effect, an efficient salesman of food, one who assists materially in merchandising and its accompanying services. Waiter is in direct contact with the guests and therefore much of catering establishment's success depends on the skills, interest and personable qualities of the waiter. The waiters are prompted to develop tact and initiative and by keeping their brains active and reveal their personality.

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The English writer, Wilfred Gowers-Round, wrote a number of 'Rules for Waiters' that he called a 'Manifesto.'

- A waiter's job is to serve and never to impose himself.
- The goal of waiting is inconspicuous but pleasing service.
- Waiters must be clean and smart and should never wear cologne.
- Under no circumstances should a waiter ever touch a diner.
- Wine glasses should never be filled too full.
- Unasked for advice should never be offered.
- If diners are content to pour the wine themselves, let them.
- Unless asked, no plates should be removed until all have been finished.
- Women diners should be afforded respect equal to men.
- While attending to the customer, the waiter should make sure the diner's coffee cup / water goblet, bread basket, butter, sugar, cream and clean ashtray are kept full at all times.
- The bill should be placed on the table without ceremony.
- If the diner so desires, the waiter should carry the money to the cash counter, pay the bill and return the balance to the diner.

3.2 WAITER

Waiting staff, wait staff, or waitstaff are those who work at a restaurant or a bar attending customers - supplying them with food and drink as requested promptly and pleasantly.

The waiter is popularly known as a Steward or Commis-de-Rang. A female who "waits" on tables is often called a waitress. The gender-neutral server and collective waitstaff can also be used.

Some people prefer to use gender-neutral language, using waiter indiscriminately for males and females, waitperson, server, or waitron.

3.3 STATUS OF A WAITER

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

1. Reports to Senior Captain / Captain to receive necessary instruction for the shift and for any menu changes.

2. Has to attend briefings conducted by senior captain.
3. Sets the assigned tables and ensures that the services area too is well-stocked with linen, silver, glassware, china etc. Sets up any special displays that be used for the meal period.
4. Greets guests and sometimes assists the host/ hostess in seating guest. Fills water glasses, serves butter, cocktails, answers questions about menu items and makes suggestions about dishes and wine if the customer requests or desires.
5. Takes orders on check, turns or gives over with specification the order to the cooks with consideration to the timing of the preceding courses. Picks up all food and all other required items from various stations.
6. May carve meats, bone fish and prepare flaming dishes or desserts at guest's table. He may assist Senior Captain for the same.
7. May serve guests from plates to the guest's table.
8. Other tasks to be performed as determined by establishment from time to time.
9. Replenishes wine, water, butter, and bread as and when required.
10. Observes the guests in order to anticipate any additional request and to perceive when the meal has been completed.
11. After all the guests have finished each course and before the next one is served, the waiter/ waitress should remove all soiled dishes or ensure that the assistant stewardard does it.
12. When guests have finished the meal, the table is cleared and reset and ready for the next customer.
13. Performs other tasks as directed by the supervisor.

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

3.4 ATTRIBUTES OF A WAITER

The quality of service staff in any establishment reflects the quality of the establishment itself. No matter how good the food and ambience are, poorly trained, untidy or rude staff can antagonize customers. On the other hand, if the staffs are well-trained and

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efficient, they can, to a certain extent, make up for other shortcomings in the services provided.

1) **Personal Hygiene and Appearance**

- All members of the staff should be well-groomed and clean at all times, as this gives them a sense of well-being and confidence to do their job efficiently.
- The hands of the waiting staff should be given special attention, as they are constantly under the scrutiny of the guests. Nails should be trimmed, and kept clean. Playing with one's hair and face should be avoided.
- Chewing gum should be avoided in all public areas of the hotel.
- Minimum jewellery should be worn by the service staff. A wrist watch, finger ring and plain earrings (for girls only) should be permitted.
- If an employee has a skin problem, a doctor should be consulted immediately
- Uniform should be clean and well-pressed. Shoes should be properly polished and well-fitting.

2) **Good Conduct**

All service staff should be well-mannered and respectful to guests, and to senior members of the staff. They should be calm and pleasant, even in the most tiring circumstances. They should be able to satisfactorily solve any problem that may arise. In case of difficulty, a senior and experienced member of the staff should be consulted. Tact, punctuality and honesty are admirable qualities among service personnel.

3) **Good Memory**

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

4) **Observation**

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

5) **Concentration and Skill**

Waiting at a table requires concentration and skill. Service staff should develop a sense of urgency in the performance of

their duties. Good service may not be commented upon, but bad service is surely noticed and talked about. Service should be prompt without the show of haste.

6) Salesmanship

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

7) Ability to Assume Responsibility

All service staff should be able to cope up with the demands of the job and possess the ability to assume responsibility. They should be loyal to their employers, responsible to the guests and friendly towards their fellow workers. They should not consider any job as menial, and should be willing to perform all kinds of jobs efficiently. This will help the service staff to grow in their careers and at the same time enhance the image of the establishment in the eyes of the guests.

8) Maximise Revenue

Cutting down on costs and maximising the revenue of the establishment should be of prime objective to all members of the staff, even to those in junior positions.

9) Punctuality

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

10) Local Knowledge

In the interest of customers, the staff should have a certain knowledge of the area in which they work so that they may be able to advise the guests on the various forms of entertainment offered, the best means of transport to places of interest and so on.

11) Personality

Staff must be tactful, courteous, good humoured and of an even temper. They must converse with the customer in a pleasing and well-spoken manner and the ability to smile at the right time.

12) Attitude to Customers

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

13) Honesty

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

3.5 UNDESIRABLE QUALITIES OF A WAITER

- i) Forgetting to greet the arriving customer pleasantly.
- ii) Letting guests seat themselves, in spite of being present near the table and not otherwise engaged.
- iii) Refusing to assist a guest or seating a guest at a dirty table.
- iv) Serving from the wrong side, when it is possible to serve from the correct side
- v) Not setting tables properly and placing empty sugar bowls / cruet sets on the table.
- vi) Forgetting to say 'Pardon me', or 'Excuse me, sir / madam, if a mistake has been made.
- vii) Being too familiar with guests. This could lead to embarrassing situations.
- viii) Gathering in groups in operational areas and talking loudly and showing signs of irritability with other members of the staff.
- ix) Leaving fingerprints on crockery / glassware or making a noise by clattering the service equipment.
- x) Keeping the side station dirty or using torn or stained linen.
- xi) Forgetting a dish that has been ordered, or serving wrong accompaniments.
- xii) Overfilling water glasses or leaving them empty or leaving dirty ashtrays on an occupied table.
- xiii) Being inattentive to a guest's needs, for example, forgetting special instructions from the guest, such as less chillies or no onions in the food

- xiv) Using cold plates for hot food and hot plates for cold food.
- xv) Touching food with one's hands.
- xvi) Not following the rules of quality waiting at table.
- xvii) Soliciting tips or questioning the amount of tips.

Waiter

CHECK YOUR PROGRESS

1. What is a manifesto?
2. Who is called as Waiter in a hotel?
3. List any three attributes that are relevant to a Waiter.

3.6 LET US SUM UP

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

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

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

3.7 LESSON END ACTIVITY

1. Visit a near by restaurant and take a note of the attributes of a waiter who is serving food to a customer.
2. Visit another restaurant and take a note of the undesirable attributes of a waiter who serve food to the customers.

3.8 KEY WORDS

Unostentatious Not elaborate or showy, as in appearance or style

Amenities Features that add to a property's desirability, such as modern appliances and fixtures

Tact The sense of touch

Etiquette The practices and forms prescribed by social convention or by authority.

Perceive The process, act, or faculty of perceiving

Antagonise To incur the dislike of; provoke hostility or enmity

3.9 QUESTIONS FOR DISCUSSION

1. List the basic rules of the Waiters described by Wilfred Gowers-Round.
2. Enumerate briefly about the status of a Waiter in a hotel industry.
3. Explain in detail about the attributes of a Waiter.
4. List out the undesirable qualities of a Waiter.

CHECK YOUR PROGRESS - ANSWER

1. The rules formulated by Wilford Gowers-Round for Waiters are called a manifesto.
2. A Waiter is one who waits on tables, often at a restaurant or a bar to attend customers – supplying them with food and drink as requested.
3.
 - i) Personal Hygiene and Appearance
 - ii) Good Conduct and
 - iii) Good Memory

3.10 REFERENCES

1. A C Marshall, John Fuller, A J Currie (1965), The Waiter, Barrie and Jenkins
2. Lora Arduser (2005), The Waiter & Waitress and Waitstaff Training Handbook: A Complete Guide, Atlantic Publishing Company.

LESSON 4

RESTAURANT OPERATING EQUIPMENTS

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4.0 AIMS AND OBJECTIVES

In this lesson we shall discuss about the restaurant operating equipments. After completion of this lesson you will be able to understand:

- Food and beverage service equipments needed for table setting such as glassware, chinaware and table ware
- Furnitures, fixtures and linen
- Safe handling of equipments.

4.1 INTRODUCTION

The operating equipments used in hotels / restaurants play an important role in attracting customers. The restaurant operating equipments include service equipments, furnitures, fixtures and linen all of which squarely reflects the standard and style of the restaurant. The atmosphere of a restaurant is largely affected by the kind of furniture used.

The furniture should be utilitarian and elegant to look at. Very often by using different materials, designs and finishes and by careful arrangement, one can change the atmosphere and appearance of the food service area to suit different occasions.

4.2 SERVICE EQUIPMENTS

Elegant and attractive serviceware, colourful and clean dishes, quality plates and glassware add to the decor of a restaurant. However, several factors have to be considered while selecting the equipment.

- Standard of the restaurant
- Types of service
- Décor and theme of the restaurant
- Type of clientele
- Durability of equipment
- Ease of maintenance
- Availability when stocks runout for replacement
- Storage
- Flexibility of use
- Price factors
- Standardization

A hotel / restaurant should be well stocked with appropriate equipment to provide quality service. For multipurpose use and to cut down costs, most hotels / restaurants standardise equipment in terms of size and colour.

Food and beverage service equipment may be divided into glassware, chinaware and tableware which are further subdivided into flatware, cutlery and hollowware.

4.3 GLASSWARE

Glassware refers to glass and drinkware items besides tableware, such as dishes, cutlery and flatware, used to set a table for eating a meal. The term usually refers to the drinking vessels, unless the dinnerware is also made of glass. The choice of the right quality glass is a vital element if the cocktail is to be invitingly presented and give satisfaction to the consumer. Well designed glassware combines elegance, strength and stability, and should be fine and smooth rimmed and of clear glass.

4.3.1 Types of Glassware

Many standard patterns and sizes of glassware are available to serve each drink. Most glass drinking vessels are either tumblers, flat-bottomed glasses with no handle, foot, or stem; footed glasses, which have a bowl above a flat base, but no stem; or stemware, which have a bowl on a stem above a flat base. Neither a tumbler, footed, nor a stem, yard (beer) is a very tall, conical beer glass, with a round ball base, usually hung on the wall when empty.

GLASSWARE	
Collins Glassware A Collins glass is a glass tumbler, holding 240 to 350 ml, used to serve a mixed drink, named after Tom Collins. This glass is somewhat narrower, and holds less than the similar highball glass.	
Highball Glass A highball glass is a glass tumbler, holding between 8 and 12 fluid ounces (240 to 350 mL), used to serve a mixed drink, or highball. This glass is taller than an Old-Fashioned glass, and shorter than a Collins glass.	
Shot Glass It is a small glass used for measuring or serving up to three ounces of liquor. Modern shot glass holds a thicker base and sides than the whiskey glass.	
Pint Glass A pint glass is a drinking vessel holding an imperial pint (568 ml) of liquid and is usually used for beer. Three common shapes of pint glass are found (conical, jug, and flared top), though others are available. Pints are considered good for serving stouts, porters and English ales	
Pilsner Glass A pilsner glass is a glass used to serve many types of light beers, but is intended for its namesake, the pilsner. Pilsner glasses are generally smaller than a pint glass, usually in 250 ml or 330 ml sizes. They are tall, slender and tapered. Wheat beer glasses are often mistakenly referred to as pilsner glasses, but a true pilsner glass has an even taper without curvature. Pilsner glasses are made to showcase the color, effervescence, and clarity of the pilsner, as well as to maintain a nice head.	

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Beer Stein A beer stein is a traditionally-German beer tankard or mug, made of pewter, silver, wood, porcelain, earthenware or glass; usually with a hinged lid and levered thumblift.	
Flute Glass A flute glass is the preferred serving vessel for Belgian lambics and fruit beers. The narrow shape helps maintain carbonation, while providing a strong aromatic front. Flute glasses display the lively carbonation, sparkling color, and soft lacing of this distinct style	
Goblet or Chalice Chalices and goblets are large, stemmed, bowl-shaped glasses adequate for serving heavy Belgian ales, German bocks, and other big sipping beers. The distinction between goblet and chalice is typically in the glass thickness. Goblets tend to be more delicate and thin, while the chalice is heavy and thick walled.	
Snifters Typically used for serving brandy and cognac, a snifter is ideal for capturing the volatiles of aromatic beers, such as Belgian ales, India pale ales, barleywines and wheat wines. The shape helps trap the volatiles, while allowing swirling to agitate them and produce an intense aroma.	
Wheat Beer Glass A wheat beer glass is a glass used to serve wheat beer, known also as Weizenbier or Weibbier. The German glass generally holds 500 millilitres with room for foam or "head". It is much taller than a pint glass. It is very narrow at the bottom and slightly wider at the top. In other countries such as Belgium, the glass may hold 250 ml or 330 ml. The tall glass provides room for the often thick, fluffy heads produced by the style, which traps aromas and is visually pleasing.	
Tulip Glass A tulip glass not only helps trap the aroma, but also aids in maintaining large heads, creating a a visual and olfactory sensation. The body is bulbous, but the top flares out to form a lip which helps head retention. It is recommended for serving Scottish ales, barleywines, Belgian ales and other aromatic beers.	

Cocktail Glass A cocktail glass, martini glass, or champagne glass, or stem cocktail glass, is a drinking glass with a cone-shaped bowl (the tip of the cone forming approximately a 90 degree angle in the cross section) on a stem above a flat base, used to serve a cocktail or champagne. As with other stemware, the stem allows the drinker to hold the glass without affecting the temperature of the drink. One variation is the double martini glass which is taller and wider at the opening than a standard martini glass	
Red Wine Glasses Glasses for red wine are characterized by their rounder, wider bowl, which gives the wine a chance to breathe. Since most reds are meant to be consumed at room temperature, the wider bowl also allows the wine to cool more quickly after hand contact has warmed it. Red wine glasses can have particular styles of their own, such as: • Bordeaux glass: Tall with a wide bowl, and is designed for full bodied red wines like Cabernet and Merlot as it directs wine to the back of the mouth. • Burgundy glass: Larger than the Bordeaux glass, it has a larger bowl to accumulate aromas of more delicate red wines such as Pinot Noir. This style of glass directs wine to the tip of the tongue.	
White Wine Glass White wine glasses are generally narrower, although not as narrow as champagne flutes, with somewhat straight or tulip-shaped sides. The narrowness of the white wine glass allows the chilled wine to retain its temperature for two reasons; • The reduced surface area of the glass (in comparison to red wine glasses) means less air circulating around the glass and warming the wine. • The smaller bowl of the glass means less contact between the hand and the glass, and so body heat does not transfer as easily or as fast to the wine.	

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Champagne Flutes Champagne flutes are characterised by a long stem with a tall, narrow bowl on top. The shape is designed to keep sparkling wine attractive and inviting during its consumption. The glass is designed to be held by the stem to help prevent the heat from the hand warming up the champagne. The bowl itself is designed in a manner to help retain the signature carbonation in the beverage. This is achieved by reducing the surface area at the opening of the bowl. Champagne flutes are often used at formal engagements, such as award ceremonies and weddings.	
Sherry Glass A sherry glass is a drinkware generally used for serving aromatic alcoholic beverages, such as sherry, port, aperitifs and liqueurs, and layered shooters. An ISO-standard sized sherry glass is 120 ml. The copita, with its aroma-enhancing narrow taper, is a type of sherry glass.	
Coupette Glass A modified version of the cocktail glass. Used for serving drinks where the rim of the glass is required to be coated in either sugar or salt or any other condiments used to make some of the more exotic drinks such as margaritas.	
Pitcher This larger container usually has a handle and a lip or spout for pouring the contents into several glasses. Available in glass or plastic. Generally used for serving beer for a beer keg for draft beer.	
Old Fashioned Glass The Old-Fashioned glass, rocks glass, or "lowball", is a short tumbler used for serving liquor "on the rocks", meaning over ice, or cocktails having few ingredients. It is named after the old fashioned cocktail, traditionally served in such a glass. A White Russian is traditionally served in the Old Fahioned Glass.	

Yard Glass A yard (or yard glass) is a very tall glass used for drinking beer; a yard (or yard of ale) also refers to the (variable) quantity of beer held by such a glass. The glass is approximately 1 yard long (hence the name), and holds 2 imperial pints (1.14 litres) of liquid. The glass is shaped with a bulb at the bottom, and a widening shaft which constitutes most of the height. Because the glass is so long and in any case does not usually have a stable flat base, it is hung on the wall when not in use.	
Coffee-Mug Almost a smaller version of the beer mug, made of thick heavy glass and used for coffee	
Irish Coffee Cup A uniquely shaped glass with a handle that is used to serve any hot beverage such as Spanish coffee or cocoa.	

4.3.2 Handling of Glassware

1. Glassware is highly fragile and most delicate and expensive: hence utmost care has to be taken while handling glass equipments.
2. Glasses are normally stored in a glass pantry and should be placed upside down in single rows on paper-lined shelves, to prevent dust settling in them.
3. Tumblers should not be stacked inside one another as this may result in heavy breakages and accidents.
4. The appearance of the drink mainly depends on the glass and therefore, the glass should be sparkling clean and attractive in shape and style.
5. When glassware is machine or hand washed, each individual item must be polished and dried with a glass cloth made of linen, as water leaves stains on the glasses.
6. Glasses whether clean or dirty have to be handled by the base or stem, since the finger prints left on the glass necessitates polishing.

4.4 CHINAWARE

China is a term used for crockery whether bone china (expensive and fine), earthenware (opaque and cheaper) or vitrified (metallised). Most catering crockery used nowadays tends to be

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vitrified earthenware, which is very durable and have been strengthened. Crockery is also usually given rolled edges to make it more chip resistant.

Chinaware is made of silica, soda ash, and china clay, glazed to give a fine finish. Chinaware can be found in different colours and designs which are always coated with glaze. Chinaware is more resistant to heat than glassware. There are various classifications of catering china. They are:

- Porcelain** Porcelain is a ceramic material made by heating selected and refined materials, which often includes clay or kaolinite clay, to high temperatures. The raw materials for porcelain, when mixed with water, form a plastic body that can be worked to a required shape before firing in a kiln at temperatures between 1200°C and 1400°C. The toughness, strength, and translucence of porcelain arise mainly from the formation of glass at high temperatures and the mineral mullite within the fired body.
- Bone China** Bone china is porcelain made of clay mixed with bone ash. This is very fine, hard china that is very expensive. The decorations are to be found under the glaze only. The price of bone china puts it out of reach of the majority of everyday caterers, and only a few of the top class hotels and restaurants would use it. The range of design, pattern and colour is very wide and there is something to suit all occasions and situations.
- Earthenware** Earthenware may sometimes be as thin as bone china and other porcelains, though it is not translucent and is more easily chipped. Earthenware is also less strong, less tough, and more porous than stoneware, but its low cost and easier working compensate for these deficiencies. Due to its higher porosity, earthenware must usually be glazed in order to be watertight.
- Stoneware** Stoneware is a hard pottery made from siliceous paste, fired at high temperature to vitrify (make glassy) the body. Stoneware is heavier and more opaque than porcelain. The usual color of fired stoneware tends to be grayish, though there may be a wide range of colors, depending on the clay. It has been produced in China since ancient times and is the forerunner of Chinese porcelain.

4.4.1 Chinaware Serving Items

There are wide ranges of chinaware serving items and their sizes vary according to the manufacturer and the design produced. Recent developments in chinaware include the ovenproofware (dishes, casserole and cocotte dishes), which allow food to be brought straight from the oven to the table.

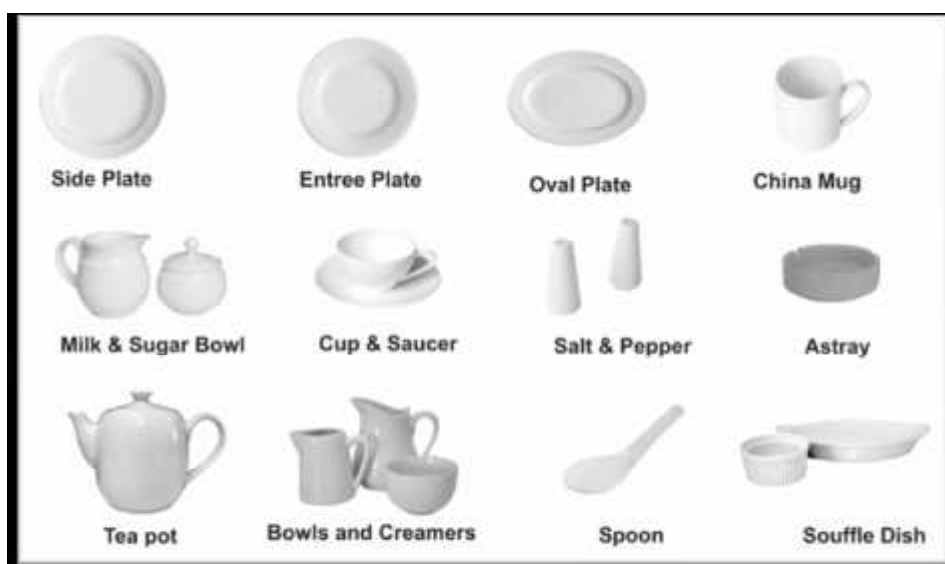


Figure 4.1 Chinaware

4.4.2 Handling of Chinaware

Whatever quality of china or crockery is used, the most important thing to ensure is that it is washed, rinsed and dried correctly to ensure that no dirt, stains or streaks appear.

- 1) Chinaware has a high breakage rate and, therefore, needs careful handling.
- 2) They should be stored on shelves in piles or stakes of approximately two dozen each. Any higher may result in their toppling down.
- 3) They should be stored at a convenient height for placing on, and removing from the shelves to avoid accidents.
- 4) Chinaware should be kept covered to prevent dust and germs settling on it.
- 5) Chipped and cracked items harbor germs and should, therefore, not be used and disposed off carefully.

4.5 TABLEWARE

Tableware includes the dishes, glassware, cutlery, and flatware eating utensils (knives, forks, and spoons) used to set a table for eating a meal. The nature, variety, and number of objects varies from culture to culture, and may vary from meal to meal as well. Tableware may be categorised as follows:

- Flatware** Flatware denotes all forms of spoon and fork. Flatware, especially that used by most people when they eat informally, is usually made of stainless steel.
- Cutlery** Cutlery refers to knives and other cutting instruments.
- Holloware** Holloware refers to table service items such as sugar bowls, creamers, coffee pots, teapots, soup tureens,

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hot food covers, water pitchers, platters, butter plates
and other metal items excluding flatware and cutlery.

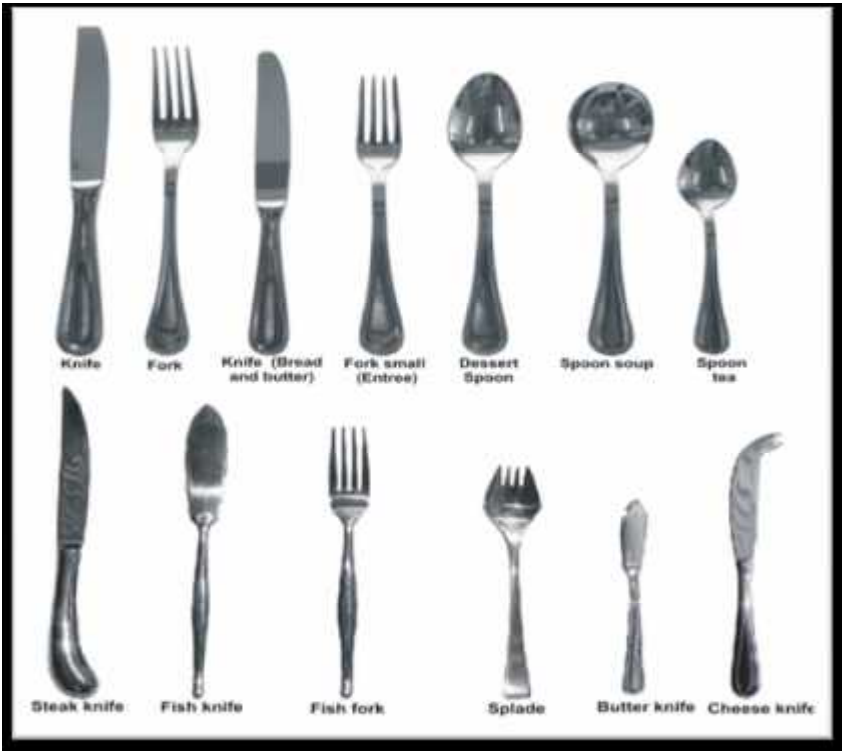


Figure 4.2 Flatware and Cutlery

4.5.1 Special Tableware

There is almost an unlimited range of flatwar, cutlery and hollowware in use in the catering industry. Apart from the familiar knife, fork, spoon, vegetable dishes and lids, entr  e dishes and lids, soup tureens, teapot, hotwater jugs, sugar basins there are a number of specialist items of equipment available for use with specific dishes. Some common specialist equipments are listed below:

Special Tableware	
Siver Tea Tong The silver tea tongs (called also silver sugar tongs or silver sugar nips) are used for lifting sugar cubes from the sugar bowls and add to tea cups. The basic forms in which they were made are: • fire tongs, of two arms joined at one end by a pivot • scissors tongs, of two arms pivoting at the centre, in the form of a pair of scissors (tea tongs or sugar nips) Ends of tongs may be serrated.	

Asparagus Holder The asparagus holder is an utensil for a diner to hold a single stalk of asparagus. It is made of a single strip of metal, bent in the form of U-shaped tongs, with a small square plate at each end to grip the stalk.	
Pastry Slicer Pastry slicer is used for serving pastries (portion of gâteau)	
Pastry Fork Pastry fork is a small fork designed for eating pastries and other desserts while holding a plate. It is typically designed so that it can be used with the right hand, while the left hand holds the plate. It therefore has the left side widened to be used like a knife to cut the food when pressed down on the plate. Left-handed pastry forks have the right side widened instead. This fork may also be used to lift fruit pieces from the plate.	
Oyster Fork A fork used for picking up shellfish cocktail or oysters. This fork is shaped like a regular fork, but it slightly smaller and the tines are curved outward.	
Lobster Pick This long, narrow utensil is used to pull every shred of meat from the hard-to-reach cavities (such as the legs) of lobsters and crabs. The tip of a lobster pick can either be pointed or in the shape of a tiny, two-prong fork.	
Snail Tong and Snail Fork Small, spring-operated tongs used to hold hot snail shells while extracting the snail. Unlike most tongs, these open by squeezing the handles. When the pressure is released, the tongs snap securely around the snail shell.	
Snail Dish It is a round dish with two ears having six indentations to hold portion of six snails.	

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Skewers A long, thin, pointed rod that comes in various sizes. Skewers are made of metal or wood; the former often has a ring at one end. They're most often used to hold meat in place during cooking/ serving, as well as to skewer meat and vegetables to be grilled for shish kebab. The best skewers are square or flat-shaped that hold food securely when moved. Usually made of stainless steel.	
Ice-cream Scoop It is used to remove ice cream from a carton or other container while forming the ice cream into a ball or oval shape. Ice-cream scoops come in several styles and sizes. The simplest is a plain metal scoop- or spade-shaped utensil. Next comes one shaped like a half-globe or oval with a spring-action lever in the handle. When squeezed, the lever moves an arc-shaped blade across the scoop's interior and ejects the ice-cream ball. The nonstick-style scoop has antifreeze sealed inside.	
Nutcracker It is a tool for cracking hard nutshells, usually consisting of two hinged metal arms between which the nut is squeezed.	

4.5.2 Stainless Steel

Stainless steel flatware and culery is available in a variety of grades. Use of stainless steels and super stainless steels is expanding in a variety of markets. Stainless steels have higher resistance to oxidation (rust) and corrosion in many natural and man made environments; however, it is important to select the correct type and grade of stainless steel.

Stainless steel is finished by different degrees of polishing: high polish finish, dull polish finish and a light grey matt, non reflective finish, etc.

Stainless steel's resistance to corrosion and staining, low maintenance, relative inexpensive and familiar luster make it an ideal base material for tableware. Stainless steel neither tarnishes nor stains. It resists scratching far more than other metals and may, therefore, be said to be more hygienic.

4.5.3 Handling of Tableware

- i) Storage of cutlery and flatware is very important. Each item has to be stored in the boxes or drawers lined with baize to prevent the items being scratched
- ii) They should be stored in cupboard or room which can be locked.
- iii) Cutlery and flatware may be stored in cutlery trollies.

4.6 TABLES AND CHAIRS

The size and shape of tables depends entirely on the availability of space and the kind of service envisaged. Normally three types of tables are used. They are round, rectangular and square.



Figure 4.3 Restaurant Tables

The height of the table irrespective of the shape should be 75 cm from the floor level. The diameter of a round table to seat four people should be approximately 92 cm. The size of a square table to seat two people should 76 cm sq and 92 cm square to seat four people. The size of rectangular table to seat four people should be 137 cm x 76 cm. Commercial table tops come in a variety of materials: wood, metal, stone, tile and melamine. Many restaurant table tops are available with edged finishes to prevent scuffs and dents.

In some expensive tables, another table top is placed with revolving facility, on top of which the food is placed where the guests can rotate revolving top and serve himself, if he chooses to.

Chairs

Chair are available in various shapes, colours and sizes to suit all occasions. Because of the wide ranges of style, chairs come in varied height and width. However the dimension of chairs should be relative to table dimensions. The average height of the chair should be 92 cm. The seat should be 46 cm from the floor and 23 cm from the top of the table. This would enable guests to sit and eat comfortably, without their legs touching the underside of the table.



Figure 4.4 Restaurant Chairs

4.7 SIDE STATION / DUMMY WAITER

The side station is also called the dummy waiter or service console. This is a very important piece of furniture in a restaurant. It is used by the service staff for keeping all the service equipment at one place. It is also used as a landing table for the dishes picked up from the kitchen enroute to the table and the dirty dishes from the guest's table to the wash-up area. For the convenience of the service staff, the side station should be strategically located in a restaurant. The side station should be kept clean and presentable as it can be seen by the guests.

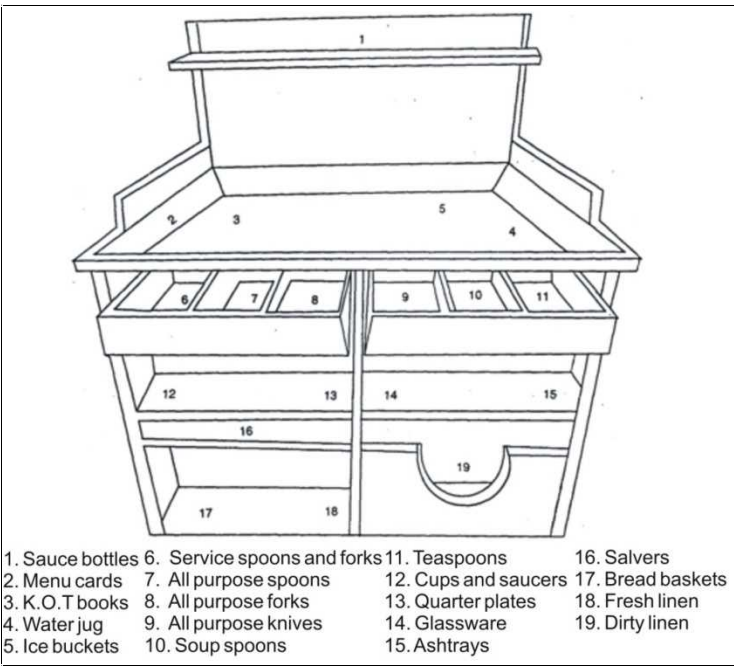


Figure 4.5 Side Station

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

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

The style and design of the side board varies from establishment to establishment. It depends upon:

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



Figure 4.6 Old Fashioned Side Station

It is essential that the side board is of minimum size and portable so that it may be moved, if necessary. If the sideboard is too large for its purpose, then it takes up space which could be used to seat more customers. The top should be of heat resistant material which can be easily washed down. After service, the sideboard is either completely emptied out or restocked for the next service.

4.8 TROLLEYS

The various trolleys used in the food and beverage service outlets are:

1) Gueridon or Flambe Trolley



Figure 4.7 Flambe Trolley

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A gueridon or flambe trolley is a small mobile trolley that can be placed alongside the guest's table. It consists of one or two burners, a gas cylinder and a work and storage space for plates and cooking equipment. Using this trolley, the food is flambéed at the guest's table. Only skilled and well trained waiters are allowed to handle this service as there is the risk of spoiling food by overcooking it, and of the flame causing a fire in the premises.

2) Room Service Trolley

This trolley is known for its versatility. It is used for the service to guests in their rooms. The waiter sets up the meal and covers on the trolley and wheels it into the guest's room. This trolley may also be used as a dining table in the privacy of the guest's room. Beneath the trolley top, provision is made for mounting a hot case to keep the food warm.



Figure 4.8 Room Service Trolley

3) Dessert Trolley

This trolley serves as a visual aid to selling desserts. Guests are more likely to order a dessert if they can see what is available, particularly if it is well presented. Some dessert trolleys are refrigerated. Gateaux, pastries, jellies, tarts, pies, flans and souffles can be served from a dessert trolley.



Figure 4.9 Dessert Trolley

This trolley has several shelves and the bottom shelf is reserved for plates, cutlery, linen and other service equipment. A glass or transparent trolley top makes it easy for guests to select a dessert of their choice.

4) Hors d'oeuvre Trolley

A hors d'oeuvre is the first course of a menu usually consisting of a selection of small items of egg, fish, meat, fruit and vegetables in pungent dressings. This hors d'oeuvre trolley is used to carry variety of appetizers. This trolley is probably the least popular in India, as a majority of guests are not too keen on hors d'oeuvre as a starter. They prefer soups instead. However, this trolley can be used to popularise the special dishes that are introduced in the restaurant from time to time.

5) Carving Trolley

It is used for carving joints of meat at a guest's table. This trolley is seldom used in India.

4.9 LINEN

Linens are fabric goods, such as tablecloths, napkins and slip cloths. Linen is a material made from the fibers of the flax plant. Originally, many, such as bed sheets and tablecloths, were made of linen. Today, the term "linen" has come to be applied to all related products even though most are made of cotton, various synthetic materials, or blends. The main items of linen normally found in a restaurant are: tablecloths; slipcloths; buffet cloths; trolley and sideboard cloths; and waiter's cloths or service cloths.

4.9.1 Table Cloths

Table linens made from cotton or linen are not only more absorbent but also last longer. The fibers don't pill or pile as easy as with synthetic table linens and they don't become shiny when exposed to an iron's heat. Egyptian cotton and Irish linen are considered the finest materials for table linens because of their long, durable fibers. White is the most popular color for table linens because it's considered formal. Table linens in off white or ivory are also acceptable. A damask (woven) or embroidered pattern is a perfectly acceptable table cloth.

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

Figure 4.10 Tables and Table Cloths

Table cloths should be large enough to cover the top as well as a portion of the legs of a table without interfering with the guest's

comfort while he is seated at the table. The size of the tablecloth varies according to the size of the table it is required to cover.

4.9.2 Slip Cloths or Naperones

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

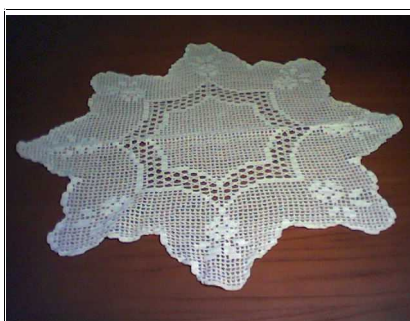


Figure 4.11 Slip Cloth

4.9.3 Napkins or Serviettes

A napkin or serviette is a rectangle cloth or paper used at the table for wiping the mouth while eating. It is usually small and folded. Conventionally, the napkin is folded and placed to the left of the place setting, outside the outermost fork. In an ambitious restaurant setting, it may be folded into elaborate shapes and displayed on the empty plate. A napkin may also be held together in a bundle (with cutlery) by a napkin ring. Alternatively, paper napkins may be contained with a napkin holder.

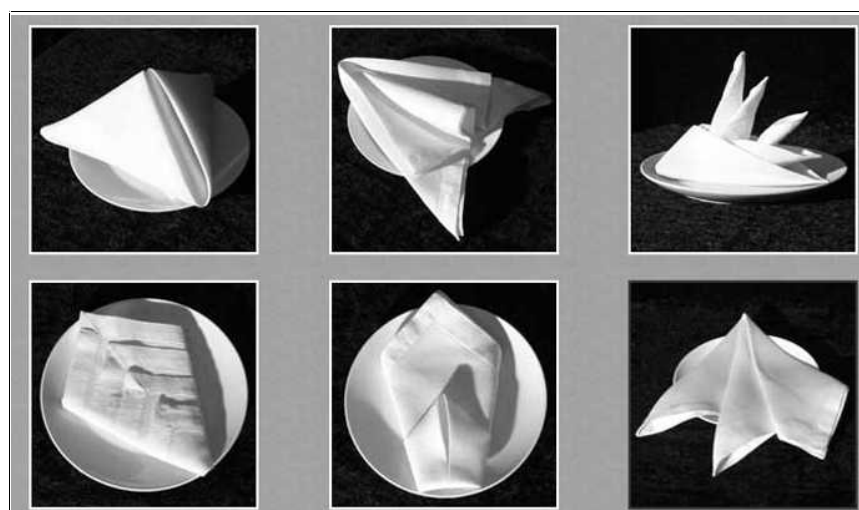


Figure 4.12 Napkin Fold

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

4.9.4 Buffet Cloths

For a buffet table, the minimum size of the tablecloth required is 2 m x 4 m.

4.9.5 Trolley Cloths and Sideboard Cloths

These are usually made from tablecloths well worn and not suitable for use on tables, mended by the housekeeping department and folded to fit a sideboard or trolley.

4.9.6 Waiter's Cloths or Service Cloths

A service cloth is a very important part of service equipment as well as being part of the food server's uniform. It must be kept clean and ironed at all times and only used as a service cloth for certain activities such as:

- Carrying hot plates
- Final polishing of plates
- Wiping small spills
- Brushing crumbs onto a service plate
- Wiping the undersides of the plates before placing plates on the table.

Service cloths are also used by every waiter as protection against heat and to keep uniforms clean.

4.10 EQUIPMENT HANDLING

Management invests substantial amount in supplies and equipment. Service staffs are, therefore, expected that these equipment are handled gently and carefully. Staff should be sanitation and safety conscious. Equipment should be handled in the right spot stemmed glass by the stem, tumblers by the base, flatware by the handle. Bowls should never be held by the rim, use appropriate underliners. The thumb should never show on the plate. When setting up cutleries, as well as glasswares, avoid leaving finger marks by using trays or by securing them inside a cloth napkin.

To prevent breakage, be conscious of the rules of equipment handling. Breakages are usually caused by the following factors:

1. **Mechanical Impact** -- results from object-to-object collision. This is induced by stacking of glasswares and chinawares, picking of glasses in bouquet, overloading of buspans and trays, putting cutleries inside glasses.
2. **Thermal Shock** -- result of sudden change of temperature. This happens when hot water is placed inside a chilled / cold glass and vice versa, abrupt use of glasswares after coming of the dishwashing machines, heating chilled bowl in a microwave.

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3. **Improper Handling and Misuse of Equipment** -- using the equipment for a purpose it was not intended for such as using a glass to scoop ice, using knives for opening cans, etc.
4. **Inattentiveness or Absent-mindedness** -- accidents often occur when service personnel are absent-minded or are inattentive in executing services especially when they are carrying breakable equipment.
5. **Environmental Factors** –greasy / wet floor, slippery floor, broken tiles, blind doors.

4.10.1 Measures to Avoid Breakages

- Use trays when serving and bussing.
- Proper system should be followed in stacking and storing equipment.
- Use appropriate door for entry and exit. A separate door for entering and exiting should be installed to prevent collision.
- Use appropriate glass racks. Make sure that the glasses are conveniently, but not tightly inserted in each rack.
- Buss out glasses separately from chinaware.
- Avoid overloading trays and buspans.

4.10.2 Do's and Don'ts of Equipment Handling

1. Dump ice out of the glass; preheat the glass before pouring hot water. Don't pour hot drinks in chilled or cold glasses.
2. Stack dishes according to size and kind. Never stack too high.
3. Handle stemmed glasses by the stem and tumblers by the base. Never handle glasses in bouquet.
4. Remove glass / china from buspan one at a time. Don't unload china, glasses at random.
5. Use ice scooper for scooping ice. Never use the glass for scooping ice.
6. Never put cutlery into glasses, put them in appropriate containers.
7. Make sure of an adequate back-up supply of glassware for rush periods.
8. Always be on the lookout for cracked or chipped glassware and remove them.
9. Never allow glass-to-glass contact on overhead racks, keep distant from each other.
10. Never overload the tray / buspan. Load only what it can conveniently accommodate.

11. Never buss glasses in the sink. Buss them directly onto divider racks.
12. Never stack glasses. Use trays and avoid over crowding them to prevent breakage.

4.10.3 Sanitation Standards in Handling Service Equipment

1. Use clean and sanitized glasses, flatware, chinaware and other equipment for service.
2. All service equipment must be wiped dry with clean cloths to avoid watermarks. The cloths used for this purpose must be segregated from other wiping cloths.
3. Bowls should be underlined with appropriate underliner and never to be served with the finger touching the rim.
4. When serving straw serve them with their wrappers or in their respective dispensers.
5. When serving additional utensils or napkin, place them in a small plate to avoid direct contact with hand.
6. The thumb should be kept away from the plate to avoid touching the sauce, meat or dish.
7. When setting up flatware and glasses, avoid leaving finger marks; carry them in trays or with a cloth napkin.
8. Never serve food using cutleries that have fallen on the floor.
9. To avoid contamination, food must be covered when it is not served immediately.

Never serve utensils, cups, glasses or plates that are oily, wet or with fingermarks, spots or lipstick mark.

CHECK YOUR PROGRESS

1. Name some restaurant operating equipments.
2. What the factors that need to be considered while selecting service equipments?
3. List any five glassware.
4. What 'China' refers to in cookery?
5. Give some examples for tableware.
6. What is the standard height of the chair used in the restaurant?
7. What are the service equipments that can be stored in a side station?
8. List any three trolleys that are used for food and beverage service.
9. What are linens?
10. What is the size of the table cloth used for a table of size 136 cm x 76 cm.

4.11 LET US SUM UP

The operating equipments used in hotels / restaurants play an important role in attracting customers. The restaurant operating equipments include service equipments, furnitures, fixtures and linen all of which squarely reflect the standard and style of the restaurant.

Service equipments include attractive serviceware, clean dishes, plates and glassware. Glassware refers to glass and drinkware items besides tableware, such as dishes, cutlery and flatware, used to set a table for eating a meal. Many standard patterns and sizes of glassware are available to serve each drink which includes Collins glassware, highball glass, shot glass, pint glass, pilsner glass, beer stein, flute glass, goblet, snifters, wheat beer glass, tulip glass, cocktail glass, red wine glass, white wine glass, champagne flute, sherry glass, coupe glass, coffee-mug, Irish coffee cup, pitcher, old fashioned glass, yard glass, etc.

Chinaware is made of silica, soda ash, and china clay, glazed to give a fine finish. Chinaware is more resistant to heat than glassware. There are various classifications of chinaware which include porcelain, clay mixed with bone ash, earthenware, stoneware, etc. Tableware includes the dishes, glassware, cutlery, and flatware eating utensils (knives, forks, and spoons) used to set a table for eating a meal. Special table ware include asparagus holder, pastry slicer, pastry fork, oyster fork, lobster pick, snail tong and snail fork, snail dish, skewers, ice-cream scoop, nutcracker, etc. Stainless steel flatware and cutlery are available in a variety of grades.

Many different sizes and shapes of tables are used. They are generally round, rectangular and square. Chair are available in various shapes, colours and sizes to suit all occasions. The side station is also called the dummy waiter or service console. This is a very important piece of furniture in a restaurant. Various trolleys used in the food and beverage service outlets are: gueridon or flambe trolley, room service trolley, dessert trolley, hors d'oeuvre trolley, carving trolley, etc.

Linens are fabric goods, such as tablecloths, napkins and slip cloths. Linen is a material made from the fibers of the flax plant. The main items of linen normally found in a restaurant are: tablecloths; slipcloths; buffet cloths; trolley and sideboard cloths; and waiter's cloths or service cloths.

4.12 LESSON END ACTIVITY

1. Familiarise with various types of glasses available in the restaurants.
2. Practice setting up table for service.

4.13 KEY WORDS

Gâteau A cake or pastry, especially a light one filled with custard, fruit, or nuts.

Silica	A white or colorless crystalline compound, SiO ₂ , occurring abundantly as quartz, sand, flint, agate, and many other minerals and used to manufacture a wide variety of materials, especially glass and concrete.	Restaurant Operating Equipments
Glaze	A coating, as of syrup, applied to food.	
Flatware	Refers to spoons and forks.	
Cutlery	Knives and cutting equipments.	
Asparagus	Tender, succulent, crispy stem used as a vegetable which arises from underground rhizome of asparagus plants.	
Gueridon	Flambe trolley consists of one or two burners and a gas cylinder. Used to flambé the food near the guest table.	
Pitcher	Larger container with a handle and lip or spout used to supply beer in the bar.	

4.14 QUESTIONS FOR DISCUSSION

1. What are glassware? Give a brief description about the types of glasswares used in restaurants.
2. Write in your own words how you will handle glasswares and Chinawares.
3. Enumerate about the tables and chairs used in the restaurants.
4. Give a brief description about the side station.
5. What are the main items of linen found in a restaurant?

CHECK YOUR PROGRESS - ANSWER

1. Restaurant operating equipments include service equipments, furnitures, fixtures and linen.
2. The factors that need to be considered while selecting the service equipment includes: standard of the restaurant, types of service, décor and theme of the restaurant, type of clientele, durability of equipment, ease of maintenance, availability when stocks run out for replacement, storage, flexibility of use, price factors and standardization.
3.
 - i) Snifters
 - ii) Cocktail glass
 - iii) Coffee-mug
 - iv) Champagne flutes
 - v) Yard glass
4. 'China' is a term used for crockery whether bone China, earthenware or vitrified.

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5. Dishes, glassware, cutlery, flatware and eating utensils such as knives, forks and spoons are some of the examples of tableware.
6. Standard height - 92 cm. Seat 46 cm from the floor and 23 cm from the top of the table.
7. Salvers, creamers, wine chiller and stand, coffee pots, teapots, ice buckets and tongs, finger bowls, cruet sets, sugar bowl and tongs, soup ladles, butter dishes, bottle and wine openers, cigar cutters, bread baskets, bud vases, candle holders, wine cradle, toothpick stand, straw stand, pot holders and drip bowls are some of the service equipments that can be stored in a side station.
8.
 - i) Gueridon trolley
 - ii) Room service trolley
 - iii) Dessert trolley
9. Linens are fabric goods, such as tablecloths, napkins and slip cloths used in a restaurant.
10. 183 cm x 137 cm.

4.15 REFERENCES

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LESSON 5

ANCILLARY DEPARTMENTS

CONTENTS	
5.0	Aims and Objectives
5.1	Introduction
5.2	Stillroom
5.2.1	Stillroom Staffs
5.2.2	Provisions Obtainable from Stillroom
5.2.3	Stillroom Equipments
5.3	Silver Room / Plate Room
5.4	Wash-Up Area
5.5	Hotplate Point
5.6	Spare Linen Store
5.7	Let us Sum Up
5.8	Lesson End Activity
5.9	Key Words
5.10	Questions for Discussion
5.11	References

5.0 AIMS AND OBJECTIVES

In this lesson we shall discuss about the food and beverage service areas. After completion of this lesson you will be able to understand:

- Stillroom, its staffs, provisions receivable and equipments available
- Silver room stock-ups
- Wash-up of soiled items
- Hotplate point, use of upboards and coordination between various units and
- Spare linen store

5.1 INTRODUCTION

The ancillary department of the restaurant area includes important units in the make-up of a catering establishment, acting as the link between kitchen or food preparation units and the restaurant or food service units. The service areas behind the scener can also be termed as 'back-of-house'.

The service areas are stocked with appropriate equipment, depending on the style of operation. The service areas themselves are some of the busiest units of a catering establishment, especially during the service periods. In general, especially in large hotels, five main service areas can be distinguished:

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- 1) Stillroom
- 2) Silver or plate room
- 3) Wash-up
- 4) Hotplate
- 5) Spare linen store

A well-structured layout of these areas is most important to ensure even flow of work by the various members of staff. However, the layout itself may vary with different catering establishments according to their own needs.

5.2 STILLROOM

The main function of the still room is to prepare and provide food items and equipments which are not catered for in any other department (such as kitchen, larder or pastry). The actual daily work carried out in the stillroom varies from one establishment to another according to the type of meals offered and the size of the establishment.

5.2.1 Stillroom Staffs

The still room is looked after by a still room supervisor, who is responsible for the staffing, ordering of supplies from the main store and effective control of these items when issued to various departments. In most of the restaurants, the stillroom remains open for long hours. For the efficient running, the staffs normally work on a straight rotating shift basis, doing an early shift one week and a late shift the next. The stillroom staffs are also responsible for the washing up of all their equipments.

5.2.2 Provisions Obtainable from the Stillroom

The list below gives the provisions that can be obtained from the stillroom:

- Beverages: coffee, tea, chocolate, horlicks, ovaltine and other food drinks.
- Fruit juices: apple, orange, pineapple, grapefruit and other assorted fruit juices.
- Pastries, gateaux and sandwiches
- Rolls, brioche and crossant
- Toast: breakfast toast, melba toast
- Milk, cream and butter
- Toasted scones and teacakes
- Sugar: coffee powder, tea dust, demerara etc.
- Breakfast cereals: cornflakes, weetabixm shredded wheat, rice crispies, muesli etc.
- Preserves: jams, jelly, marmalade, cherry, plum, raspberry, strawberry, apricot and honey.
- Cleaning detergents and scrubbers.

5.2.3 Stillroom Equipments

A wide range of food items are offered from a stillroom and therefore, to ensure the correct storage, preparation and presentation a considerable amount of equipment is used. The equipment that may be found includes:

- Coffee brewing machine
- Coffee bean grinding machine
- Tea dispenser
- Bread slicing machine
- Salamander
- Hot cupboard
- Steamer and hotwater boiler
- Refrigerators
- Work table and cutting board
- General storage space, shelves and cupboards
- Sinks, washing machines and dish washers.

5.3 SILVER ROOM / PLATE ROOM

The silver room holds the stock of silver required for the service of meals. The various types of silver are kept here on labeled shelves, with all the service plates of one size stacked together. Cutlery, flatware, hollowware and other smaller items are usually stored in drawers lined with baize, as this helps to reduce noise, slipping and scratching.

In very large establishments, the silver and the plate room may be two separate units, but in the majority of places they are combined and in some cases, are a part of wash-up.

5.4 WASH-UP AREA

At the service time especially, the wash-up area is one of the busiest sections. It must be correctly sited to allow a smooth flow of work, promoting a fast turnover and efficient service. There are two methods of washing:

1. **The tank method:** Using this method, the items are washed in a sink of hot water containing detergent and then placed into racks and dipped into another sink. This second sink is known as sterilising tank; the water temperature is very high, at approximately 75°C. The items are left in here for few minutes then lifted out. As the water is so hot, the items especially the crockery, will air dry, making this a more hygienic method (no cloths are needed). The crockery can then be stacked and put away as required.
2. **The machine method:** In principle, the machine method is no different from the tank method, except that the whole system is automated and therefore labour saving.

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Figure 5.1 Commercial Dish-Washer

5.5 HOTPLATE POINT

The hotplate is the contact point between the kitchen and the service staff. It is the point at which both areas must cooperate and communicate effectively so that the customer gets the quick and efficient service that he expects.

Hot cupboards can be used for either food or plates. Units as a whole are usually made up of a hot cupboard with sliding doors, topped by a heated serving surface. The top may also house containers acting as dry or heated brain-maries. Dry heat keeps the food hot by electric elements or gas flame. The wet heat method provides heat via an open tank of water, which itself is heated by gas-fired burners or by an electric immersion heater.



Figure 5.2 Hot Cupboard

The hot plate or hot cupboard needs to be stocked with all the china and crockery needed for service, e.g soup plates, fish plates, consommé cups, platters, soup cups, tea cups and demitasse.

The Aboyeur is in charge, and controls the hotplate over the service period. As an aid to the food service staff the Aboyeur would control the 'off board' which tells the waiter immediately any dish is 'off'. The Aboyeur who controls the hotplate over the service period will initially receive the food check from the waiter. He checks that it is legible and that none of the dishes ordered are 'off' the menu.

5.6 SPARE LINEN STORE

The spare linen store is the service area where linen materials are stored in a cupboard. This spare linen stock is held near the food service area in case of emergency. The linen is changed when necessary on a basis of 'one clean for one dirty'. This is normally the responsibility of a senior member of the food service staff and is kept locked for control purposes. Generally, 50% of the total inventory is stocked up in the spare linen room.

CHECK YOUR PROGRESS

1. What are the five main service areas found in a hotel?
2. What is the main function of a stillroom?
3. What are the equipments that you find in a stillroom?
4. What are the methods of washing?
5. What is the role of an Aboyeur in a hotel?

5.7 LET US SUM UP

The ancillary departments of the restaurants act as the link between kitchen and food service areas. The service areas are stocked with appropriate equipment. In large hotels, five main service areas can be distinguished, viz. stillroom, silver or plate room, wash-up, hotplate and spare linen store. The main function of the still room is to prepare and provide food items and equipments which are not catered for in any other department. The still room is looked after by a still room supervisor, who is responsible for the staffing, ordering of supplies from the main store and effective control of these items when issued to various departments. The provisions that can be obtained from the stillroom include beverages, fruit juices, pastries, gateaux and sandwiches, rolls, brioche and crossant, toast, milk, cream and butter, toasted scones and teacakes, sugar, breakfast cereals, preserves, cleaning detergents, scrubbers, etc.

The equipment that may be found in still room includes coffee brewing machine, coffee bean grinding machine, tea dispenser, bread slicing machine, salamander, hot cupboard, steamer and hotwater boiler, refrigerators, work table and cutting board, general storage space, shelves and cupboards, sinks, washing machine, dish washers, etc. The silver room holds the stock of silver required for the service of meals. Cutlery, flatware, hollowware and other smaller items are usually stored in drawers lined with baize, as this helps to reduce noise, slipping and scratching.

The wash-up area is one of the busiest sections. There are two methods of washing, viz. the tank method and the machine method. The hotplate is the contact point between the kitchen and the service staff. Hot cupboards can be used for keeping hot either food or plates. The Aboyeur is in charge, and controls the hotplate over the service period. The spare linen store is the service area where linen materials are stored in cupboards.

5.8 LESSON END ACTIVITY

1. Visit a nearby restaurant / hotel and study their methodology of operating food and beverage service and all the departments connected to it.

5.9 KEY WORDS

Assorted	Separated according to kind or class.
Gateaux	A cake or pastry, especially a light one filled with custard, fruit, or nuts.
Demitasse	A small cup of strong black coffee or espresso. The small cup used to serve this drink.

5.10 QUESTIONS FOR DISCUSSION

1. Explain about the ancillary departments of a restaurant.
2. Give a brief note about the stillroom.
3. Explain in your own words about the hotplate.

CHECK YOUR PROGRESS - ANSWER

1. Stillroom, silver or plate room, wash-up, hotplate and spare linen store are the five main service areas in a hotel.
2. The main function of a stillroom is to prepare and provide food items and equipments which are not catered for in any other department such as kitchen, larder or pantry.
3. The equipment that we found in still room includes, coffee brewing machine, coffee bean grinding machine, tea dispenser, bread slicing machine, salamander, hot cupboard, steamer and hotwater boiler, refrigerators, work table and cutting board, general storage space, shelves and cupboards, sinks, washing machine and dish washers.
4. The tank method and the machine method are the two methods of washing crockery and utensils.
5. The Aboyeur is in charge, and controls the hotplate over the service period.

5.11 REFERENCES

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LESSON 6

PREPARATION FOR SERVICE

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6.0 AIMS AND OBJECTIVES

In this lesson we shall discuss about preparing for service. After completion of this lesson you will be able to understand:

- Preparing the restaurant before, during and after service
- Mise-en-scene
- Mise-en-place
- Rules and points to remember while table laying

6.1 INTRODUCTION

Restaurants not only should attract potential customers but also should strive hard to entice them to become frequent and regular customers. This can be done in a number of ways, such as through the type of menu, the glamorous and attractive name of the place or atmosphere within the food service area.

The customer's first impressions of a restaurant are the most important and these are largely determined by the professionalism of the service staff and their preparations prior to service. These pre-service preparations are known as mise-en-place and are vital in that they create the right and pleasing environment by the setting and controlling of temperature, lighting and equipment.

6.2 PREPARING FOR SERVICE

The serving food and beverage to the anxiously waiting customer needs professional expertise. The service should follow a sequence and have a plan of action based on the practices of the professional catering industry. The service staff should be expert performers of certain tasks before, during and after service. Diligent and courteous service would certainly transform a satisfied customer to regular customer.

6.2.1 Preparation Before Service

The service staff should check the following before service:

- i) The tables and linen are clean.
- ii) Tablecloths are evenly spread on the table.
- iii) Chairs are dusted and properly arranged.
- iv) The table set up is appropriate and pleasing.
- v) The silver is polished and the china and crockery are spotlessly clean and befitting the occasion.
- vi) Cruet sets, sugar bowls and flower vases are filled and placed on the table suitably.
- vii) The floor / carpet is clean and dry.
- viii) The restaurant and back area are in a state of readiness before the service session commences.
- ix) The side station is fully equipped for service and the following should be checked:
 - Condiments tray is cleaned and refilled.
 - Napkins are folded and kept handy for the particular session.
 - Salvers, extra linen, cutlery and service equipment necessary for the session are stacked up.
 - Water jugs and ice buckets are filled and kept ready.
 - Coffee pots ready with freshly brewed coffee / tea.
 - Sugar cubes, butter and butter plates ready.

6.2.2 Preparation During Service

- i) When the guests arrive greet them warmly, by wishing them the time of the day.
- ii) Escort the guests to the table and seat them promptly by pulling the chairs out to ease seating. If need be, the table should be moved so that very little inconvenience is caused to guests when they seat themselves.
- iii) Ensure that children have high chairs and special attention is paid to the elderly.
- iv) Remove extra covers, if any.

- v) Serve water and present the menu card, if the captain is busy.
- vi) If the order has to be taken, offer suggestions to the guests on the choice of food and beverages and repeat the final order to avoid possible errors.
- vii) Do not leave the station unattended, as nothing annoys a guest more than not being able to find a waiter, when something is needed.
- viii) If the table cloth has to be changed during service, the table top should not be exposed. Any articles on the table should be cleared to the side station and not placed on chairs or on the next table. The soiled cloth should be brushed using a service cloth and a crumbing tray or plate.
- ix) Do not neglect little things such as lighting a guest's cigarette, responding to a request and showing interest in the guest's needs.
- x) Ensure that service is fast, efficient and pleasant.
- xi) Before serving dessert, clear and crumb the table.

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6.2.3 Preparation After Service

- i) Pull out the chairs or the table to enable guests to move out comfortably.
- ii) Wish them warmly and request them to visit again, saying - Do visit again, sir / madam.
- iii) Clear the table immediately and reset for the next guest.
- iv) Have the side station cleared and restacked for the next sitting.

6.3 MISE-EN-SCENE

Mise-en-scene, the French term means to prepare the environment of the outlet before service in order to make it pleasant, comfortable, safe and hygienic. Before each service session, the restaurant should be made presentable enough to receive the guests. The supervisor or team of waiters should ensure the following mise-en-scene:

- Carpets are well brushed or hovered.
- All tables and chairs are serviceable.
- Table lights or wall lights have functioning bulbs.
- Menu cards are presentable and attractive.
- Tent carts or other sales material are presentable.
- Doors and windows are thrown open for sometime to air the restaurant. This should be followed by closing the

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windows and doors and setting the air-conditioning or heating to a comfortable temperature.

- Exchange dirty linen for fresh linen.
- Table cloths and mats are laid on the tables.
- Replace wilted flowers with fresh flowers.

6.4 MISE-EN-PLACE

Mise-en-place, the French term means to “putting in place” is attributed to the preparation of a work place for ultimate smooth service. It is widely used in the food and beverage service department in everyday hotel operations. Before service commences, the staff should ensure that the station is in total readiness to receive guests. A station comprises of a given number of tables which are attended by a given team of waiters. Thus a restaurant may have several stations, each with a team of waiters. In a large restaurant, each station may be headed by a Chef-de-rang. Mise-en-place involves:

- Side stations should be stocked with sufficient covers for resetting the restaurant after the first sitting is over. Extra linen, crockery, cutlery, glassware and ashtrays should be kept handy so that they are readily available for use.
- Cruet sets should be cleaned and filled on a daily basis.
- Sauce bottles should be filled and the necks and tops of the bottles wiped clean.
- Butter, condiments and accompaniments for service should be kept ready for use when needed.

6.5 TABLE SETTING

Table setting refers to the way to set a table with tableware - such as eating utensils and dishware - for serving and eating. The arrangement for a single diner is called a place setting. The arrangement varies across various cultures. The rules for laying a table are not rigid. They are followed to facilitate dining and making the table neat. The basic rules for laying the tables are given below:

- 1) Table Linens: Table linen has to be laid properly. A white cloth is preferred but not mandatory. The only rule is to make sure that linen patterns and china patterns don't clash.
- 2) Chargers: Chargers or dinner plates should be placed on the table first. Chargers are decorative elements that are placed underneath plates to add color or texture to the table. Each plate should be set in the center of the place setting and each place setting on the table should be set equidistant. The rest of the components used to set a formal table will be set with the dinner plate in mind. If a charger is used, soup and melon bowls will be placed on top. The charger will generally be removed just before the main course.

- 3) Napkins: Linen napkins should be folded elegantly and placed in the center of the dinner plate.

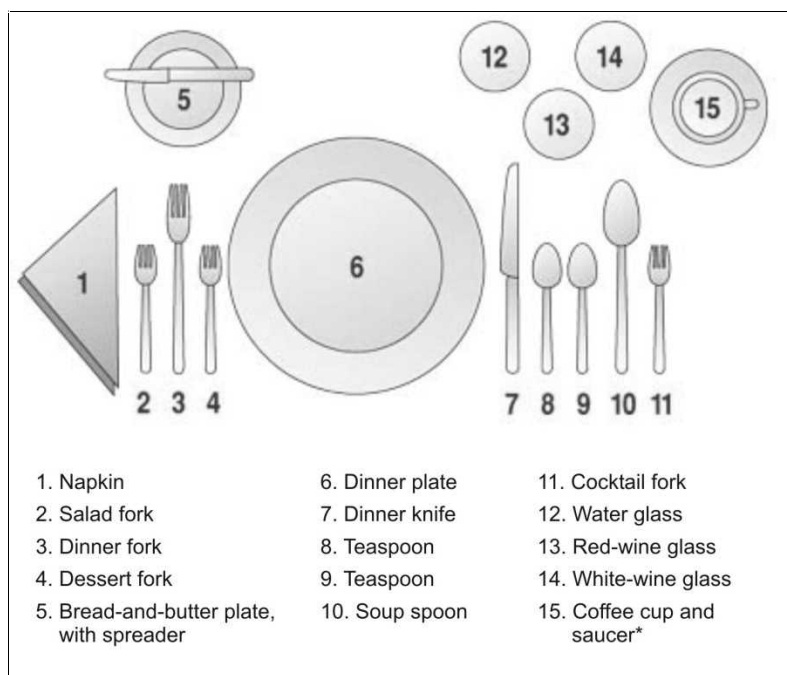


Figure 6.1 Table Setting

- 4) Silverware: Silverware is to be placed in order of use. In other words, the diner will start at the end and work his way in. The first course will use silverware farthest from the dinner plate, while the last course will utilize the silverware closest. Place all silverware an inch from the table's edge.
- 5) Knives: Set knives on the table to the right of the dinner plate. Technically, one should only use a knife if one is cutting meat; however, up to three knives can be placed on the table, in order of use. Blades should face inside, towards the table setting.
- 6) Forks: Forks are to be set to the left of the dinner plate in order of use. In most cases, there are three: one each for seafood, the main course and the salad. When dining formally, salads are generally served at the end of the meal.
- 7) Spoons: Spoons are set to the right of the knives in order of use. If there is a melon course, this spoon will be set closest to the plate with the soup spoon on the end. If there is a dessert spoon, this will be set above the plate. Coffee spoons are set on the saucer when it's time for dessert.
- 8) Glasses: Glasses are set above the plate to the right in order of use. From left to right: Water glass, red wine glass, white wine glass, champagne flute (if ordered).
- 9) Dessert: Dessert plates and coffee / tea cups will be set out after dinner. If a fork is to be used with dessert, this will be

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placed on the dessert plate. A dessert spoon should have already been set above the dinner plate. Coffee spoons should be placed on the saucer. Coffee / tea mugs aren't used for a formal dinner.

6.5.1 Points to Remember When Laying a Table

- 1) The table on which a tablecloth is to be spread, should be first covered with a baize base cloth, for the following reasons:
 - a. To protect the diner's wrists and elbows from the table's sharp edges.
 - b. To keep the tablecloth firmly in place.
 - c. To protect the surface of the table and prevent the rattling of crockery and cutlery.
 - d. To absorb moisture in case liquid spills on the table.
- 2) Based on the size of the table, appropriate linen should be used. The central fold of the tablecloth should be in the middle of the table and all the four edges should just brush the seats of the chairs. Soiled or torn linen should not be used. Three types of tablecloths namely cotton, linen and damask are used. Of these, damask is the best.
- 3) If a bud vase is used as a central decorative piece, it should not be very large or tall as that obstructs the view of guests sitting opposite each other. Heavily scented flowers should be avoided, as they affect the flavour of the food.
- 4) Each cover should be well-balanced. (A cover is the space required on a table for laying cutlery, crockery, glassware and linen for one person to partake of a meal).
- 5) Only the required cutlery, crockery and glassware should be placed on the table. On a normal dining table, the space required for one cover is 60 cm x 38 cm. The cover on the opposite side should be exactly similar, so as to give a well-balanced look.
- 6) Cutlery should always be laid from the inside to the outside of the cover, since the order of sequence in which they are to be used is always from outside to inside.
- 7) Knives and soup spoons should be placed on the right-hand side of a cover, while forks should be placed on the left-hand side. Dessert spoons and forks should be placed on top of the cover. The side knife should be placed on a quarter plate and kept on the left side of the cover. The cutting edge of all knives should face to the left.
- 8) Water tumbler should be kept to the right of the cover, at the tip of the large knife.
- 9) Napkins should be placed in the centre of the cover, in between the cutlery. Normally during a dinner session, napkins are arranged in empty water tumblers.

- 10) Cruet sets, a butter dish, an ashtray, meal accompaniments and a bud vase should be placed in between the covers at the centre of the table.
- 11) Crockery and cutlery should be spotlessly clean and the glassware well polished.
- 12) Chipped or cracked equipment should not be used. The hotel's monogram should be visible to the guest.
- 13) All cutlery and crockery should be placed about an inch from the edge of the table so that they are not accidentally tipped over.

Preparation for
Service

CHECK YOUR PROGRESS

1. What are the things that need to be checked in a side station before the service.
2. What do you mean by mise-en-scene?
3. What is table setting?

6.6 LET US SUM UP

Restaurants not only should attract potential customers but also should strive hard to entice them to become frequent and regular customers. The customer's first impressions of a restaurant are the most important and these are largely determined by the professionalism of the service staff and their preparations prior to service. The service should follow a sequence and have a plan of action based on the practices of the professional catering industry. The service staff should perform many tasks before, during and after service.

Before each service session, the restaurant should be made presentable enough to accept the guests. The supervisor or team of waiters should ensure the mise-en-scene such as, carpets are well brushed or hovered, all tables and chairs are serviceable, table lights or wall lights have functioning bulbs, menu cards are presentable and attractive, tent cards or other sales material are presentable, doors and windows are thrown open for sometime to air the restaurant, exchange dirty linen for fresh linen, table cloths and mats are laid on the tables, wilted flowers are discarded and fresh flowers replaced.

Before service commences, the staff should ensure that the station is in total readiness to receive guests. Table setting refers to the way to set a table with tableware - such as eating utensils and dishware - for serving and eating. The basic rule for laying the table includes table linens, chargers or dinner plates, napkins, silverware, knives, forks, spoons, glasses, dessert, etc.

6.7 LESSON END ACTIVITY

1. Practice setting up a table properly
2. Practice cleaning and resetting after the customer has left.
3. Practice readying the side station for service.

6.8 KEY WORDS

Salvers	Flat serving-tray without handles. Usually of silver, they are often produced in pairs or in sets of different sizes and have been made since the 17th century.
Wilt	To become limp or flaccid or droop
Napkins	A piece of cloth or absorbent paper used at table to protect the clothes or wipe the lips and fingers.

6.9 QUESTIONS FOR DISCUSSION

1. Draw a sketch describing the table setting.
2. Explain in your own words about preparing for service.
3. Explain table laying.

CHECK YOUR PROGRESS - ANSWER

1. The side station must be checked for the condiments tray, napkins, salvers, extra linen, cutlery and service equipment, water jugs and ice buckets, coffee pots, etc. before the commencement of service.
2. Mise-en-scene means to prepare the environment of the outlet before service in order to make it pleasant, comfortable, safe and hygienic.
3. Table setting refers to the way to set a table and tableware such as eating utensils and dishware for serving and eating.

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LESSON 7

THE MENU

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7.1	Introduction
7.2	Menu
7.3	Types of Menu
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7.0 AIMS AND OBJECTIVES

In this lesson we shall discuss about the menu. After completion of this lesson you will be able to understand:

- Menu and the types of menu
- Menu format and basic principles for organizing a menu
- French classical menu
- Food and their usual accompaniments

7.1 INTRODUCTION

Menu is the statement of food and beverage items available or provided by food establishments primarily based on consumer demand and designed to achieve organizational objectives. It represents the focal point around which components of food service systems are based. The menu is designed carefully what the outlet wants to cater for, keeping in mind the type of clientele. The main advantage of a well-planned menu is that it leads to consumer satisfaction. It also helps to motivate the employees for a responsible and successful service.

A successful menu depends upon composition-the right combination of foods, prepared perfectly, to the entire satisfaction of the customer. So claimed Antonin Careme (1784-1833), the French chef who is considered the founder of classical cuisine. Menu is a

document that controls and directs an outlet's operations and is considered the prime selling instrument of the restaurant.

7.2 MENU

In a restaurant, a menu is the list of dishes to be served or available for a diner to select from. The items that are available for the diner to choose from are broken down into various categories, depending on the time of day or the event.

The compilation of a menu is the most important part of a caterer's work. It is regarded as an art, acquired only through experience and study. The menu is a link between the guest and the establishment, hence it should be carefully planned by the establishment's professionals, namely the executive chef, the food and beverage manager and the food and beverage controller.

The word menu dates back to 1718, but the custom of making such a list is much older. In earlier times, the *escriteau* (bill of fare) or menu of ceremonial meals was displayed on the wall loadable with the kitchen staff to follow the order in which the dishes were to be served. It is said that in olden times, menus were like a large dictionary with sections covering a variety of dishes. As time progressed the lengthy single copy menu became smaller but increased in number allowing a number of copies placed in table increased. Depending on the establishment and the occasion, the menu may be plain or artistic in its presentation.

7.3 TYPES OF MENU

In a restaurant, there are two different types of menus which are differentiated by the manner in which they are served and priced. A menu may be a la carte or table d'hôte.

7.3.1 A La Carte Menu

An "*A La Carte Menu*", is a multiple choice menu, with each dish priced separately. If a guest wishes to place an order, an a la carte is offered, from which one can choose the items one wants to eat.

Traditionally, the original menus that offered consumers choices were prepared on a small chalkboard, a la carte in French; so foods chosen from a bill of fare are described as *à la carte*, "according to the board."

In an a *la carte* menu all items are cooked to order including the sauces that are made with wine, cream or mustard. Depending on the dish chosen by the guest, the cooking time will vary. It is necessary to inform the guests about the time the preparation might take. An extensive a la carte menu is impressive but involves a huge amount of *mise-en-place*.



Figure 7.1 *A la Carte* Menu of Restaurant in 1930's

7.3.2 Table D'hôte

Table d'hôte is a French phrase which literally means "host's table". It is used to indicate a fixed menu where multi-course meals with limited choices are charged at a fixed price. Such a menu may also be called prix fixe ("fixed price"). It usually includes three or five courses meal available at a fixed price. It is also referred to as a fixed menu. Because the menu is set, the cutlery on the table may also already be set for all of the courses, with the first course cutlery on the outside, working in towards the plate as the courses progress.

In olden days, when the inns or dining establishments offering a limited choice in the menu was not preferred by the guests, they started offering an *a la carte* menu for guests to select the type of food they wanted to eat.

Fixed menus or table d'hôte menus are still used in various forms such as buffet menus, conference packages and on special occasions. A table d'hôte menu comprises a complete meal at a predetermined price. It is sometimes printed on a menu card or as in the case of banquets, it is agreed upon by the host of the party. A banquet style of fixed menu has more elaborate choices ranging from the soup to the dessert. For the banquets, the hosts invariably fixes or selects the menu in consultation with the hotel staff in advance.

Most of the banquet food served in India is normally of Indian food. For this, a printed format offering a choice of vegetarian and non-vegetarian dishes is prepared, from which the guests make their choice. Western style fixed menus normally provide the choice of a starter or soup, a main course, and finally a dessert. In each course

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there could be a choice of dishes to suit the tastes of individual guests.

Table d'hôte menus should be well planned and balanced. As the guest is not given a chance to plan his own meal, the meal should be interesting, without any similarity in the colour and taste of the courses as well as being palatable, delicious and well presented.

If the main course is heavy, then the first course should be lighter, and act as an appetite stimulant for the courses to follow. Dishes that are heavy and hard to digest should be avoided. The colour, varieties of ingredients used, and the garnishes should, if possible, be different for each course.

OFF-SITE CATERING COMBINATIONS

3421 Kirkwood Highway, Wilmington, Delaware 19808 Tel: 302-994-9200 Fax: 302-994-9291
Website: www.palace-of-asia.com Email: palaceofasia@aol.com

Combination One \$21.00 per guest Starters Choice of 4 Vegetarian Choice of 1 Lamb or Fish Choice of 1 Chicken Entrée Choice of one Chicken entrée Choice of three Vegetable entrées	Combination Two \$22.00 per guest Starters Choice of 4 Vegetarian Choice of 1 Lamb or Fish Choice of 1 Chicken Entrée Choice of two Chicken entrées Choice of three Vegetable entrées
Combination Three \$20.00 per guest Starters Choice of 6 Vegetable Entrée Choice of 4 Vegetable entrées	
Combination Four \$23.00 per guest Starters Choice of 4 Vegetable Choice of 1 Lamb or Fish Choice of 1 Chicken Entrée Choice of one Chicken entrée Choice of one Lamb or Goat entrée Choice of three Vegetable entrées	Combination Five \$25.00 per guest Starters Choice of 4 Vegetable Choice of 1 Lamb or Fish Choice of 1 Chicken Entrée Choice of one Chicken entrée Choice of one Lamb or Goat entrée Choice of one Shrimp or Fish entrée Choice of three Vegetable entrées

- Combinations served with Mint Chutney, Tamarind Chutney, Vegetable Mogulai Pulav, Choice of Daal or Kadhi or Rajma or Chana Masala, Choice of 2 breads, Papadum, Raita, Choice of Kachumber or Sliced Salad, Choice of two Desserts, and Indian Tea.
- Selections can be made from the off-site menu selection list.
- All prices are subject to 6% sales tax.
- \$150.00 for 1 coordinator and \$125.00 per food handler for an evening event will be added to the final bill.
- \$250.00 for 1 coordinator and \$200.00 per food handler for an all day event will be added to the final bill.
- Exact amount of food handlers will be determined based on the final guest count.
- Delivery charges, if any, will be determined on individual basis.
- Payment by cash or check only. Credit card payments subject to 3% surcharge.

Figure 7.2 Table D'hôte

Fixed menus are prevalent in transport catering which include air, rail, and sea passengers. The guests have a variety of fixed or table d'hôte menus, with virtually no choice offered to the passengers (except the first class air passengers). Cruise liners may have elaborate fixed menus with multiple choices built into each course.

A' La Carte	Table D'Hote
Food is kept in a semi-prepared form and takes time to serve.	Food is kept in fully prepared form and can be served immediately.
Food items are individually served and guests pay for what they order.	Menu is collectively priced and the customer has to pay for the full menu whether he consumes a certain dish or not.
There is a vast choice. The menu is elaborate	There is limited or no choice. The menu is comparatively small.
Silver is laid according to the dishes ordered.	Silver for the whole menu is laid in advance as the menu is known in advance.

7.4 MENU FORMAT

In many cases, especially in restaurants, serving haute cuisine, the part or table d'hote menu is beautifully handwritten to emphasize the traditional character of the restaurant. In less fancy restaurants, a modern variant that is similar but simpler is often used: the blackboard, on which are written recommendations concerning the day's specialties.

In general, however, the table d'hote or a part menu, which changes daily or cyclically, is prepared in-house (on a typewriter or computer) and duplicated as necessary. A separate menu listing the daily specials might also be prepared. In many restaurants the table d'hote or a part menu and the daily specials contain only a fraction of what is offered. Often an a la carte menu, from which the guests can select from an array of dishes that are always available, is also provided. If an a la carte menu is offered, the other menus are inserted in or clipped to its folder. The daily menus may also be placed at every seat, but in most establishments they are offered by the service staff along with the regular a la carte menu.

7.5 BASIC PRINCIPLES OF ORGANIZING A MENU

- 1) Cold and warm dishes are listed separately.
- 2) Appetizers, soups, seafood and main courses are listed in separate groups.
- 3) In every group the lighter dishes are listed before the richer ones.
- 4) Salads should be highlighted.
- 5) If offered, low-calorie foods should be specially indicated, and the number of calories should be stated.
- 6) If foods are prepared with organically grown ingredients, this fact should be highlighted to the discriminating customer.
- 7) Every dish should be described clearly and simply, in an appetizing way, without being too flowery.

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- 8) House specialties and seasonal items should correspond to the season and should change accordingly. Use a clip-on menu or special insert to attract attention to them.
- 9) The dessert selection should be listed on a separate attractive card. The menu should inform the guests that such a card is available.
- 10) The numbering of menu items can save time and confusion, especially with many of the new computerized cash registers. Numbering, however, discourages communication between guests and the service staff and thus does not help promote sales. For an easy compromise, place one numbered menu at the register or where orders are relayed to the kitchen so that one can punch in the guest's order by number; the guest, however, orders the actual foods with words, not numbers.

7.6 FRENCH CLASSICAL MENU

The classical French menu contains thirteen courses. Today, a menu of this size is hardly ever offered. But even today's shorter menus follow the structure of the classical French menus as far as succession of courses is concerned. They always start with something light to stimulate the appetite, build up to the main course, and then become lighter toward the end of the meal. The thirteen courses of the Classic Menu for French Cuisine are given below:

Course	French	English	Example
1.	Hors d'oeuvre	Appetizer	Melon with port, rémoulade, oysters, smoked salmon, shrimp cocktail
2.	Potage	Soup	Consomme brunoise, crème of tomato soup
3.	Oeufs	Egg	Omlette espagnole, omelette aux tomates
4.	Farineaux	Rice and pasta	Spaghetti napolitaine, ravioli, cannelloni
5.	Poisson	Fish	Sole de bonne femme
6.	Entrée	First meat dish	Fillet of sole Joinville
7.	Relevé	Main meat dish	Saddle of lamb
8.	Sorbet	Flavoured ice water	Champagne sorbet
9.	Roti	Roast with salad	Guinea hen stuffed with goose liver, salad
10.	Legumes	Vegetables	Tomato farcis
11.	Entremets	Sweet	Charlotte russe
12.	Savoureux	Savory	Welsh rarebit, Ivanhoe
13.	Desservir	Dessert	Jellied fruit

1) Hors D'oeuvre

Being of a highly seasoned and piquant in nature, this course is used to manipulate the appetite for the dishes that are to follow. In recent years, hors d'oeuvres have gained in popularity, and now appear even on simple menus in modest eating places. Although the actual term "hors d'oeuvres" applies to the service of various cold salads and morsels of anchovy, sardines, olives, prawns, etc., it also covers whatever items are served before the soup.

Examples of such hors d'oeuvres:

- Melon Melon Frappe
- Oysters Huitres Nature
- Smoked Salmon Saumon Fumee
- Caviar Caviar
- Grapefruit Pamplemousse
- Salami
- Potted Shrimps Petites Pots de Crevettes
- Shrimp, Prawn or Lobster Cocktail
- Fruit Cocktail Coupe Florida
- Souses Herrings Hareng Dieppoise
- Pate of Goose Liver Pate de Foie Gras

There are also quite a number of items that may be served hot, such as Bouchees, Croquettes, Fritters, etc., and these are known as hors d'oeuvres chaud.

2) Potage

The French have three separate words for soup. Consommé is a clear, thin broth. Soupe refers to a thick, hearty mélange with chunks of food. Potage falls somewhere between the two in texture, content and thickness. A potage is usually puréed and is often thick, well-seasoned meat or vegetable soup, usually containing barley or other cereal or a pulse (e.g. lentils). Today, the words *soupe* and *potage* are often used interchangeably. On good-class à la carte menus, a fish soup is also usually offered for selection, the two most common being "Bisque d'Homard" or "Bouillabaisse."

3) Oeufs

Oeufs are the dishes made from egg. The omelette is the most popular item, but there are other styles of cooking and preparation of eggs such as boiled, en cocotte, poached or scrambled. This course is not included in the dinner menu. Some examples are omelette, Espagnole, Oeuf en Cocotte a la crime, Oeuf poche florentine.

4) Farineux

This is Italy's contribution to the courses of the menu. It includes different kinds of rice and pasta. Pasta dishes are spaghetti, lasagne and gnocchi. Pasta is made from durum wheat semolina or milled durum wheat to which water is added to form a dough. It can be coloured and flavoured in various ways. There are more than 200

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varieties of pasta. The ingredients, size, shape and colour determine the type of pasta. Some examples include Spaghetti Bolognaise, Lasagne Napolitaine and Macaroni au gratin.

5) Poisson

Poisson are the dishes made from fish. Fish, being soft-fibred, prepares the palate for the heavier meats that follow. Deep-fried or grilled fish dishes do not generally occupy a place on the “classical dinner menu,” but are freely offered on the shorter-coursed luncheon menu. This also applies to the coarser members of the fish family, and the dinner menu is usually comprised of the finer fish prepared and cooked in the more classical manners. Ideal fish for dinner menu compilation are: Sole, Salmon, Halibut, Escallops, etc. Rarely seen on a menu for the evening meal are: Cod, Bass, Haddock, Brill, Hake, and Plaice. One deep-fried fish dish, which normally finds itself on the dinner menu, however, is “Blanchaille”, and this only because Whitebait are so light and in no way too filling for the comfort of the guest.

6) Entrée

This is the first of the meat courses on a menu. It is always a complete dish in itself. It is despatched from the kitchen garnished and sauced in the manner in which it is intended to be served. The “entrée” is always cooked and garnished in an artistic manner and usually served with a rich sauce. The “entrée” can be devised of almost anything light. This course consists of all the small cuts of butcher’s meats, usually sautéed, but never grilled. Grilled steaks, cutlets and chops invariably replace the joints as the roast (roti) course.

The following items, with their appropriate garnishes and sauces, can be successfully served as entrées.

- Brains (Cervelles)
- Liver (Foie)
- Oxtail (Queue de Boeuf)
- Kidneys (Rognons)
- Calves Head (Tete de Veau)
- Trips (Tripes)
- Rump, Entrecote and Tournedo Beefsteaks
- Lamb Chops and cutlets - Noisettes and Filet Mignons
- Pork Chops and cutlets
- Escallops, Granadins, Medallions, and Cotes of Veal
- Sweetbreads - (Ris de Veau / Agneau)
- Hot Souffles or Mousses
- Bouchees
- Pilaws and Rizottos
- Small cuts or portions of poultry, individually cooked, are also served as entrées

In first-class hotels and restaurants, all entrées are cooked, garnished and presented for service by the sauce cook (saucier).

7) Relevé

This is the main meat course on the menu, and is commonly known as the “piece de resistance.” It may consist of joint of any of the following:

Lamb (Agneau)	Chicken (Poulet)
Beef (Boeuf)	Duckling (Caneton)
Veal (Veau)	Fowl (Poulard)
Ham (Jambon)	Tongue (Langue)
Pork (Pore)	

These joints would be cooked by the sauce cook in a first-class hotel or restaurant, by any method except roasting. They are usually cooked on casserole, braise or poêle. Generally cooked in a sauce and served with it.

8) Sorbet

This course is a rest between courses. It counteracts the previous dishes, and rejuvenates the appetite for those that are to follow. Normally served between the releve/remove and the roti, it is a water and crushed ice slush flavored as a rule with champagne and served in a glass. A frozen dessert made primarily of fruit juice, sugar, and water, and also containing milk, egg white, or gelatin. Some examples are Sorbet Italian and Sorbet creme de menthe. Russian or Egyptian cigarettes are often passed around during this course.

9) Roti - Roast

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

10) Legumes

These are vegetable dishes that can be served separately as an individual course or may be included along - with the entrée, relevé or roast courses. Some examples are Cauliflower mornay, Baked potato and Grilled tomatoes.

11) Entremets

Entremets on a menu refers to desserts. This could include hot or cold sweets, gateaux, soufflés or ice-cream. Some examples are Apple pie, Chocolate souffle and Cassata ice-cream.

12) Savoureux

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A dish of pungent taste, such as anchovies on toast or pickled fruit. They are served hot on toast or as savoury soufflé. Welsh rarebit, Scotch woodcock, Canape diane are some of the examples. Fromage (Cheese) is an alternative to the outdated savoury course, and may be served before or after the sweet course. It is usually served with butter, crackers and occasionally celery. Gouda, Camembert and Cheddar are some examples of cheese.

13) Desservir

Dessert is a course that typically comes at the end of a meal. The French word desservir mean "to clear the table." This is the fruit course usually presented in a basket and placed on the table, as part of the table decor, and served at the end of the meal. All forms of fresh fruit and nuts may be served in this course. Common desserts include cakes, cookies, fruits, pastries and candies.

7.6.1 The Order of Courses for a Dinner Menu

A full-course dinner is seldom served today, but the sequence of courses should be respected even if some are omitted. The general standard at present is for a four- or five-course meal to be served for dinner. Theoretically, however, all the courses of a full-dinner menu must be studied and learnt by heart so that perfect compilation of menus can be achieved.

Three-Course Dinner Menu:

1. Hors d'oeuvre or soup
2. Main course with vegetables and potatoes or salad
3. Sweet or savory

Four-Course Dinner Menu:

1. Hors d'oeuvre or soup
2. Fish course
3. Main course with vegetables and potatoes or salad
4. Sweet or savory

Five-Course Dinner Menu:

1. Hors d'oeuvre or soup
2. Fish course
3. Main course with vegetables and potatoes or salad
4. Sweet
5. Savory

Six-Course Dinner Menu:

1. Hors d'oeuvre or soup (potage)
2. Fish (poisson)
3. Entrée
4. Main (releve or remove) with (pommes et legumes ou salade)
5. Sweet (entremets)
6. Savory (savoureux ou bonne bouche)

Seven-Course Dinner Menu:

1. Hors d'oeuvres or soup
2. Potage
3. Poisson
4. Entrée
5. Releve / Remove - Pommes et Legumes
6. Roast (roti) - Salade
7. Entremets or Bonne / Bonne Bouche

Eight-Course Dinner Menu:

1. Hors d'oeuvres
2. Postage
3. Poisson
4. Entrée
5. Releve / Remove - Pommes et Legumes
6. Roti-Salade
7. Entremets
8. Savories / Bonne Bouche

7.7 FOOD AND THEIR USUAL ACCOMPANIMENTS

Accompaniments are highly flavoured seasonings of various kinds offered with certain dishes. The object of offering accompaniments with certain dishes is to improve the flavor of the food or to counteract its richness, eg. apple sauce with roast pork.

Many dishes have separate accompaniments and as they are not always mentioned on the menu, the waiter must know them. He should always have specific accompaniments ready for service at the right time. Hot adjuncts come with the dish from the kitchen, but cold sauces are often to be found at the buffet or sideboard. They should be served directly with a dish to which they belong. They should be served from the guest's left on to the top right of his plate (not on the rim). While serving from a sauceboat, the boat should be on an underdish or small plate, carried on the palm of the left hand. In serving, the sauceboat, lip should point towards the guest's plate.

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The spoon, or ladle, should be passed over the lip. Sauces are not to be poured from a boat.

The following is a list of dishes with their standard accompaniments.

HORS D'OEUVRE	
Grapefruit Cocktail	Castor Sugar
Tomato Juice	Worcester sauce
Oysters	Oyster cruet (cayenne pepper, pepper mill, chilli vinegar, Tabasco sauce) Half a lemon Brown bread and butter
Snails	Brown bread and butter
Potted shrimps	Cayenne pepper Peppermill Segments of lemon Hot breakfast toast.
Ham Mousse	Hot breakfast toast crusts (removed cut into triangles served in folded napkin on a sideplate)
Gulls' Egg	Brown bread and butter Oriental salt
Smoked Salmon	Cayenne pepper Pepper mill Half a lemon Brown bread and butter
Asparagus	Hollandaise sauce (if served hot) Sauce Vinaigrette (if served cold)
Globe Artichoke	Hollandaise sauce (if served hot) Sauce Vinaigrette (if served cold)
Corn on the Cob	Beurre fondue
Fresh Prawns	Brown bread and butter Mayonnaise sauce
Chilled Melon	Ground ginger Castor sugar
Avacodo	Brown bread and butter
Shell Fish Cocktail	Brown bread and butter
SOUPS	
Crème de tomate	Croutons
Consomme	Depending on garnish
Onion Soup	Grated Parmesan cheese Grilled flutes
Petit Marmite	Grated Parmesan cheese Grilled flutes Poached bone marrow
Potage germiny	Cheese straws
Bouillabaisse	Thin slices of French bread dipped in oil and grilled
Bortsch	Sour cream Beetroot juice Bouchees filled with a duck paste

Turtle soup	Brown bread and butter Segments of lemon Cheese straws Measure of sherry
FISH DISHES	
Fish (fried)	Slices of lemon with skin removed Sauces: tartare, remoulade, gribiche
Fish (grilled)	Slices of lemon with skin removed Cold Sauces: tartare, remoulade, gribiche Hot sauces: bearnaise, tyrolienne
Fish (poached)	Slices of lemon with skin removed Cold Sauces: tartare, remoulade, gribiche Hollandaise sauce Mousselin sauce Beurre fondue
Grilled Herring	Mustard sauce
Poached Salmon	Hollandaise sauce Mousseline sauce
Mussels	Brown bread and butter Cayenne pepper
Crawfish	Sauce mayonnaise
Cold lobster	Sauce mayonnaise
FARINACEOUS	
Spaghetti	Grated parmesan cheese
MEAT	
Curry	Popadums: crisp, highly seasoned pancake Curry tray: items which are generally hot or sweet in flavor, such as chopped apple, sultanas, sliced bananas, and desiccated coconut.
Roast Beef	French and English mustard Horseradish sauce Yorkshire pudding Roast gravy
Roast Lamb	Mint sauce Roast gravy
Roast Mutton	Red currant jelly (saddle or leg) Onion sauce (shoulder) Roast gravy
Roast Pork	Sage and onion stuffing Apple sauce Roast gravy
Boiled Mutton	Caper sauce
Salted Beef	Turned root vegetables Dumplings Natural cooking liquor
Boiled Fresh Beef	Turned root vegetables Natural cooking liquor Rock salt Gherkins
Calf's Head	Boiled bacon Parsley sauce, Brain sauce Sauce vinaigrette

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Mixed grill and grilled steaks	French and English mustard Beurre maitre d hotel Pomme paille (straw potatoes) Watercress
Irish stew	Worcester sauce Pickled red cabbage
POULTRY	
Chicken	Bread sauce Roast gravy Parsley and thyme stuffing Bacon rolls, Game chips Watercress
Turkey Roti	Cranberry sauce, Bread sauce Chestnut stuffing Chipolatas Game chips Watercress Roast gravy
Goose	Sage and onion stuffing Apple sauce Roast gravy
Wild Duck	Orange salad, Acidulated cream dressing
Duck	Sage and onion stuffing Apple sauce Watercress Roast gravy
GAME (FURRED)	
Hare	Heart shaped croutes Forcemeat balls Red currant jelly
Venison	Cumberland sauce Red currant jelly
GAME (FEATHERED)	
Partridge Grouse Pheasant	Fried breadcrumbs Hot liver paste spread on a croute Bread sauce Game chips Watercress Roast gravy
GAME (UNFEATHERED)	
Baked Jacket Potato	Cayenne Pepper Peppermill Butter

CHECK YOUR PROGRESS

1. What is a menu?
2. What is the difference between a la carte menu and a table d'hôte menu?
3. How many courses are there in a French Classical Menu?
4. Give five examples for hors d'oeuvres.
5. What are accompaniments?

7.8 LET US SUM UP

Menu is the statement of food and beverage items available or provided by food establishments, primarily based on consumer demand and designed to achieve organizational objectives. A successful menu depends upon composition; the right combination of foods, prepared perfectly, to the entire satisfaction of the customer. In a restaurant, there are two different types of menus which are differentiated by the manner in which they are priced. A menu may be a la carte or table d'hôte. An "A La Carte Menu", is a multiple choice menu, with each dish priced separately. A table d'hôte is a fixed menu where multi-course meals with limited choices are charged at a fixed price.

In many cases, especially in restaurants, serving haute cuisine, the part or table d'hôte menu is beautifully handwritten to emphasize the traditional character of the restaurant. In less fancy restaurants, a modern variant that is similar but simpler is often used: the blackboard, on which are written recommendations concerning the day's specialties. In general, however, the table d'hôte or a part menu, which changes daily or cyclically, is prepared in-house (on a typewriter or computer) and duplicated as necessary.

The classical French menu contains thirteen courses which includes hors d'oeuvre, potage, oeufs, farineux, poisson, entrée, relevé, sorbet, roti – roast, legumes, entremets, savoureux and desservir. Dinner menus can be of three-course dinner menu, four-course dinner menu, five-course dinner menu, six-course dinner menu, seven-course dinner menu and eight-course dinner menu. Accompaniments are highly flavoured seasonings of various kinds offered with certain dishes. Eg. apple sauce with roast pork. Many dishes have separate accompaniments and as they are not always mentioned on the menu, the waiter must know them.

7.9 LESSON END ACTIVITY

1. Discuss these questions with your friends.
 - i) According to you, what other factors constitute a successful menu?
 - ii) Compare the thirteen-course menu with any menu that you know.
 - iii) If you were going to run a restaurant, what elements would you include in the menu?

7.10 KEY WORDS

Prix fixe	A complete meal of several courses, sometimes with choices permitted, offered by a restaurant at a fixed price.
Whitebait	The young of various fishes, especially the herring, considered a delicacy when fried.

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Chops	A piece that has been chopped off, especially a cut of meat, usually taken from the rib, shoulder, or loin and containing a bone.
Casserole	A dish, usually of earthenware, glass, or cast iron, in which food is both baked and served.
Legumes	A pod, such as that of a pea or bean, that splits into two valves with the seeds attached to one edge of the valves

7.11 QUESTIONS FOR DISCUSSION

1. What do you need to know about the menu, and why is this important?
2. Enumerate the different types of menus in detail.
3. Differentiate *a la carte menu* with *table d'hôte menu*.
4. What are the basic principles for organizing a menu?
5. List the thirteen courses of French Classic Menu with suitable example.

CHECK YOUR PROGRESS - ANSWER

1. Menu is the statement of food and beverage items available or provided by food establishments primarily based on consumer demand and designed to achieve organizational objectives.
2. An "*A La Carte Menu*", is a multiple choice menu, with each dish priced separately. *Table d'hôte* is a fixed menu where multi-course meals with limited choices are charged at a fixed price.
3. The classical French menu contains thirteen courses.
4. Melon melon frappe, oysters huitres nature, smoked salmon saumon fume, grapefruit pamplemousse and salami
5. Accompaniments are highly flavoured seasonings of various kinds offered with certain dishes. eg. apple sauce with roast pork.

7.12 REFERENCES

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LESSON 8

FORMS AND TECHNIQUES OF SERVICE

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8.0 AIMS AND OBJECTIVES

In this lesson we shall discuss about the forms and techniques of service. After completion of this lesson you will be able to understand:

- Styles of service
- Service techniques.

8.1 INTRODUCTION

Service is a term that is used to describe the manner and method in which food is served to guests in foodservice operations. In former times, this often constituted an elaborate and convoluted protocol, much of which is no longer in vogue, notwithstanding that some technical terms are still in use today.

When food is placed directly on plates and served to guests at the table, this is referred to as *service a l'assiette*. When guests serve themselves from the dish on the table with serving spoons, this is referred to as *service a la francaise*. When the waiter places the food on the diner's plate this is referred to as service in the *a la anglaise* style. In *service a la russe*, which is also known as *au gueridon*, the dish is first offered to guest for viewing or approval, and then food is served onto the diner's plate at a pedestal table or gueridon, which is located close to or besides the dining table.

8.2 STYLES OF SERVICE

Five styles of services are internationally recognized:

1. French service or gueridon service
2. American service or plate service
3. English service
4. Russian service
5. Buffet service

8.2.1 French Service

French service differs from others in that all food is served from the gueridon. This is a rolling cart the same height as the guest's table. The gueridon is covered with a cloth and is placed side-by-side with the table. It is equipped with a small alcohol stove, or rechaud, that is used to keep the food warm for the preparation of sauces, crepes suzette, jubilee and other special dishes. This service is very elaborate and elegant. The food is partially prepared in the kitchen and completed by the Chef or Headwaiter in full view of the customer. Service of this type requires not only technical expertise on food preparation but also a good showmanship. The Chef carries out certain activities like carving meats, preparing flambe, etc. with flair and showmanship.

Advantages:

1. The guest is given personalized attention making him feel important.
2. It makes the guest feel that he is receiving a royal treatment.
3. The service is elegant and entertaining.
4. It commands higher price than other forms of service (pay for the service).

Disadvantages:

1. It is a slow service.
2. It is expensive because it requires large professional staff.
3. It requires a bigger dining room space to make service and food preparation convenient.

8.2.2 American Service

This is usually called "plate service" because the food is already placed in the plate in the kitchen ready to be served to the guests. This type of service is used in coffee shops where there is a demand for quick and simple service. It requires minimal training for novice waiters and waitresses.

Advantages:

1. It is a fast and simple service.
2. It is inexpensive. One waiter or waitress can serve many guests and no special service equipment is necessary.
3. It does not require highly trained technical staff that demands for higher pay.

Disadvantages:

1. Less showmanship
2. Reduced personalized attention

8.2.3 English Service

This type of service is also known as "family style" service. In this service, the soup tureen is placed before the host alongside with preheated soup plates and hands them to the waiter, indicating the person to be served. The same procedure is followed with the main entree. If so desired, the partly filled dinner plate is presented to the hostess who serves the vegetables from large serving dishes placed before her. Then the waiter places the plate before the guests. This type of service is usually found in coffee shops, family restaurants, counter service, etc.

Advantages:

1. It is fast. Plates of food are served immediately at the proper temperature.
2. It is inexpensive.
3. It requires no special equipment.

Disadvantages:

1. Less showmanship.
2. Reduced personalized attention to the customer.

8.2.4 Russian Service

This type of service is the same as that of French service. However, in Russian service, the food is fully prepared and pre-cut in the kitchen and then neatly arranged on silver platters by the Chef. The waiter then shows the platter to the guest as a polite gesture and serves the food to the individual plates of the guests using serving cutleries.

Advantages:

1. Only one waiter is needed to each station.
2. Elegant and entertaining.
3. No extra space is needed for the equipment (except for the side stand).
4. It guarantees equal portions because the food is pre-cut and already served.
5. Gives the guests personal attention.

Disadvantages:

1. It requires a big initial investment in silver equipment.
2. If many guests are served from one platter, the last one to be served may see a rather less attractive display.
3. If every guest in a party orders a different dish like steak or fish, the waiter must carry very heavily loaded tray / trays to the dining room.

8.2.5 Buffet Service

This is also called self service and is normally used in banquet functions and in some restaurants. Food is attractively arranged on a long table, classified and arranged according to proper sequence, from appetizers to desserts. Soup is placed on a soup tureen and the hot entrees in chaffing dishes to keep them warm. Some equipment like dinner plates and saucers are laid down right on the buffet table. Instead of the waiter serving the guests, the guests go to the buffet table pick up plates, china, cuttkery and knapkin and all other items and serve themselves of their own choice.

Advantages:

1. It is a fast service.
2. It requires less staff to render the service needed.
3. The presentation of the different dishes can be appetizing.

Disadvantages:

1. It may result in shortage of food especially when the early ones may serve themselves more; thus very little food is left for the latecomers.

8.3 SERVICE TECHNIQUES

8.3.1 Serving of Food with One Hand

This service technique is used only for platter service and involves the so-called long grip. In the long grip, the utensils are held in the right hand. Hold the spoon between the index and middle fingers and the fork between the index finger and the thumb. The curves of the spoon and fork should align. Gently slide the spoon under the item to be served, so that it is held between the fork and spoon. Remove your index finger, apply light pressure to the fork, and lift.

8.3.2 Serving of Food with Both Hands

This technique is used when working at a side table or a buffet. When serving with both hands, hold the spoon in your right hand and the fork in your left hand. If the food is prepared in a sauce, always scrape the bottom of the spoon with the fork, to prevent drips and to keep the plate you are preparing clean and neat.

8.3.3 Arranging Food on the Plates

To the uninitiated, it might seem very simple to arrange food nicely on a plate. Actually, in a refined service, food is arranged according to particular rules that are followed the world over. Meat is always placed at the lower part of the plate. Sauces are served separately in a sauce boat, or they are served to the left of the meat or fish. When a dish is cooked in a sauce, such as a curry or stews, the sauce is served over the meat. Compound, or flavored, butters, such as d'hote or d'hotel butter or herb butter, are placed directly on the meat. Side dishes are arranged to achieve color harmony. A piece of cake or pie should be served with the point facing toward the guest. Plates with a logo or other graphic decoration should be arranged so that the decoration is placed in front of the guest. Plates should never appear overloaded; the rims must always be free of food and without drip smears. Hot food is always served on hot plates; cold food, on cold plates.

8.3.4 Pouring Beverages

Hold glasses by the foot or stem only, to avoid fingerprints. Glasses are always placed to the right of the guest with the right hand. If the glass has a logo, it should face the guest. Beverages are always poured from the right side of the guest. When serving heavy red wines that have been decanted or are in a wine basket, hold the glass, slightly slanted, on the table with left hand and slowly pour out the wine with the right hand, so that the wine sediment is not

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disturbed. A bottle of wine is first presented to the host. Then the bottle is opened, and a small amount is poured out for the host. After the host approves, the guests are served first and the host's glass last.

8.3.5 Sequence of Clearing

When an aperitif has been served, the empty glasses are cleared only after the wine is served. If a white wine is served with the appetizer, the empty glasses are removed only after the red wine has been poured. The red-wine glasses are cleared after the coffee or after-dinner drinks are served. When guests are smoking, ash trays are always changed before a new course is served. After the guests have finished the main course, any platters or serving dishes on the table are removed first. Then the dinner plates are cleared along with the flatware. Finally, any smaller plates, bread plates, and finger bowls are removed. Before dessert is served, the table is totally cleared, except for flowers or other decorations.

8.4 ORDER OF SERVING MEALS

8.4.1 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.

8.4.2 Lunch

Lunch customers can be generally categorized into two groups: Business people who have a short-lunch period and want quick service, and shoppers or others who just want leisurely service. A good server will recognize each group and try to accommodate accordingly.

1. Fill the water glass three-fourths full of iced water.
2. Place chilled butter on cold bread-and-butter plate.
3. Place the appetizer in the center of the cover.
4. Remove the appetizer when guest has finished.
5. Place the soup service in center of cover.
6. Remove the soup entree.
7. Place entree plate in center of cover.
8. Place individual vegetable dishes above the cover.
9. Place hot beverages above and a little to the right of cup and sauce, with individual creamer above the cup.
10. Place an iced beverage or milk at the right and a little below the water glass.
11. Remove the main-course dishes.
12. Remove any extra silver not used in the main course.
13. Crumb the table, if necessary.
14. Place dessert silver to right of the cover with fork nearest the dessert plate, when fork and teaspoon are used. When several teaspoons are placed, the dessert fork may be laid on the left side, to "balance the cover"
15. Place the dessert service in center of the cover.
16. Remove dessert dishes and silver.
17. Place the finger-bowl on the underliner in the center of the cover.
18. Present the Check face down.

8.4.3 Dinner

Dinner customers are seldom in a hurry. The server should be able to give leisurely service without making the guest feel rushed. Although the guest should be allowed plenty of time to complete each course, long waits between courses should be avoided (especially when small children are present.) An efficient server should observe the guests during the meal in order to serve the next course promptly, and to comply with any requests made by guests for special needs. This is a generally accepted guidelines, but does not apply to all situations.

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1. Place appetizer or hors d'oeuvre service from the left in the center of the cover.
2. Remove the first-course dishes.
3. Place the soup service in the center of the cover.
4. Remove the soup service.
5. When the entree is served on a platter, place it directly above the cover. Lay the serving silver at the right of the platter. Place the warm dinner plate in the center of the cover.
6. Place the beverage to the right of the teaspoons.
7. Offer rolls or place them on the center of the table in reach of all the guests.
8. Remove the main-course dishes when the guest has finished.
9. Crumb the table if necessary.
10. Place silver for dessert course.
11. Place the dessert service in the center of the cover.
12. Offer hot coffee or tea.
13. Serve the check face down.

8.4.4 Five Diamond Service

1. Hostess or Maitre d' seats and welcomes guests
2. Front waiter lights the candle and offers mineral or served water. If mineral water is sold, silver coaster is placed on table under water bottle.
3. Captain asks for cocktails and gives the wine list. He will serve cocktails and leave the list on the table, if the guest are a couple, the Captain will point out wine by the glass or half bottles wine selections.
4. Back server delivers and explains the amuse, after cocktails are served.
5. Front server clears Amuse and Maitre d' or Captain presents the menu and explains the specials.
6. Sonmuna' or Captain takes the wine order, pours and explains each selection. Captain waiter continues to offer cocktails
7. Maitre d' takes order and gives service copy the Front waiter, who proceeds to remove base plates and give proper mis en place for up to two "2 courses." Front waiter is to keep service copy slips on his person at all times.
8. Brioche and butter service is done by the Back waiter will maintaining the clearing and replacing of napkins.

9. First course and brioche refills are delivered by the Runner to the Front server on the floor, who then serves them. Pepper is to be offered on all salad dishes.
10. First course are cleared by the back waiter, and mis en place is rechecked by front waiter.
11. Runner is to correctly number the domes, and entrees are to be served with assistance of the Back waiter. Back waiter is to know position # 1 on all the tables in his section.
12. Back waiter clears table after main course and crumbs the table. Coffee order is taken, cheese selection is explained and the desert, cognac, port, sherry menu is presented.
13. Front waiter takes dessert order and gives proper mis en.
14. Back waiter delivers desserts and coffee.
15. Captain brings over cart and offers cognacs, ports, or cherry's.

8.4.5 Special Observing

There are many things a server must attend to to become fully efficient. Here are a few tips a server can use to take advantage:

1. Serve hot food hot, on heated dishes.
2. Serve cold food chilled, on cold dishes.
3. Inquire how food is to be cooked:
 - a. Eggs - fried or boiled, scrambled etc...
 - b. Steak - rare, medium, or well done etc...
 - c. Toast - buttered or dry
4. Refill water glasses whenever necessary during the meal.
5. Refill coffee. Customer will let you know if they've had enough.
6. Place silver necessary for a course just prior to serving:
 - a. Soup spoon on extreme right of teaspoons.
 - b. Cocktail fork to right of soup spoon.
7. Offer crackers, bread, other accompaniments with appetizers or soups.
8. Provide iced teaspoons for ice drinks, straws with appropriate beverages.

8.4.6 Presenting the Check

The guest should never be kept waiting for his check. It should be presented either immediately after the last course has

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been served or as soon as he has finished eating. A check cover should be used to transport the bill to and from the table. 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. It is always a courteous practice to ask if any other services are desired. It is very discourteous to indicate in any way that a tip is expected or that any certain amount is anticipated even if the customer asks (This happens to me a lot.) Never show any disappointment because the tip is less than what is customarily received. Always thank the customer for any gratuity with sincerity.

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 good-bye sincerely and welcome the guest to return. The idea is to make the guest feel completely welcome. Try to change up your good-bye from time to time as well. Other customers in the room will get sick of hearing you repeat the same thing to all departing customers, and when it comes there time to leave, they will leave with the feeling, that they were just part of another process.

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

8.5 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.

8.5.1 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.



Figure 8.1 Procedures for Carrying Four Plates

8.5.2 Sample Procedure for Carrying 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:

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- Cover plates with a cloth and hold them with the left hand.



Figure 8.2 Procedure for Holding Plates

- 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).



Figure 8.3 Procedure for Carrying Dishes

- The vegetables dish should be carried in the right hand.

8.5.3 Sample 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).



Figure 8.4 Organizing the Plates

8.6 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 flatware. 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. In an elegant service, no more than four plates are cleared at one time. Small food remnants on the plates can be pushed to the lower plate; be sure to turn away from the guest when doing this. When the plates contain a lot of leftovers, they must be scraped away from the table. Clear only two plates at a time and sort out in the waiter's pantry.



Figure 8.5 Procedure for Clearing Plates

8.7 GENERAL RULES TO BE OBSERVED WHILE SERVING

1. Women are usually served first. If it is an honorary dinner, of course, the guest of honor is served first. Otherwise, age and status of the guest determine the sequence, with older or more distinguished guests 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. This will provide free arm action for the server and avoids the danger of bumping against the guest's arm.
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.

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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. Place serving silver on the right side of the dish, with the handles turned toward the guest so that he may reach and handle them easily.
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.
12. Place individual serving trays of bread and rolls above and to the left of the forks. Place a tray or basket of bread for the use of several guests toward the center of the table.
13. Place the cup and saucer at the right of the spoons, about two inches from the edge of the table. Turn the handle of the cup to the right, either parallel to the edge of the table or at a slight angle toward the guest.
14. Set tea and coffee pots on small plates and place above and slightly to the right of the beverage cup. Set iced beverage glasses on coasters or small plates to protect table tops and linen cloth.
15. Place individual creamers, syrup pitchers, and small lemon plates about and a little to the right of the cup and saucer.
16. Place a milk glass at the right of and below the water glass.
17. Serve butter, cheese, and cut lemon with a fork, serve relishes, pickles, and olives with a fork or spoon, not with the fingers.

CHECK YOUR PROGRESS

1. What do you mean by service?
2. List the five styles of services that are internationally recognised.
3. Fill in the blanks:
 - i) In French service, the food is served from
 - ii) American service is usually called
 - iii) English service is also known as
 - iv) service is also known as self service.
 - v) A stack of plates is always carried with hand(s).
4. What are the rules that need to be followed to the right of the guest?
5. What is the rule that is to be followed for service at the guest table?

8.8 LET US SUM UP

Service is a term that is used to describe the manner and method in which food is served to guests in foodservice operations. Five styles of services are internationally recognized which include French service or gueridon service, American service or plate service, English service, Russian service and Buffet service.

French service differs from others in that all food is served from the gueridon. American service is usually called "plate service" because the food is already placed in the plate in the kitchen ready to be served to the guests. English service is known as "family style" service. In Russian service, the food is fully prepared and pre-cut in the kitchen and then neatly arranged on silver platters by the Chef. Buffet service is also called self service and is normally used in banquet functions and in some restaurants. During service the right and left hands have distinct functions. The left hand carries while the right hand works. Serving food with one hand technique is used only for platter service and involves the so-called long grip. Serving food with both hands technique is used when working at a side table or a buffet.

In a refined service, food is arranged according to particular rules that are followed the world over. For example, meat is always placed at the lower part of the plate, sauces are served separately in a sauce boat, or they are served to the left of the meat or fish. Women are usually served first. If it is an honorary dinner, of course, the guest of honor is served first. The host is always served after his or her guests. During service, waiter's movements should always flow naturally.

8.9 LESSON END ACTIVITY

1. Discuss about the various service techniques commonly used. Practice what is possible.

8.10 KEY WORDS

Vogue	The prevailing fashion, practice, or style
Gueridon	A guéridon is a small, often circular center table supported by one or more columns, or sculptural human, or mythological figures.
Rechaud	It is a traditional Swiss wrought iron rechaud (stand) with metal tray for the rechaud and a stainless steel convertible burner unit.
Cocktail	Any of various mixed alcoholic drinks consisting usually of brandy, whiskey, vodka, or gin combined with fruit juices or other liquors and often served chilled. An appetizer made by combining pieces of food, such as fruit or seafood
Cognac	A brandy distilled from white wine and produced in the vicinity of Cognac.

8.11 QUESTIONS FOR DISCUSSION

1. What are the various styles of service? Discuss the salient differences among them.
2. Enumerate the service techniques.
3. What is the difference between serving food with one hand and serving food with both hands?

CHECK YOUR PROGRESS - ANSWER

1. Service is a term used to describe the manner and method in which food is served to guests in hotels and restaurants.
2.
 - i) French service or gueridon service
 - ii) American service or plate service
 - iii) English service
 - iv) Russian service
 - v) Buffet service
3.
 - i) gueridon
 - ii) plate service
 - iii) family service
 - iv) Buffet
 - v) both
4.
 - i) Set and clear plates
 - ii) Replenish or change flatware
 - iii) Present bottles and pour beverages.
5. Women are usually served first. If it is an honorary dinner, of course, the guest of honor is served first. Otherwise, age and status of the guest determine the sequence, with older or more distinguished guests 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.

8.12 REFERENCES

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LESSON 9

BREAKFAST

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9.2	Types of Breakfast
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9.0 AIMS AND OBJECTIVES

In this lesson we shall discuss about the menu. After completion of this lesson you will be able to understand:

- Types of breakfast
- Menu for each type of breakfast
- Table setting
- Breakfast cover
- Order of service.

9.1 INTRODUCTION

Breakfast is the first meal of the day, typically eaten in the morning. The word derives from the idea of breaking the involuntary fast due to sleep. Breakfast is considered by many food experts to be a most important meal of the day.

Traditionally, breakfast is a large cooked meal eaten before work and designed to carry people through a large part of the day. The erosion of the cooked breakfast has been an ongoing trend in the Western world, since at least the early 20th century, coinciding with late waking times than when most Westerners had agricultural occupations, starting early in the morning.

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Breakfast in hotels may be served in the hotel restaurant or dining room, in a breakfast room set aside for this one meal, or in the guest's bedroom or suite. The current trend is that most of the hotels are offering breakfast as complementary (bed and breakfast tariff).

9.2 TYPES OF BREAKFAST

The following are some of the basic types of breakfast:

1. Continental breakfast
2. English breakfast
3. American breakfast
4. Indian breakfast

9.2.1 Continental Breakfast or Café Complet

Continental breakfast is an institutional meal plan based on lighter Mediterranean breakfast traditions. It is a light meal meant to satisfy breakfaster until lunch. A typical Continental breakfast consists of the following:

Juice	Mango juice, pineapple juice, tomato juice, orange juice or grapefruit juice
Bread	Toast (white bread / brown bread), rolls, croissant, brioche, muffins, doughnuts, Danish pastry served with preserves, jam, honey, marmalade and butter
Beverage	Hot beverages such as tea or coffee.

The continental breakfast may also include sliced cold meats, such as salami or ham, and yogurt or cereal. Some countries of Europe, such as The Netherlands and those in Scandinavia, add a bit of fruit and cheese to the breakfast menu, occasionally even a boiled egg or a little salami.



Figure 9.1 Continental Breakfast

If tea is served as a beverage with the above breakfast then it is known as 'The Complet'. If coffee is served with the above breakfast then it is known as 'Café Complet'.

On the other hand, if the guest exclusively takes coffee alone (with nothing to eat), then it is known as 'Café Simple'. If the guest takes tea alone then it is known as 'The Simplé'.

The current trend in the continental breakfast menu includes a wide variety of choice of food items as detailed below:

Juice	Mango, pineapple, orange, apple fresh, stewed fruit, strawberries, lychees, melon, tomato juice, grapefruit (half or segments), figs, prunes (fresh and stewed).
Cereals	Cornflakes, Weetabix, Special K, Alpen, muesli, bran flakes, rice crispies, porridge.
Yoghurts	Natural or fruit, regular or low fat
Fish	Fried or grilled kippers, poached smoked haddock (sometimes with poached eggs), grilled herring, fried or grilled plaice, fried or grilled sole, kedgerree, smoked fish, marinated fish such as gravadiax.
Eggs	Fried, poached, scrambled, boiled, plain or savory filled omelette, eggs benedict
Meats	Bacon in various styles, various sausages, kidney, steak, gammon
Potatoes and Vegetables	Hash browns, sauté potatoes, home fries, mushrooms, baked beans fresh or frilled tomato
Pancakes and waffles	Regular pancakes or waffles, with maple syrup or other toppings, blueberry pancakes, whole meal pancakes, griddles cakes
Cold buffet	Hams, tongue, chicken, smoked cold meats, salamis, cheeses
Bread items	Toast, rolls, croissants, brioches, crisp breads, plain sliced white or brown bread, Danish pastries, American muffins, English muffins, spiced scones, tea cakes, doughnuts.
Preserves	Jams, marmalade, honey
Beverages	Tea, coffee (including decaffeinated), chocolate, beverages, milk, mineral waters

The Continental Breakfast concept is not limited to Europe, as evidenced by the numerous hotel chains that offer this service worldwide.

9.2.2 English Breakfast or Full Breakfast

Somerset Maugham once said, "The only way to eat well in England is to have breakfast three times a day".

An English breakfast is an elaborate breakfast quite substantial in size and variety. The traditional English breakfast comprises of ten courses.

Juice	Chilled fruit juices - Pineapple, Orange, Apple, Grapefruit, Tomato
Stewed Fruits	Apples, Prunes, Figs, Pears etc. are cut into small pieces and cooked in sugar syrup flavoured with clove and cinnamon. It is served in a cocktail cup with a quarter plate as underliner and the cutlery provided is a teaspoon
Cereals	Oatmeal (meal), cornflakes, wheat flakes, rice crispies, porridge are served with cold or hot milk in a soup bowl with a quarter plate as underliner and a dessert spoon is provided as cutlery.
Fish	Herring, Haddock, Kedgeree, Sardines are served.
Eggs	Boiled, Fried, Poached, Scrambled, Plain or Savoury Omelette.
Meats	Fried or Grilled bacon, sausages, ham, salami, kidney or liver.
Rolls and toast	Toast white or brown or rolls like croissant, muffins, brioche, doughnuts, Danish pastry.
Butter and Preserves	Butter, jam, jelly, marmalade, honey, maple syrup.
Fruits	Fresh fruits like melon, papaya, mango, orange, grapefruit, pears.
Beverages	Tea, coffee or hot beverages like Bournvita, Milo, Horlicks, Ovaltine, Cocco.

This traditional cooked breakfast has largely been replaced by simple, light foods and much varied choices have been added to suit today's customers. The course also varies from two to ten depending on the customer and the establishment.



Figure 9.2 English Breakfast

English breakfast is much heavier than a continental breakfast.

9.2.3 American Breakfast

Traditional breakfasts in the United States and Canada derive from the full English breakfast and feature predominantly sweet or mild-flavored foods, mostly hot.

Restaurants that serve breakfast typically base their menus around egg dishes and meats such as sausage and bacon. Pancakes and waffles are also popular. An assemblage commonly known as a *country breakfast* in restaurants consists of eggs or omelette, sausage or bacon, hash browns, gravy, coffee, biscuits or toast with jam or jelly, and fruit juice.



Figure 9.3 American Breakfast

The American breakfast comprises of the following courses:

Juice	Mango, Pineapple, Orange, Grapefruit, Tomato
Cereals	Oatmeal (meal), cornflakes, wheat flakes, rice crispies, porridge are served with cold or hot milk.
Eggs	Boiled, Fried, Poached, Scrambled, Omelette, served with bacon, ham or sausages.
Breads	Toast white or brown, rolls, brioche croissant, with preserves like butter, jam, jelly, marmalade and honey.
Beverages	Tea, coffee or hot beverages like Bournvita, Milo, Horlicks, Ovaltine

American breakfast usually consists of fewer courses than English breakfast.

9.2.4 Indian Breakfast

An Indian breakfast varies from region to region and is mostly vegetarian. In East India (Orissa, Bengal) the most popular breakfast are Idly, Bara, Puri and Upma. These are served with Ghuguni (Peas curry) or potato curry and also sweets like Rasogula, chenapoda etc. In South India, the most popular breakfast is an assortment with several possible main dishes, such as idlis, vadas, dosas and chapatis. These are most often served with hot sambar and one or two kinds of chutney items in Tamil Nadu.

The usual North Indian breakfast consists of stuffed paratha breads or unstuffed parathas (they resemble oily milée crepes) with fresh butter, cooked spicy vegetables especially aloo sabzi. Popular accompaniments include sweets like jalebi, halwa, and sweetened milk. In Maharashtra, Poha, Upma or Shira (similar to Kesaribath) is frequently eaten for breakfast. In urban areas, omlettes and simple butter sandwiches are becoming a popular breakfast food.



Figure 9.4 Indian Breakfast

Juice	Mango, Pineapple, Orange, Grapes, Tomato
Fruit Salad	Fresh, seasonal fruit accompanied with yoghurt or honey
Sweet dishes	Rava Kesari, Basmati rice, sweet porridge, jalebi, halwa, and sweetened milk.
Eggs	Boiled egg, omlette, scrambled eggs on white or whole meal bread toast served with crumbled homemade paneer cheese & chopped spinach.
Breads	Toast or plain white / brown breads, butter sandwiches
Indian speciality breakfast items	Idlis, vadas, dosas and chapatis served with sambar and chutneys. Bara, Puri and Upma, Pongal, Poha, or Shira (similar to Kesaribath) Stuffed paratha breads or unstuffed parathas with cooked spicy vegetables especially aloo sabzi.
Beverages	Tea, coffee or hot beverages like Bournvita, Milo, Horlicks, Ovaltine

9.3 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:

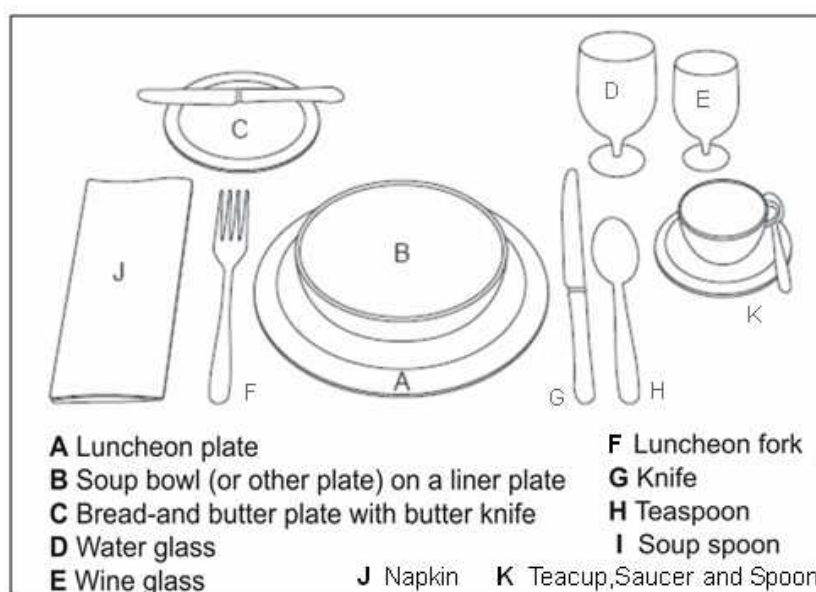


Figure 9.5 Breakfast Table Setting

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- 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

9.4 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

9.4.1 Full English Breakfast Cover

The full English breakfast consists of a number of courses; usually three or four, with a choice dishes from within each course. The cover includes some or all of the following:

- i) Side plate and side knife
- ii) Fish knife and fork
- iii) Joint knife and fork
- iv) Soup spoon and fork
- v) Tea or breakfast cereal cup, saucer and teaspoon
- vi) Slop basin
- vii) Tea strainer
- viii) Jug of cold milk (if tea bags used - no need for stainers)
- ix) Sugar cubes bowl and tongs or individual sugar packets in a bowl, cream or coffee mate pouches
- x) Butter dish on doily on an underplate with a butter knife
- xi) Preserve dish on a doily on an underplate with a preserve spoon
- xii) Cruet: salt, pepper, mustard and mustard spoon
- xiii) Serviette: either laid flat between the joint knife and fork or placed on the sideplate under the side knife
- xiv) Toast rack on an underplate

- | | | |
|--------|--|-----------|
| xv) | Bread boat containing the croissant or brioche in a serviette to keep them warm. | Breakfast |
| xvi) | Stands or underplates for teapot / coffee pot and hot water jug / hot milk jug, salt and pepper, caster, sugar in shakers. | |
| xvii) | Ashtray (depending on smoking policy) | |
| xviii) | Table number display. | |

9.4.2 Continental Breakfast Cover

For a continental breakfast consisting of hot croissant/ brioches or hot toast, butter, preserves and coffee or tea, the cover would be as follows:

- i) Stands or underplates for coffee / tea pot and hot milk / hot water jug or pouches of tea or instant coffee.
- ii) Side plate with side knife
- iii) Sugar cubes basin and tongs or individual sugar and creamer packets in a bowl
- iv) Tea or breakfast cup and saucer and a teaspoon
- v) If the beverage is tea, then the following additional items will be needed: slop basin and tea strainer.
- vi) Napkin
- vii) Ashtray (depending on smoking policy of the establishment)



Figure 9.6 Continental Breakfast Cover

The majority of the items listed above for the two types of breakfast are often placed on the table as part of the mise-en-place, before the customer is seated. A number of items are then placed on the table after the customer is seated and makes his choice of breakfast known. These include:

- butter dish with butter and alternatives
- preserve dish with preserves
- jug of cold milk
- toast rack with toast and / or bread basket with hot rolls
- tea pot / coffee pot / hot or cold milk / hot water jug.

9.5 ORDER OF SERVICE FOR BREAKFAST

Pleasing and good breakfast service is important because guests are not always at their best in the morning. Foods served for breakfast must be palatable, freshly prepared and served at correct temperature. Often breakfast should be served in courses unless it is requested by the client as a whole. Cooked food and beverages should be brought to the guests directly from the serving station and under no circumstances food be allowed to remain on the serving stand to cool off while the customer finishes a preceding course.

Order of Service for Breakfast

- When 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.
- When customers order a combination of cooked fruit, toast and coffee, they may ask to have the whole order be served in one go. Place the fruit dish, set on an underliner. In the centre of the cover, place the plate of toast at the left of the forks and the coffee at the right of the teaspoons.
- When the breakfast order includes cereal and a hot dish, the service procedure may be as follows:
 - o Place the fruit course in the center of the cover.
 - o Remove the soiled fruit dish
 - o Place the cereal bowl, set an underliner, in the center of the cover. Cut the individual boxes of cereal partway through the side near the top so that the guest may open them easily.
 - o Remove the soiled cereal dish
 - o Place the breakfast plates 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.
 - o Remove the breakfast and bread plates.
 - o Place the finger bowl with a slice of lime or lemon, one third full of warm water. At times the finger bowl is placed after the fruit course when fruits that may soil the finger have been served.

CHECK YOUR PROGRESS

1. What do you mean by breakfast?
2. What are the basic types of breakfasts?
3. What are the items that you usually find in a continental breakfast?
4. Define breakfast cover.

9.6 LET US SUM UP

Breakfast is the first meal of the day, eaten in the morning. Traditionally, breakfast is a large cooked meal eaten before work and designed to carry people through a large part of the day. Breakfast in hotels may be served in the hotel / restaurant dining room or in the guest's bedroom. Some of the basic types of breakfast are: Continental breakfast, English breakfast, American breakfast and Indian breakfast.

A typical Continental breakfast consists of juice, bread and beverage. The continental breakfast may also include sliced cold meats, such as salami or ham, and yogurt or cereal. The current trend in the continental breakfast menu includes a wide variety of choice of food items such as juice, cereals, yoghurts, fish, eggs, meats, potatoes and vegetables, pancakes and wafers, cold buffet, preserves, beverages, etc. The traditional English breakfast comprises of ten courses: juice, stewed fruits, cereals, fish, eggs, meats, rolls and tasts, butter and preserves, fruits and beverages. The American breakfast comprises of courses such as juice, cereals, eggs, breads and beverages.

An Indian breakfast varies from region to region and is mostly vegetarian. In East India, the most popular breakfast are idly, bara, puri and upma. In South India, the most popular breakfast is an assortment with several possible main dishes, such as idlis, vadas, dosas and chapatis, served with hot sambar and chutney. The usual North Indian breakfast consists of stuffed paratha or unstuffed parathas with fresh butter, cooked spicy vegetables. In urban areas, omlettes and simple butter sandwiches are becoming a popular breakfast food. Other popular Indian urban breakfast include juice, fruit salad, sweet dishes, eggs, breads, beverages, etc.

Table setting is an art. The area or space for all the utensils for each guest is called cover. The breakfast cover may be divided into full breakfast cover and continental breakfast cover.

9.7 LESSON END ACTIVITY

- i) Practice to learn preparing all the four basic types of breakfasts.
- ii) Set a table ready for a English breakfast.

9.8 KEY WORDS

Meal	The food served and eaten in one sitting. A customary time or occasion of eating food.
Croissant	A rich, crescent-shaped roll of leavened dough or puff pastry.
Brioche	A soft, light-textured bread made from eggs, butter, flour, and yeast and formed into a roll or a bun.
Muffins	A small, cup-shaped quick bread, often sweetened

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Marmalade A clear, jellylike preserve made from the pulp and rind of fruits, especially citrus fruits.

9.9 QUESTIONS FOR DISCUSSION

- 1) Mention briefly the order of service for breakfast and removal of dishes after meals.
- 2) Enumerate the types of breakfast.
- 3) Draw a figure describing table setting.
- 4) Give a brief note about the breakfast cover.

CHECK YOUR PROGRESS - ANSWER

1. Breakfast is the first meal of the day, typically eaten in the morning after involuntary fast during the night.
2. Continental breakfast, English breakfast, American breakfast, and Indian breakfast.
3. Juice, bread and beverages.
4. Space required to place all utensils for breakfast.

9.10 REFERENCES

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LESSON 10

BEVERAGES

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10.0 AIMS AND OBJECTIVES

In this lesson we shall discuss about the beverages. After completion of this lesson you will be able to understand:

- Beverages and their classification
- Alcoholic and non-alcoholic beverages
- Preparation of non-alcoholic beverages.

10.1 INTRODUCTION

Beverages are potable drinks which have thirst-quenching, refreshing, stimulating and nourishing qualities. By refreshing, one means the replenishment of fluid loss from the body due to perspiration. Simulation results in increase of the heart beat and blood pressure. This is due to the intake of spirits (alcohol) or tea (thein) and coffee (coffein). Nourishment is provided by the nutrients in the beverages, especially fruit juices.

Most of the beverages supply energy in the form of sugar or alcohol. They also provide other nutrients like mineral salts and vitamins. For example, milk gives calcium and citrus fruits give vitamin C.

Generally, people drink for one or more of six reasons; to quench thirst, to get drunk, to enjoy a social setting (social drinking), to enjoy the taste of the beverage, to feed an addiction (alcoholism), or as part of a religious or traditional ceremony or custom (proposing toast).

10.2 BEVERAGES AND THEIR CLASSIFICATION

A beverage is a liquid formulation specifically prepared for human consumption. The word "Beverage" has been derived from the Latin word "bever" meaning rest from work. After work, one tends to feel thirsty due to fluid loss through perspiration and one is inclined to drink water or other potable beverages to compensate fluid loss.

Beverages can be broadly classified into two. They are Alcoholic Beverages and Non-alcoholic Beverages. The following chart shows the classification of beverages.

10.3 ALCOHOLIC BEVERAGES

An alcoholic beverage is a drink containing ethanol, commonly known as alcohol. Ethanol is a psychoactive drug, with a depressant effect. Significant blood alcohol content may be considered legal drunkenness as it reduces attention and slows reaction speed. Ethanol being a psychoactive drug, with a depressant effect, many societies regulate or restrict its sale and consumption.

Alcohol has been widely consumed since prehistoric times by people around the world, as a component of the standard diet, for hygienic or medical reasons, for its relaxant and euphoric effects, for recreational purposes, for artistic inspiration, as aphrodisiacs, and for other reasons. Some drinks have been invested with symbolic or religious significance suggesting the mystical use of alcohol. However Alcoholic beverages can be addictive and the state of addiction to ethanol is known as alcoholism.

10.3.1 Fermented Alcoholic Beverages

Beverages

In fermentation process, certain yeasts decompose sugars, in the feed stock in the absence of oxygen, to form alcohol and carbon dioxide; method for production of ethanol, wine, and beer. Low-alcohol-content drinks are produced by fermentation of sugar or starch-containing products, and high-alcohol ones are produced by distillation of these low alcohol products.

Beer Beer is alcoholic beverage made by brewing of fermenting cereals mash, especially malted barley, usually with the addition of hops as a flavoring agent (bitter taste) and as a stabilizer. A great many beers are brewed across the globe. Local traditions will give beers different names, giving the impression of a multitude of different styles. However, the basics of brewing beer are shared across national and cultural boundaries. Ale and Lager are two main types of Beer. These are clear and sparkling. Another beer is stout which is stronger and coloured.

Wine Wine is an alcoholic beverage produced through the partial or total fermentation of grapes. Other fruits and plants, such as berries, apples, cherries, dandelions, elder-berries, palm, honey and rice can also be fermented. Some popular type of wine are Table wine, Sangria, Sparkling wine, Champagne, Fortified wine, Port, Sherry, Vermouth etc.

10.3.2 Distilled Alcoholic Beverages

A distilled beverage is a consumable liquid containing ethyl alcohol (ethanol) purified / enriched by distillation from a fermented feed stock such as fruits, vegetables, or cereal grains. The word spirits generally refers to distilled beverages low in sugars and containing at least 35% alcohol by volume. Popular spirits include Absinthe, baijiu, brandy, grappa, rum, tequila, vodka, whisky, sake and traditional German schnapps. Short description of these are presented below.

Whiskey refers to a broad category of alcoholic beverages that are distilled from fermented grain mash and aged in wooden casks (generally oak). Different grains are used for different varieties, including: barley, malted barley, rye, malted rye, wheat, and maize (corn).

Brandy is a general term for distilled wine, usually containing 40–60% ethyl alcohol by volume. In addition to wine, this spirit can also be made from grape, pomace, or fermented fruit juice. It is normally consumed as an after-dinner drink. Brandy made from wine is generally coloured with caramel to imitate the effect of long aging in wooden casks; pomace and fruit brandies are generally drunk unaged, and are not usually coloured.

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Rum	Rum is a distilled beverage made from sugarcane by-products such as molasses and sugarcane juice by a process of fermentation and distillation. The distillate, a clear liquid, is then usually aged in oak and other barrels. Rum is produced in a variety of styles. Light rums are commonly used in cocktails, while golden and dark rums are appropriate for use in cooking as well as cocktails. Premium brands of rum are also available that are made to be consumed neat or on the rocks.
Vodka	Vodka is one of the world's most popular distilled beverages. It is a clear liquid containing water and ethanol purified by distillation from a fermented substance such as potatoes, grain or sugar beet molasses, and an insignificant amount of other substances: impurities and possibly flavourings. Except for various types of flavourings, vodka is a colourless liquid. Vodka usually has an alcohol content of 35% to 50% by volume. Vodka is a Russian delight.
Saké	It is a Japanese wine made from rice and is very strong.

10.3.3 Compound Beverages

Distilled beverages with added flavorings and relatively high sugar content are generally referred to as compound beverages.

Liquor	A liqueur is a sweet alcoholic beverage, often flavored with fruits, herbs, spices, flowers, seeds, roots, plants, barks, and sometimes cream. The word liqueur comes from the Latin word liquifacere which means "to dissolve." This refers to the dissolving of the flavorings used to make the liqueur. Liqueurs are not usually aged for long periods, but may have resting periods during their production to allow flavors to blend. There are many categories of liqueurs including: fruit liqueur, cream liqueur, coffee liqueur, chocolate liqueur, schnapps liqueur, brandy liqueur, anise liqueur, nut-flavoured liqueur, and herbal liqueur, depending upon the flavouring agents used.
Gin	Gin is a spirit flavoured with juniper berries. Distilled gin is made by redistilling white grain spirit which has been flavoured with juniper berries. Compound gin is made by flavouring neutral grain spirit with juniper berries without redistilling and can be considered flavoured vodka. The most common style of gin, typically used for mixed drinks, is London dry gin.

10.4 NON-ALCOHOLIC BEVERAGES

A non-alcoholic beverage is a beverage that contains no alcohol. Such drinks are generally drunk for refreshment, or to

quench people's thirst. Non-alcoholic beverages can be mainly classified as hot and cold beverages.

Beverages

10.4.1 Cold Drinks

Aerated These beverages are charged or aerated with carbonic gas. The charging with carbonic gas imparts the pleasant effervescent characteristic of these beverages. Carbonation occurs when carbon dioxide is dissolved in water or an aqueous solution. This process yields the "fizz" to carbonated water and sparkling mineral water. Example: soda water, dry ginger, fizzy lemonade, ginger beer, coca-cola, pepsi, and others.

Spring water/ Mineral water Spring water is the water derived from underground formation from which water flows naturally (artesian) to the surface of the earth. Minerals become dissolved in the water as it moves through the underground rocks. This may give the water flavor and even carbon dioxide bubbles, depending upon the nature of the geology through which it passes. This is why spring water is often bottled and sold as mineral water.

Mineral water is the water containing minerals or other dissolved substances that alter its taste or gives it therapeutic value. Salts, sulfur compounds, and gases are among the substances that can be dissolved in the water. Mineral water can often be effervescent. Mineral water can be prepared or can occur naturally.

Squash Squash is a highly-sweetened (and often fruit-based) concentrate, which is diluted with a liquid, most commonly water, before drinking. Typically, squash is created by mixing one part concentrate with four or five parts of water (depending on concentration and personal taste) directly into a glass or mug or into a jug. Squashes are also mixed with spirits or cocktails. The most common flavours are orange, apple and blackcurrant, lemon, peppermint, mixed fruit, summer fruits, and lemon-lime. Other flavours include peach, strawberry, passion fruit, custard apple and kiwi fruit.

Juice Juice is prepared by mechanically squeezing or macerating fresh fruits or vegetables without the application of heat or solvents. Popular juices include, but are not limited to, apple, orange, prune, lemon, grapefruit, cherry, pineapple, tomato, carrot, grape, strawberry, cranberry, pomegranate guava, sapota and celery. It has become increasingly popular to combine a variety of fruits into single juice drinks. Popular blends include cran-apple (cranberry and apple) and apple and blackcurrant. Juices are also used for cocktails and mixing with spirits.

Syrup Syrup is a thick, viscous liquid, containing a large amount of dissolved sugars (60 to 65% brix), but

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showing little tendency for crystallisation of dissolved sugar. The main use of these concentrated sweet fruit flavourings is as a base for cocktails, fruit cups or mixed with soda water as a long drink. Some examples of syrup are orgeat (almond), cassis (blackcurrant), citronelle (lemon), framboise (raspberry) and cerise (cherry)

10.4.2 Hot Drinks

Tea	Tea is one of the most widely-consumed stimulant beverage in the world. It has a cooling, slightly bitter, astringent flavor. It has almost no carbohydrates, fat, or protein. Tea is a natural source of the amino acid theanine, methylxanthines such as caffeine and theobromine, and polyphenolic antioxidant catechins.
Coffee	Coffee is a widely consumed stimulant beverage prepared from roasted seeds, commonly called coffee beans, of the coffee plant. Once brewed, coffee may be presented in a variety of ways. Drip brewed, percolated, or French-pressed / cafetière coffee may be served with no additives (colloquially known as black) or with either sugar, milk or cream, or both. When served cold, it is called iced coffee.
Cocoa	it is a powder made from cacao seeds (bean) after they have been fermented, roasted, shelled, ground, and freed of most of their fat. A beverage is made by mixing this powder with sugar in hot water or milk. It is a rich source of theobromine which acts as a stimulant.

10.5 TEA

The most popular non-alcoholic beverage, tea is a stimulating and refreshing drink. All tea comes from the "*Camellia sinensis*", an evergreen shrub that may grow up to 60 feet in the wild. When cultivated for harvest, the tea bushes are kept to a height of about three feet. There are over 3000 varieties of tea each with their own specific characteristics. Tea leaves have a characteristic oval shape and serrated edge. Younger the leaves better the quality of the tea. The kind of tea obtained is determined by the manufacturing process and treatment. The principle flavour components of tea are caffeine, tannin yielding compounds and small amounts of essential oils. Caffeine provides the stimulating effect, tannin the colour, body and taste to the extract and the essential oils contribute the characteristic aroma. It is predominantly grown in India, Ceylon, China and Japan. Chinese tea contains less tannin than the other varieties.

Tea is mostly named after the region in which they are cultivated. Example: Assam tea is named after the Assam region in India, and Keemun is named after the Keemun region of China.

10.5.1 Types of Tea

Beverages

The climate, soil conditions where the tea is grown, and how the tea is processed, determines the flavor characteristics of the tea. Tea is harvested after each flush - the sprouting of the top two leaves and bud. Tea pickers' motto is 'two leaf and a bud.' The top two leaves and bud are hand plucked and then processed into any of the four types of tea, which are Black, Green, Oolong, and White.

Black Tea The leaves are withered, then rolled till they become soft and massy. This is done to break up the fiber and cells of the leaf to liberate the constituents so that their extraction is easy. The leaves are then fermented. During the process of fermentation some of the acid in the leaves oxidizes and is converted into less soluble forms while more essential oils develop. After fermentation is complete, the leaves are fired in a drying machine. Some of the popular black teas include English Breakfast, and Darjeeling.

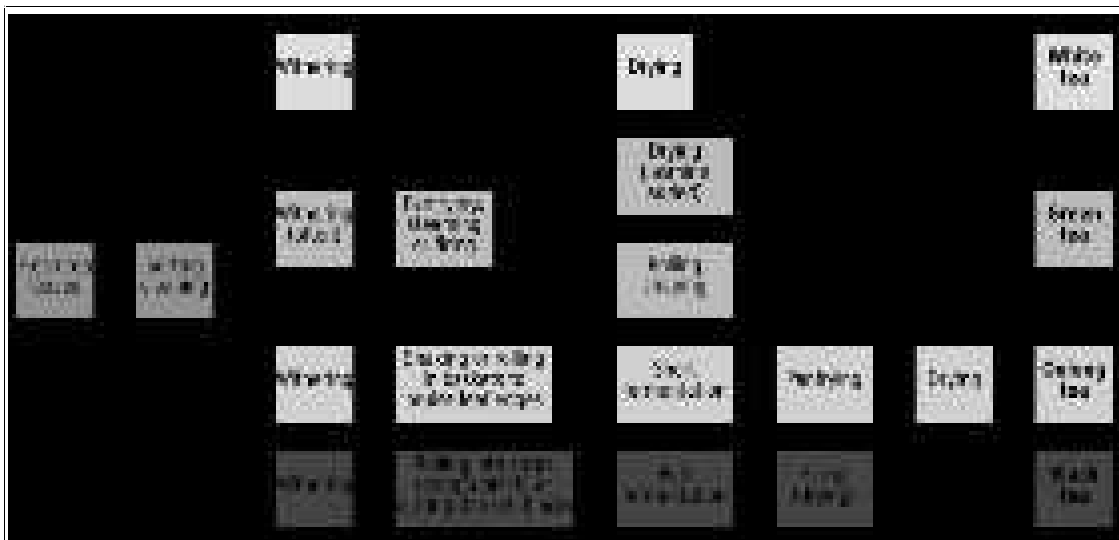


Figure 10.1 Processing of Tea

Green Tea Skips the oxidizing step. It is simply withered and then dried. It has a more delicate taste and is pale green/golden in color. The chief difference between black tea and green tea is the former is fermented while the latter is not. Since the purpose of fermentation is to make tannin less soluble, an infusion of green tea has more tannin in it, astringent and slightly bitter to taste.

Oolong tea is popular in China, it is withered, partially oxidized, and dried. Oolong is a cross between black and green tea in color and taste.

White tea is the least processed. A very rare tea from China, White tea is not oxidized or rolled, but simply withered and dried by steaming.

The best tea generally produces a pale-coloured infusion and the depth of colour is not necessarily a 'sign of strength.' Freshly

infused tea is harmless to normal digestion; continued infusion extracts the tannin, a bitter substance which is harmful.

10.5.2 Storage of Dried Tea

1. Tea easily absorbs moisture and odors and so it is essential that it is kept in a cool dry place away from any strong smelling items.
2. Tea must be stored in an airtight container not exposed to light and used within a reasonable time. Because light breaks down the quality (photo-oxidation) of tea, glass containers are not suitable for the storage of tea unless stored away from light.
3. If the tea in chest, they should be kept off the ground and at 16 cm. or 6 inches away from the wafts. This allows a current of air to circulate round the tea chest and averts dampness.
4. Once a chest is opened it is advisable to put a close-fitting lid over it.

10.5.3 Preparation of Tea

Tea brewing or preparation is an art that is simple to perform but which also requires some care to do well. While essentially tea is brewed by adding boiling water to the dry leaf, the quantity of leaves, the temperature of the water and timing is of vital concern. The following is a guide for the preparation of tea. The basic rule of thumb to start is 'one teaspoon of loose-leaf tea per cup'.

1. Warm your empty tea pot by filling it with hot water. This will prevent the hot water from cooling too quickly when leaves are added.
2. Boil freshly drawn tap water. If the quality of your tap water is poor, try using filtered or bottled spring water. For black tea, use the water when it comes to a boil. Water left boiling too long will de-aerate. This will result in a flat tasting tea. For green tea, the water should be heated to a lower temperature (usually approximately 80 degrees Celsius), which may vary from tea to tea.
3. Empty the hot water from your tea pot and add 2.25g or one rounded teaspoon of tea leaves for each cup of water (or one heaping teaspoon per mug), placing the tea directly into the bottom of the pot or using a basket infuser. Tea ball strainers, while convenient, often yield poorer tasting tea as they are often too small to allow all of the leaves to fully unravel its contents. If you do use a tea ball, be sure to use one that is sufficiently large to pack the tea loosely.
4. Add the freshly boiled water over the leaves in the tea pot.
5. Brew tea for the appropriate length of time. Time needed to brew tea varies depending on the leaves being used and the drinker's individual taste. Careful timing is essential for brewing tea. A very general rule to follow is the smaller the leaf, the less time required for brewing. Broken grades of tea

leaves and most Darjeeling teas usually only need 3-4 minutes to brew. Whole-leaf teas often need 4-5 minutes. All teas, however, will become bitter due to higher tannin extraction if brewed for longer than 5 or 6 minutes. When brewing tea, time with a timer, and not with your eyes. It is a common mistake to brew the tea until it looks a particular color or shade. The color of tea is a poor indicator of the tea's taste.

6. If you use a basket infuser or a tea ball, remove these promptly when the brewing time has expired. If you placed the tea directly into the pot, pour the tea into the cups through a strainer to catch the leaves. In this instance, if you do not wish to serve your tea immediately, pour your tea through a strainer into another pre-heated tea pot.
7. Tea sometimes is brewed with spices like fresh ginger, dried ginger powder or cardoms to enrich the flavor.

Milk and sugar should be added according to individual taste. Adding of milk first or last does not make any significant difference in the taste of tea - but many people have their choice some like to add milk first and some afterwards. Sugar must be added last.

Tea is also taken hot with sugar and slices of lemon. This is known as Russian Tea. For preparing iced tea: prepare strong tea. Pour over crushed ice on which placed a sprig of mint and topped with lemon slices.

Instant tea: Of late completely water soluble tea powder is getting popular. Another convenient method of preparing tea is to use tea bags.

10.6 COFFEE

Coffee berries, which contain the coffee bean, are produced by several species of small evergreen bush of the genus *Coffea*. The two most commonly grown species are *Coffea canephora* (also known as *Coffea robusta*) and *Coffea arabica*. These are cultivated in India, Latin America, Southeast Asia, and Africa. Once ripe, coffee berries are picked, processed to remove the mesocarp, and dried. The seeds are then roasted, undergoing several physical and chemical changes. They are roasted to various degrees, depending on the desired flavor. They are then ground and brewed to produce liquid coffee which is also known as coffee decoction. Coffee can be prepared and presented by a variety of methods to cater the need of local palate.



Figure 10.2 Coffee Bean

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Coffee is always brewed by the user immediately before drinking. In most areas, coffee may be purchased unprocessed, or already roasted, or already roasted and ground. Coffee is often vacuum packed to prevent oxidation and lengthen its shelf life.

10.6.1 Processing of Coffee Beans

Coffee preparation is the process of turning coffee beans into a beverage. While the specific steps needed vary with the type of coffee desired and with the raw material being utilized, the process is composed of four basic steps; raw coffee beans must be roasted, the roasted coffee beans must then be ground, the ground coffee must then be mixed with hot water for a certain time (brewed), and finally the liquid coffee must be filtered off from the spent powder.

Roasting Roasting coffee transforms the chemical and physical properties of green coffee beans into roasted coffee products. The roasting process is integral to producing a savory cup of coffee. When roasted, the green coffee bean expands to nearly double its original size, changing in color and density. As the bean absorbs heat, the color shifts to yellow and then to a light "cinnamon" brown then to a dark and oily color. During roasting, oils appear on the surface of the bean. The roast will continue to darken until it is removed from the heat source. Coffee can be roasted with ordinary kitchen equipment (frying pan, grill, oven) or by specialised appliances. Some times, butter fat (melted butter / ghee) is added during roasting to enhance the flavour of the resultant powder.

Grinding The whole roasted coffee beans are ground, which is also known as milling, to facilitate the brewing process. The fineness of grind strongly affects brewing, and must be matched to the brewing method for best results. Brewing methods which expose coffee grounds to heated water for longer require a coarser grind than faster brewing methods. Uniformly ground coffee is better than the mixture of sizes produced by a mill with chopping blades. Many coffee drinkers grind the beans themselves immediately before brewing. There are four methods of grinding coffee for brewing: burr-grinding, chopping, pounding, and roller grinding.

10.6.2 Methods of Preparation of Coffee

General methods of preparation of coffee is given below. This is followed by specific methods of brewing coffee which is given under appropriate headings.

Brewing Coffee can be brewed in several different ways, but these methods fall into two main groups depending

upon how the water is introduced to the coffee grounds.

- If the method allows the water to pass only once through the grounds, the resulting brew will contain mainly the more soluble components (including caffeine).
- If the water is repeatedly cycled through the beans (as with the common percolator), the brew will also contain more of the relatively less soluble, and bitter-tasting, compounds found in the bean, but for this coarse ground coffee will be required.

Boiling

Despite the name, care should be taken not to actually boil coffee for more than an instant because the decoction becomes bitter.

- The simplest method is to put the ground coffee in a cup, pour in hot water and let it cool while the grounds sink to the bottom. This is a traditional method for making a cup of coffee (known as "mud coffee")
- "Cowboy coffee" is made by simply heating coarse grounds with water in a pot, letting the grounds settle and pouring off the liquid to drink, sometimes filtering it to remove fine grounds.

The above methods are sometimes used with hot milk instead of water.

Water temperature is crucial to the proper extraction of flavor from the ground coffee. The recommended brewing temperature of coffee is 93°C (199.4°F). If cooler, some of the solubles that make up the flavor will not be extracted. If the water is too hot, some undesirable, bitter, components will be extracted, adversely affecting the taste. If coffee is heated to boiling point only very briefly, the taste will be little affected; the longer it is kept at a high temperature the worse the taste becomes.



Figure 10.3 French Press or Cafetière

Steeping

A cafetière (or French press) is a tall, narrow cylinder with a plunger that includes a metal or nylon mesh filter. Coffee is placed in the cylinder and boiling water

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is poured on. The coffee and hot water are left in the cylinder for a few minutes (typically 4'-7') and the plunger is pushed down leaving the filter immediately above the grounds, allowing the coffee to be poured out while the filter retains the grounds. Depending on the type of filter, it is important to pay attention to the grind of the coffee beans, though a rather coarse grind is almost always called for. A plain glass cylinder may be used, or a vacuum flask arrangement to keep the coffee hot.

Drip Brew

Drip brew (also known as filter or American coffee) is made by letting hot water drip onto coffee grounds held in a coffee filter (paper or perforated metal). Strength varies according to the ratio of water to coffee and the fineness of the grind, but is typically weaker than espresso, though the final product contains more caffeine. By convention, regular coffee brewed by this method is served in a brown or black pot (or a pot with a brown or black handle), while decaffeinated coffee is served in an orange pot (or a pot with an orange handle).

10.6.3 Moka Pot Method

There is an art to making coffee in a moka pot that includes the amount of water, the amount and grind of the coffee, the compactness of the coffee grounds in the filter and the heat of the water used to brew it. It is possible to make excellent coffee without any acidity or bitterness in a moka pot if you follow simple procedures listed below:

1. Place your kettle of cold water on your stove burner and heat water until hot. Depending on the quality of your water, you may find that using filtered water significantly improves the taste of your coffee.
2. Grind your coffee. Grind just a little coarser than for an espresso machine (fine, espresso grind of dark roasted coffee). Just coarse enough so it doesn't go through the upper filter holes or block them.
3. Place hot water in the bottom section of the pot up to the level of the safety valve.
4. Insert the filter basket. Fill the filter basket with ground coffee until it is level and then level off with a knife. Do not compact the coffee, because as the water reaches the grounds they will expand effectively tamping your coffee for you.
5. Make sure the filter disk and gasket are in place in the top portion of the pot. Screw the top section onto the bottom section of the pot and tighten to obtain a perfect seal. If using a stovetop moka pot, place it on the stove on medium to medium-high heat. When hot, the air and water trapped inside the bottom tank

expand due to the heat being applied the device. As this happens, it pushes the hot water up a tube, through the coffee grinds, and out of the spout into the top chamber of the pot.

6. When the water in the tank has been exhausted, that's when you hear the 'gurgle,' that signifies the drink is ready to pour (approximately 4-5 minutes). Brewing is completed when all the water has been percolated into the top chamber. Remove the moka pot from the stove.



Figure 10.4 Moka Pot

Do not put the pot in the dishwasher. Wash the pot in mild detergent and water and dry thoroughly after each use. Always keep your moka pot scrupulously clean. Disassemble the moka pot after every use and clean the filter and top pot, being sure that you clean the underside of the top pot. Every few weeks, run some vinegar through the moka pot as if you were brewing coffee to get rid of any mineral deposits left behind by hard water.

10.6.4 Pot Method

- i) Warm an earthenware pot or jug. Put in 3 level teaspoons of fresh coffee powder (coarse grind) for each 250 ml cup.
- ii) Pour water which has started to boil over the powder and stir. Cover the pot and let it stand near the fire for 5 to 7 minutes.
- iii) Pour the coffee through a fine meshed sieve or cloth. Add milk and sugar to taste.

10.6.5 Filter Method

Several types of filters are available. Stainless steel or brass filters are the best, but the latter should be properly tinned, or else the coffee will be spoilt. Glass or china containers are good but are fragile. Copper should not be used because of possible copper poisoning.

- i) Put in 3 level teaspoons of coffee powder (fine or medium grind) to each 250 ml. or 8 oz. cup. Press the plunger down lightly over the powder.

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- ii) Pour water which has just come to boil over (the plunger in a circular motion. Let it stand for 5 to 7 minutes.
- iii) Coffee can be poured out straight from the lower vessel and milk and sugar added as required.

10.6.6 Percolator Method

- i) Place the ground coffee powder in the centre section of a clean warm percolator on a fine strainer fitted inside and resting on a paper filter (a pinch of salt is mixed with the coffee).
- ii) Pour fresh boiling water slowly through the top section.
- iii) The water passes through the coffee, is strained and collects in the bottom section of the apparatus.



Figure 10.5 Percolator

10.6.7 Espresso or Caffè Espresso

Espresso is a concentrated coffee beverage brewed by forcing very hot, but not boiling water under high pressure through coffee that has been ground to a consistency between extremely fine and powder.



Figure 10.6 Caffè Espresso Machine

The defining characteristics of espresso include a thicker consistency than drip coffee, a higher amount of dissolved solids than drip coffee per relative volume, and a serving size that is usually measured in shots, which are between 25 and 30 ml (30ml=1 fluid ounce) in size. Espresso is chemically complex and volatile, with many of its chemical components quickly degrading due to oxidation or loss of temperature. Properly brewed espresso has three major parts: the heart, body, and the most distinguishing factor, the presence of crema, reddish-brown foam that floats on the surface of the espresso. It is composed of vegetable oils, proteins and sugars. Crema has elements of both emulsion and foam colloid.

10.6.8 Instant Coffee

A thick coffee decoction is prepared first and then it is either spray dried to a fine powder or freeze dried to granules. When added to hot water it dissolves completely leaving no residue.

10.6.9 Turkish Coffee

It is heavily laced with cardomom and is quite thick in consistency. It is a traditional after meal drink in many Arab countries.

10.6.10 General Rules for Storing and for Making Coffee

- i) Coffee loses aroma and flavour with storage, as the volatile components evaporate. It should be roasted and ground immediately before brewing for the best possible drink.
- ii) Roasted coffee bean can be stored for some time, and can be re-roasted briefly immediately before use. Ground coffee should be used within two or three days of grinding.
- iii) Vacuum-packing extends storage life much. Roasted coffee, whether ground or not, can be kept in an airtight container in a freezer to lengthen shelf life.
- iv) Fresh coffee is the best; so buy quantities to last not more than a week.
- v) Use the exact quantity of powder required.
- vi) Use freshly drawn and freshly boiled water.
- vii) The coffee-maker must be rinsed with hot water before each use and thoroughly washed and dried before being put away. Never brew less than three-fourths of the coffee maker's capacity; use a smaller one instead.

10.7 COCOA

Cocoa, besides being a stimulant, is also a food. It is prepared from the seeds (beans) of a tree called *theobroma cacao*, grown in South and Central America, the West and East Indies and

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along the Gold Coast and adjacent areas in Africa. Common commercial varieties are criolo (fine quality) and trinitario (medium quality). The pods are gathered in heaps and cut open with sharp rounded knives. The cocoa beans which are covered with a moist, glistening sweet white pulp (mucilage) are scooped out. Oxidation begins almost at once causing the beans to become brown. Therefore, as soon as possible, they must be placed on fermenting heaps and are spread in the sun to remove the moisture so that spoilage does not set in.

However, fermentation is necessary to get the finest possible flavor. This is accompanied by a rise in temperature and the transformation of natural sugars to acetic and other acids. After several days, this operation is complete and the beans are allowed to dry. They are then ready to be packed and shipped.

Cocoa contains theobromine and caffeine as well as starch fat, nitrogenous compounds and salts. So, apart from being a stimulating drink, it is also a food. Cocoa can be prepared in milk only, or in milk and water, mixed to suit the taste of the individual. The powder is mixed with sugar to avoid lumping. A little cold milk is added and a thick even paste made. Either hot milk or hot milk and water are poured over. The preparation is then allowed to boil for a few minutes which improves the flavour. A pinch of salt added at the beginning enhances the flavour.

10.8 ADVANTAGES OF BEVERAGES

1. Refreshment: Non-alcoholic beverages such as plain or carbonated water, lime juice, ginger ale and other bottled beverages, fruit juices and iced tea or coffee are refreshing drinks and are used to relieve thirst.
2. Nourishment: Pasteurized milk, butter milk, chocolate and cocoa drinks, eggnog made with rum, fruit juices, glucose water, lemonade provide nutrients and help in nourishing the body.
3. Stimulant: Tea, coffee, cocoa and chocolate beverages help in stimulating the system.
4. Soothing Agent: Warm milk and hot tea have a soothing effect and are used for this purpose.
5. Appetizers: Soups, fruit juice and alcoholic drinks in limited quantities increase an individual's appetite and thereby food consumption.

CHECK YOUR PROGRESS - QUESTIONS

1. What are beverages?
2. What are the classifications of the beverages?
3. Define alcoholic beverage
4. What are compound beverages?
5. Classify non-alcoholic beverages.

10.9 LET US SUM UP

Beverages are potable drinks which have thirst-quenching, refreshing, stimulating and nourishing qualities. Most of the beverages supply energy in the form of sugar or alcohol. Beverages can be broadly classified into two, viz. alcoholic beverages and non-alcoholic beverages.

An alcoholic beverage is a drink containing ethanol, commonly known as alcohol. Low-alcohol-content drinks (beer and wine) are produced by fermentation of sugar or starch-containing products, and high-alcohol ones (brandy, rum, vodka, whisky, etc.) are produced by distillation of these low alcohol products. Distilled beverages with added flavorings and relatively high sugar content are generally referred to as compound beverages. Eg. Liqueur, gin, etc. A non-alcoholic beverage is a beverage that contains no alcohol. Such drinks are generally drunk for refreshment, or to quench people's thirst. Non-alcoholic beverages can be mainly classified as hot and cold beverages. Eg. for non-alcoholic beverages (cold) include beverages aerated with carbonic gas, spring water, mineral water, squash, juice, syrup, etc. Eg. for non-alcoholic beverages (hot) include tea, coffee, cocoa, etc.

The most popular non-alcoholic beverage, tea, is a stimulating and refreshing drink. The principle flavour components of tea are caffeine, tannin yielding compounds and small amounts of essential oils. Caffeine provides the stimulating effect, tannin the colour, body and taste. The four types of tea are: black, green, oolong and white.

Next to tea, coffee is most popular non-alcoholic beverage in many parts of the world. Coffee is always brewed by the user immediately before drinking. Cocoa, besides being a stimulant, is also a food. Cocoa contains theobromine and caffeine as well as starch fat, nitrogenous compounds and salts. The beverages provide refreshment and nourishment and act as stimulants, soothing agents and appetizers.

10.10 LESSON END ACTIVITY

1. Prepare various types of tea available in your pantry and note down the characteristics and test them for taste.

10.11 KEY WORDS

Nutrients	A source of nourishment, especially a nourishing ingredient in a food.
Psychoactive	Having an altering effect on perception, emotion, or behavior.
Sake	A Japanese liquor made from fermented rice.
Alcoholism	A disorder characterized by the excessive consumption of and dependence on alcoholic beverages

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Euphoric	Describes a feeling of joy and excitement
Sangria	A cold drink made of red or white wine mixed with brandy, sugar, fruit juice, and soda water.
Vermouth	A sweet or dry fortified wine flavored with aromatic herbs and used chiefly in mixed drinks.
Tequila	An alcoholic liquor distilled from the fermented juice of the Central American century plant <i>Agave tequilana</i>
Caffeine	Caffeine is a drug that stimulates the central nervous system

10.12 QUESTIONS FOR DISCUSSION

1. Coffee is served in different coloured pots. Why?
2. Brewing coffee in moka pot – elaborate.
3. Define beverages, spirits. Name a few examples of spirits.
4. Name the different types of tea.

CHECK YOUR PROGRESS - ANSWER

1. Beverages are potable drinks which have thirst-quenching, refreshing, stimulating and nourishing qualities.
2. i) Alcoholic beverages and
ii) Non-alcoholic beverages.
3. An alcoholic beverage is a drink containing ethanol, commonly known as alcohol.
4. Distilled beverages with added flavorings and relatively high sugar content are generally referred to as compound beverages.
5. Non-alcoholic beverages can be mainly classified as hot and cold beverages.

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LESSON 11

ORDER TAKING PROCEDURES IN A RESTAURANT

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11.0 AIMS AND OBJECTIVES

In this lesson we shall discuss about the order taking procedures in a restaurant. After completion of this lesson you will be able to understand:

- Order taking procedures
- Methods of taking food and beverage order
- Room service
- Cover laying for various foods

11.1 INTRODUCTION

Order taking is a skillful art that reflects the efficiency of both the waiter and the establishment. The order taker (waiter) should be skillful to handle array of customers efficiently. He should have a very good memory. He should have good oral communication skills. Knowledge about food and beverage, their garnishes and accompaniments, matching wines and spirits, cooking time and serving time, description of dishes in a lucid manner are other important qualities of order taker. He should also possess a rapid writing skill legible enough so that other subordinates can understand and execute the order.

11.2 ORDER TAKING PROCEDURE

The order taking procedure in a hotel industry is discussed in detail in the following paragraphs.

11.2.1 Receiving the Guest

1. The welcoming of the guests represents the most important step to his final satisfaction and reflects the level and quality of the service of an establishment
2. Guests must be welcomed from the entrance of the restaurant; they should not wait by themselves for more than 10 seconds at the entrance.
3. The first impression received by the guest is most important. It is not necessary to execute the whole welcoming procedure with each guests (it is not always possible in case of affluence), however, it is indispensable to show him that he has been taken into consideration, if it is only by eye contact.
4. If the hostess or the maître d' are occupied, the head waiter or the assistant waiter must show the guests that they have been taken into consideration.
5. If there is an overbooking problem (more tables have been reserved than the restaurant can welcome), guests should not be left at the entrance but invited to sit down at the bar and take care of the problem away from their presence.
6. The hostess or Maître d' must try to seat the guests if he / she has to modify the planning of reservations at the moment of the guests arrival.
7. The hostess or the head waiter will accompany the guests to his table and pull out the chair for him / her to sit.
8. The head waiter or the assistant waiter will immediately present himself to the table to show the guests that he has been taken into consideration

11.2.2 Attending an Order

1. The waiter will approach the guest from the left, place the menus, ensuring they are clean, in front of him and enquire: "May I have your order please, sir / madam?".
2. He should wait patiently, facing the guests, until (after any necessary advice has been asked for and given) the order is completed as fast as and including the main course.
3. When the menus are long and varied, it is advisable to allow customers a few minutes before asking the order.
4. When it is apparent that there is a host, take his instructions first, otherwise receive orders as soon as the guests are ready.

5. If the waiter is busy and cannot attend to a customer at once, he should inform him that he will attend to him shortly or “in a moment”.
6. When two tables are occupied at approximately the same time, the waiter must take the order of the first party first. Customers are apt to note with annoyance any failure to a “first come, first served” sequence.
7. Waiter must be aware not only of the speciality of the day but also reasonable dishes to recommend. He should know the following things as far as possible:
 - Knowing which dishes are ready for quick service to guests in a hurry.
 - Items suitable for children
 - Salad, vegetable and potato suggestions for grills, roasts and main courses for a la carte guests.

11.2.3 Recording an Order

1. The Head Waiter should write in the corner of the order sheet; the table number and the number of persons being served. He also notes the time at which the order has been taken.
2. He takes the order for the appetizer; he indicates the number of guests for each appetizer opted.
3. He takes the order for the main dish. He writes the special notes at the right (example: choice of spice and hotness). He repeats the same for all the guests.
4. He takes the order for all other items.
5. He affixes his signature and hands it over to his back waiter.

11.3 SAMPLE PROCEDURE FOR ORDER TAKING

1	The front waiter presents himself to the table.	Table No: Covers:
2	He indicates on the voucher the table number and the number of persons.	Table No: AS Covers: 4
3	He writes down the time at which the order has been taken.	Table No: AS Covers:4 12h30m

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4	He takes the order for the first appetizer. He indicates the number of the guest corresponding to that order.	Table No: AS Covers:4 12h30m Shrimp Cocktail (1
5	If the order of the second appetizer is identical, the head waiter will only indicate the chair number corresponding to the second guest.	Table No: AS Covers:4 12h30m Shrimp Cocktail (1,4
6	If a guest does not take an appetizer, the head waiter will write on the voucher "no appetizer" and the chair number corresponding to the guest, so that there is no confusion in the kitchen.	Table No: AS Covers:4 12h30m Shrimp Cocktail (1,4 No (3
7	The head waiter takes the order of the last appetizer	Table No: AS Covers:4 12h30m Shrimp Cocktail (1,4 No (3 Bisque (2
8	When the order of appetizers is finished, the head waiter writes the total number of dishes ordered	Table No: AS Covers:4 12h30m 2 Shrimp Cocktail (1,4 1 No (3 2 Bisque (2
9	The head waiter takes the order of the main dish. The first guest does not take a main dish, the head waiter writes it down on the voucher	Table No: AS Covers:4 12h30m 2 Shrimp Cocktail (1,4 1 No (3 2 Bisque (2 No(1

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10	He takes the order of the second dish.	Table No: AS Covers:4 12h30m 2 Shrimp Cocktail (1,4 1 No (3 2 Bisque (2 No(1 Tournedos(3
11	He asks the guest how he would like his meat cooked. He indicates this information on the right side of the voucher	Table No: AS Covers:4 12h30m 2 Shrimp Cocktail (1,4 1 No (3 2 Bisque (2 No(1 Tournedos(3R
12	He takes the order for the third guest.	Table No: AS Covers:4 12h30m 2 Shrimp Cocktail (1,4 1 No (3 2 Bisque (2 No(1 Tournedos(3R 2wd
13	He takes the order of the fourth guest	Table No: AS Covers:4 12h30m 2 Shrimp Cocktail (1,4 1 No (3 2 Bisque (2 No(1 Tournedos(3R 2wd Homard(4

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14	He writes down the total number of dishes ordered	Table No: AS Covers:4 12h30m 2 Shrimp Cocktail (1,4 1 No (3 2 Bisque (2 1 No(1 2 Tournedos(3R 2wd 1 Homard(4
15	He separates the different headings. He writes down the date and appends his initials in the right inferior part of the voucher. He transfers the voucher to his back waiter.	Table No: AS Covers:4 12h30m 4 Cartes 2 Shrimp Cocktail (1,4 1 No (3 2 Bisque (2 1 No(1 2 Tournedos(3R 2wd 1 Homard(4 18/02 Sz

11.4 METHODS OF TAKING FOOD AND BEVERAGE ORDER

Essentially there are four methods of taking food and beverage orders from customers. All order taking methods are based upon these four concepts.

Triplicate Method	Order is taken, top copy goes to the supply point, second copy is sent to the cashier for billing; third copy is retained by the server as a means of reference during service.
Duplicate Method	Order is taken; top copy goes to the supply point, second copy is retained for service and billing purposes.
Service with Order Method	Order is taken; customer is served and payment received according to that order, for example, bar service or take-away methods.
Pre-Ordered Method	- Individually (example room service breakfast) - Hospital tray system - Functions

11.5 ROOM SERVICE

Room Service generally includes the same dishes offered in the restaurant. A three star category hotel should be able to serve at least breakfast in the rooms. Room service is part of the food and beverage department and not of housekeeping. The room service can also be responsible, after the closing of the hotel bar, to serve beverages in the rooms and manage the mini-bar.

Waiter will use trays (carried high over the shoulder with the left hand) or rolling tables for the meals. Every element should be covered (film paper, carton, bells) during transportation and uncovered when entered the room.

The Room Service is often situated inside the kitchen, and close to the service elevator. In this way hot preparations can be served as fast as possible. Inside this service, the following are found:

- Working station
- Toaster
- Sink
- Coffee / tea machine
- Products shelves (cereals, sugar...)
- Tray shelf
- Refrigerator
- Order taking office / desk

11.5.1 Room Service Order Taking

One can order room service in two ways:

- By “door hanger”
- By “telephone”

1. By Door Hanger

It is a document that the guest places on the exterior room door knob. The night audit picks up all the documents during the night. This system allows the room service employees to be ready and serve the guests on time.

This document is often made up of two faces written down in two languages and is placed by housekeeping on the head of the bed. The information found in this document are the following:

- i. The service hour desired by the guest, leaving a margin of a quarter of hour (for example between 8:00 and 8:15 a.m.)
- ii. The name of the guest
- iii. The number of people
- iv. The room number
- v. The detailed order of breakfast desired (filled in cases)

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vi. A choice of newspaper proposed by the establishment

2. By Telephone

The room service order is placed through telephone. In fact, it is very difficult to take an order correctly by telephone. One must be fast, not to forget any important information and try to sell the maximum to the guest.

For a maximum efficiency, the Room-service personnel use digital telephones that indicate the name of the person and the room number, and the possibility to display the room number of the previous call in case they forget.

The room service order is written down manually or computerized and it should include the following information:

- i. Room number
- ii. Name of the guest
- iii. Number of persons
- iv. Detailed order
- v. Hour the order is taken
- vi. Service hour

The service should be fast and discrete. The service procedure is as follows:

- i. Verify the guest's name on the bill
- ii. Knock on the door
- iii. Announce "room service"
- iv. Remove plastic films from the food
- v. Wait until the guest invites the waiter to come in
- vi. Express wishes "good morning, good afternoon, good evening, call the guest by his last name (good morning mister X).
- vii. Ask where to place the tray
- viii. List the different food items ordered by the guest
- ix. Ask the guest to sign the bill
- x. Thank the guest and explain the procedure to take away the tray

It is to the room service to clear away the tray when the guests have finished, either by asking them to place their tray outside of their room when they have finished, and to clear it 20 minutes after the service or by asking the guest to call them to come clear away the tray, which is more delicate because the waiter must come in the guest's intimacy the least possible. It is the object of conflict between housekeeping and the room service departments. In

fact, there is nothing worst than a floor where there is dirty trays lying on the floor. One should consider that the job of the room service is finished only when all trays have been cleared away.

The room service employee must have general knowledge about the hotel premises. The room service employee is often the only one to be in direct contact with the guest during his stay. The guest often asks questions concerning the technical equipment of the rooms, the hotel premises, or any other information, and the waiter must be able to answer to any need.

11.6 COVER LAYING FOR VARIOUS FOODS

The cover or the standard utensils (knife, fork, dishes etc.) to be provided for various foods is detailed below:

Dish	Cover
HORS D'OEUVRE	
Grapefruit Cocktail	Coupe Doily on sideplate Grapefruit spoon or teaspoon
Tomato Juice	5oz goblet/ or club shaped glass Doily on sideplate Teaspoon
Ham Mousse	Side knife Sweet fork Cold fish plate
Potted shrimps	Fish knife and fork Cold fish plate
Oysters	Soup plate or welled silver dish filled with crushed ice and placed on underplate Oyster fork Finger bowl filled with lukewarm water and slices of lemon Doily on sideplate at the top left hand corner of the cover Spare serviette
Snails	Snail tongs: left of cover Snail fork: right of cover Snail dish: round (holding capacity 6/12) Doily on sideplate
Gulls' Egg	Small knife and fork Cold fish plate Finger bowl Doily on sideplate containing luke warm water and a slice of lemon Spare sideplate for the shell Spare serviette

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Smoked Salmon	Fish knife and fork Cold fish plate
Asparagus	Asparagus rack: grid serviette Asparagus tongs: right of cover Hot / cold joint plate Joint fork Finger bowl as for gulls' egg Spare serviette
Globe Artichoke	Joint fork on right of cover Finger bowl Doily on sideplate Spare napkin Hot / cold fish plate as appropriate
Corn on the Cob	Hot fish plate Corn on the cob holders
Fresh Prawns	Wine goblet on doily on an underplate Fish and knife fork Cold fish plate Finger bowl as for gulls eggs Spare serviette
Chilled Melon	Sweet spoon and fork Cold fish plate Teaspoon if charentaise melon is offered
Avacodo	Cold fish plate Teaspoon
Shell Fish Cocktail	Doily on sideplate Teaspoon Oyster fork Shellfish cocktail holder
SOUPS	
Crème de tomate	Soup spoon
Onion Soup	Soup plate
Potage Germiny	Underplate
Consomme	Sweet spoon Consommé cup and saucer Fish plate
Petit Marmite	Special earthenware dish called petit marmite Sweet spoon Doily on underplate
Bouillabaisse	Soup plate Under plate Fish knife / fork Sweet spoon
Bortsch	Soup plate Underplate Sweet spoon
Turtle soup	Consommé cup Consommé saucer Fish plate Sweet spoon

FISH DISHES	
Fish (fried)	Fish knife and fork Hot fish plate
Fish (grilled)	
Fish (poached)	
Grilled Herring	
Poached Salmon	
Mussels	Soup plate Underplate Fish knife and fork Cold fish plate
Crawfish	Fish knife and fork Spare plate for the shell Finger bowl containing luke warm water and a slice of lemon Spare serviette
Cold lobster	Fish knife and fork Lobster pick Spare plate for the shell Finger bowl containing luke warm water and a slice of lemon Spare serviette
FARINACEOUS	
Spaghetti	Joint fork Hot fish plate
MEAT	
Curry	Joint knife and fork Sweet spoon Hot soup plate Underplate (fish plate) or joint plate
Roast Beef	Joint knife and fork Hot joint plate
Roast Lamb	
Roast Mutton	
Roast Pork	
Boiled Mutton	
Salt Beef	
Boiled Fresh Beef	
Mixed grill and grilled steaks	Steak knife and fork Hot joint plate
Irish stew	Soup plate Underplate Joint knife and fork Sweet spoon
POULTRY	
Chicken	Joint knife and fork Hot joint plate
Turkey Roti	
Goose	
Wild Duck	
Duck	

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Cheese	Side plate Side knife Small fork (if necessary)
Dessert (Fruits & Nuts)	Fruit plate Fruit knife and fork: interlocked on fruit plate Spare serviette One finger bowl: on doily on sideplate containing luke warm water and slice of lemon (for rinsing fingers) One finger bowl: on doily on sideplate containing cold water for rinsing grapes. It will be placed on the top left hand corner of the cover. Nut crackers and grape scissors: to be placed on the fruit basket Spare sideplate for sheels and peel
Savoury	Hot fish plate Side knife Sweet fork

CHECK YOUR PROGRESS

1. Who takes an order in a hotel?
2. How the Waiter enquire the guest for order?
3. What the Waiter should note in the corner of the order sheet?.
4. What are the methods through which the guest can order for room service?

11.7 LET US SUM UP

Order taking is a skillful art that reflects the efficiency of both the waiter and the establishment. The order taking procedure include welcoming of the guests, attending an order and recording an order.

Essentially there are four methods of taking food and beverage orders from customers. All order taking methods are based upon these four concepts: triplicate method, duplicate method, service with order method and pre-ordered method.

Room Service generally includes the same dishes offered in the restaurant. Room service is the responsibility of the food and beverage department and not of housekeeping. Waiter will use trays or rolling tables for the meals.

Every items should be covered during transportation and uncovered when entered the room. One can order room service in two ways: by door hanger and by telephone.

11.8 LESSON END ACTIVITY

1. Practice order taking procedure.
2. Visit a hotel and take note of the order taking procedure followed by the hotel.

11.9 KEY WORDS

Garnishes	To decorate (prepared food or drink) with small colorful or savory items
Lucid	Easily understood; intelligible
Appetizer	A food or drink served usually before a meal to stimulate the appetite
Voucher	A written record of expenditure, disbursement, or completed transaction
Bar	A counter at which drinks, especially alcoholic drinks, and sometimes food, are served
Night auditor	A night auditor balances all paperwork for a hotel on a daily basis
Coupe	<i>Coupe</i> is French for the noun form of "cut." <i>Coupage</i> refers to a cutting wine. Such wines are added in small quantities to other wines either to correct deficiencies in them or to enhance them.
Bouillabaisse	A highly seasoned stew made of several kinds of fish and shellfish
Savoury	Piquant, pungent, or salty to the taste; not sweet

11.10 QUESTIONS FOR DISCUSSION

1. What are the precautions to be taken in recording an order?
2. What are the different types of formats in use in order taking?
3. What is meant by 'door hanger' method? Furnish procedure.
4. What is the service procedure to be followed for room service?

CHECK YOUR PROGRESS - ANSWER

1. Generally the Waiter takes the order from the guests in a hotel.
2. "May I have your order please sir / madam."
3. Table number, number of persons being served and the time at which the order is taken.
4. By door hanger and / or by telephone.

11.11 REFERENCES

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LESSON 12

SAVOURY

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12.0 AIMS AND OBJECTIVES

In this lesson we shall discuss about the savouries. After completion of this lesson you will be able to understand:

- Savouries and their types
- Savoury dishes
- Service of savoury.

12.1 INTRODUCTION

Savoury food has a salty or spicy flavour rather than a sweet one. The savoury course of a meal may have meat or fish and vegetables. Savoury dishes can be served hot, warm, at room-temperature or chilled. They can be spicy, mild flavoured or plain.

A savoury as the term indicates is a savoury item served on varying shapes of toast; in tartlettes (round) and barquettes (oval); in bouchées; flan rings or as an omelette or soufflé.

On the lunch and dinner menu, the savoury is generally served as an alternative to a sweet, whilst in a banquet it may be a course on its own, coming between the entremets (sweet) and the

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dessert (fresh fruits and nuts). In a la carte menu, the savouries are listed in a section of their own.

12.2 SAVOURIES

The term savouries covers a range of items served either as:

- Savoury course** It is served as part of a traditional meal where the item is highly tangy and refreshes the palate after the sweet and prior to the serious business of dinner drinks.
- Cocktail savouries:** these consist mainly of various canapés and are eaten:
- as appetizers served with drinks prior to meal.
 - during a cocktail party.
- Sandwiches** these are sometimes categorized as savouries particularly hot-sandwiches.
- Small items** are eaten snacks in bars, coffee shops and cafés.

12.3 TYPES OF SAVOURY

There are eight main types savoury:

1. Savouries using a sauce – these are usually “salpicon” based using béchamel, curry sauce, devil sauce.
2. Grilled items
3. Shallow fried items
4. Shallow poached items
5. Scrambled eggs
6. Short pastry items
7. Savoury soufflés
8. Puff pastry items.

12.4 SAVOURY DISHES

The following are the popular savoury dishes:

12.4.1 Savouries on Toast

Welsh Rabbit	Rarebit, Welsh rarebit, or Welsh rabbit is traditionally a sauce made from a mixture of cheese and butter, poured over toasted bread which has been buttered. In current popular use, cheese on toast is simply slices of cheese placed on toasted bread and melted by heat from above in a grill or salamander.
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Savoury

Buck Rabbit	A Welsh rarebit garnished with a poached egg.
Moelle on Toast	Chilled marrow is sliced and poached gently in a little white stock. Drained well and dressed on hot buttered toast. Seasoned and coated with beurre noisette, sprinkled with chopped parsley.
Haddock on toast	Poached haddock and flake mixed with cream sauce. Spreaded on toast and decorated to serve.
Anchovies on toast	Breads are toast and anchovy's fillets are laid side by side. Finished with the heated oil from the anchovies. Decorated with sieved hard boiled yolk of egg and chopped parsley.
Sardines on toast	Sardines are split and backbone is removed. From head to tail is laid on the toast. Finished with the oil from the sardines.
Roes on toast	Roes are shallow fried and dressed on toast. Sprinkled with lemon juice, coated with beurre noisette and served.

12.4.2 Canapés

Generally canapés are small, decorative pieces of bread (toasted or untoasted) that are topped with a savory garnish such as anchovy, cheese or some type of spread.

Canapé Baron	Garnished with slices of fried mushrooms, grilled bacon and poached bone marrow.
Canapé Ritchie	Creamed Haddock, garnished with slices of hard boiled eggs.
Canapé Quo Vadis	Grilled roes garnished with small mushroom heads
Canapé Nina	Half small grilled tomato, garnished with mushroom head and a pickled walnut
Canapé Charlemagne	Garnish with shrimps bound with a curry sauce
Angels on horseback	Shucked oysters wrapped in bacon, though sometimes scallops are used in place of the oysters. This is then baked in the oven and quite often served on toast.

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Devils on horseback	Contains a pitted prune (dates are sometimes used) stuffed with mango chutney and wrapped in bacon. This is then baked in the oven and quite often served on toast, with watercress. Hot pepper sauce is often added.
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12.4.3 Croutes

These are shaped pieces of bread approximately ¼ inch thick shallow fried.

Croute Derby	Spread with ham puree and garnished with a pickled walnut.
Croute Windsor	Spread with ham puree and garnished with small grilled mushrooms
Croute Diane	Partly cooked chicken livers (fried) wrapped in streaky bacon and grilled on a skewer
Scotch woodcock	Scrambled egg garnished with a trellis of anchovy and studded with capers

12.4.4 Tartlettes (Round) or Barquettes (Oval)

These are normally made from unsweetened shortcrust pastry.

Charles V	Soft roes mixed with butter, covered with cheese soufflé mixture and baked in the oven.
Favorite	Filled with cheese soufflé mixture and slices of truffle. Garnished with slices of crayfish tails or prawns.
Haddock	Filled with diced haddock bound with a curry sauce, sprinkled with breadcrumbs and cooked au gratin.

12.4.5 Bouchées

These are small puff pastry cases. A small edition of a vol-au-vent. They have various fillings: shrimp, lobster, prawn and haddock.

Indienne	Filled with curried shrimps and chutney
Omelettes	Two / three egg omelettes with various flavours such as mushroom, spinach, sardine, anchovy, haddock, cheeses etc.

12.4.6 Flan

Savoury

These are made from unsweetened shortcrust pastry.

Quiche Lorraine	Flan made from unsweetened shortcrust pastry and filled with rashers of streaky bacon and slices of cheese. Covered with a savoury egg custard mixture and baked in the oven.
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12.4.7 Soufflés

These are made in soufflé dishes. Various flavours such as mushroom, spinach, sardine, anchovy, haddock, cheeses etc. are used.

12.5 SERVICE OF SAVOURIES

1. The following cover should be laid for savouries:
 - Hot fish plate
 - Side knife
 - Sweet fork
2. The accompaniments are to be set as follows:
 - Cayenne pepper: placed on the sideplate on table
 - Cruet: to be replaced if previously removed when clearing the main course
 - Peppermill: placed on sideplate on table
 - Worcester sauce: only to offered with a meat savoury.
3. If a variety of hot and cold sweets are being ordered by a party of people then the cold items must be served first followed by the hot items. One must ensure that the fish plate is hot for the savoury. The correct cutlery and flatware is laid before serving and the necessary accompaniments are all on the table before service commences.

CHECK YOUR PROGRESS

1. What flavour that you can expect from savoury?
2. How you can serve savoury?
3. When savoury are served?
4. How many types of savouries are there is use?
5. What are canapés?
6. Define:
 - i) Croutes
 - ii) Bouchées
 - iii) Flan

12.6 LET US SUM UP

Savoury food has a salty or spicy flavour rather than a sweet one. The savoury course of a meal may have meat or fish and vegetables. On the lunch and dinner menu, the savoury is generally served as an alternative to a sweet. The term savouries covers a range of items served either as: savoury course, cocktail savouries, sandwiches and small items.

There are eight main types savoury, viz. savouries using a sauce, grilled items, shallow fried items, shallow poached items, scrambled eggs, short pastry items, savoury soufflés and puff pastry items. Some of the popular savoury dishes include welsh rarebit, buck rabbit, moelle on toast, haddock on toast, anchovies on toast, sardines on toast, roes on toast.

Canapés are small, decorative pieces of bread that are topped with a savory garnish such as anchovy, cheese or some type of spread. Canapé types include canapé baron, canapé ritchie, canapé quo vadis, canapé nina, canapé Charlemagne, and angles on Blackhorse.

Croutes are shaped pieces of bread. Some of the examples are croute derby, croute Windsor, croute diane and , scotch wookock. Tartlettes (Round) or Barquettes (Oval) are normally made from unsweetened shortcrust pastry. Example: Favoite and haddock. Bouchées are small puff pastry cases. Example: Indieene an omelettes. Flan are made from unsweetened shortcrust pastry. Example: quiche Lorraine. Soufflés are made in soufflé dishes.

The correct cutlery and flatware should be laid before serving and the necessary accompaniments are all on the table before service commences.

12.7 LESSON END ACTIVITY

1. Visit nearby restaurants and study their list of savouries offered to the guests.

12.8 KEY WORDS

Canapé	A cracker or a small, thin piece of bread or toast spread with cheese, meat, or relish and served as an appetizer
Croutes	French for " crust," <i>croûte</i> generally describes a thick, hollowed-out slice of bread (usually toasted) that is filled with food
Barquettes	Small boat-shaped pastry cases, used for savoury or sweet mixtures
Bouchées	Small open pastry case (vol au vent) filled with chopped meat, game, or fish, served hot with a thick sauce.

Soufflés	A light, fluffy baked dish made with egg yolks and beaten egg whites combined with various other ingredients and served as a main dish or sweetened as a dessert	Savoury
Salpicon	Chopped meat, bread, etc., used to stuff legs of veal or other joints; stuffing; farce	

12.9 QUESTIONS FOR DISCUSSION

1. Give some examples of some items of savoury courses and cocktail savouries.
2. What are the cover to be used with savoury and the accompanishments with savoury dishes?
3. What are canapés?
4. Explain:
 - i) Tarlettes
 - ii) Soufflés
 - iii) Croutes
 - iv) Bouchées

CHECK YOUR PROGRESS - ANSWER

1. Savoury food has a salty or spicy flavour rather than a sweet one.
2. Savoury dishes can be served hot, warm, at room-temperature or chilled.
3. On the lunch and dinner menu, the savoury is generally served as an alternative to a sweet, whilst in a banquet it may be a course on its own, coming between the entremets (sweet) and the dessert (fresh fruits and nuts). In a la carte menu, the savouries are listed in a section of their own.
4. There are eight types of savouries in use, viz. savouries using a sauce, grilled items, shallow fried items, shallow poached items, scrambled eggs, short pastry items, savoury soufflés and puff pastry items.
5. Canapés are small, decorative pieces of bread (toasted or untoasted) that are topped with a savory garnish such as anchovy, cheese or some type of spread.
6.
 - i) Croutes are shaped pieces of bread approximately $\frac{1}{4}$ inch thick shallow fried.
 - ii) Bouchées are small puff pastry cases. A small edition of a vol-au-vent. They have various fillings: shrimp, lobster, prawn and haddock.
 - iii) Flan are made from unsweetened shortcrust pastry

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LESSON 13

ICE CREAM

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13.11	References

13.0 AIMS AND OBJECTIVES

In this lesson we shall discuss about the ice cream. After completion of this lesson you will be able to understand:

- Ice cream and their varieties
- Serving and storing ice cream

13.1 INTRODUCTION

Ice cream, or iced cream as it was originally called, was once narrowly defined as a luxury dessert made of cream, sugar, and sometimes fruit congealed over ice. But today it is an universally cherished favorite dish. The wide variety of ice creams and their varying cost ranging from low to high has made it delightful dish.

Our love affair with ice cream is centuries old. The ancient Greeks, Romans, and Jews were known to chill wines and juices. This practice evolved into fruit ices and, eventually, frozen milk and cream mixtures. The Italians were especially fond of the frozen confection that by the sixteenth century was being called ice cream.

Because ice was expensive and refrigeration had not yet been invented, ice cream was still considered a treat for the wealthy or for those in colder climates. Furthermore, the process of making ice cream was cumbersome and time-consuming. A mixture of dairy products, eggs, and flavorings was poured into a pot and beaten while, simultaneously, the pot was shaken up and down in a pan of salt and ice.

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The development of ice harvesting and the invention of the insulated icehouse in the nineteenth century made ice more accessible to the general public. The hand-cranked ice cream freezer was first developed by Nancy Johnson in 1846. Ice was readily available from large warehouses in that era, so ice cream became a treat that could be enjoyed by almost anyone, not just the rich.

The business slowly evolved for the next few decades. Manufacturing methods and ingredients improved, while refrigeration technology became cheaper and more efficient. By the 1920s, home refrigerators and freezers became more common, which gave the ice cream industry another boost.

13.2 ICE CREAM

Ice cream is a frozen dessert made from dairy products, such as milk and cream, combined with flavorings and sweeteners, such as sugar. This mixture is stirred slowly while cooling to prevent large ice crystals from forming, which results in a smoothly textured ice cream. These ingredients, along with air incorporated during the stirring process (technically called overrun), make up ice cream.

Although the term "ice cream" is sometimes used to mean frozen desserts and snacks in general, frozen custard, frozen yogurt, sorbet, gelato, and other similar products are sometimes informally called ice cream.

Ice cream comes in a wide variety of flavors, often with additives such as chocolate flakes or chips, ribbons of sauce such as caramel or chocolate, nuts, fruit, and small candies / sweets. Some of the most popular ice cream flavors are vanilla, chocolate, strawberry, and Neapolitan (a combination of the three). Many people also enjoy ice cream sundaes, which often have ice cream, hot fudge, nuts, whipped cream, maraschino cherries or a variety of other toppings. Other toppings include cookie crumbs, butterscotch, sprinkles, banana sauce, marshmallows or different varieties of candy.

Ice cream is generally served as a chilled product. It may also be found in dishes where the coldness of the ice cream is used as a temperature contrast, for example, as a topping on warm desserts, or even in fried ice cream. Some commercial institutions such as creameries specialize in serving ice cream and products that are related.

13.3 ICE CREAM PRODUCTION

Today's ice creams are made by slowly churning a mixture of milk or cream, eggs, sugar, and flavorings (such as fruit, chocolate, or nuts) at freezing temperatures until the mixture transforms into a smoothly textured mass of tiny ice crystals. There are two basic varieties of ice cream:

- i) **French-style or custard-based:** These types of ice cream are very rich and smooth. They are made by incorporating egg yolks and sugar into cream and/or milk before churning.
- ii) **Philadelphia-style:** This ice cream contains no eggs and is made simply by mixing together milk or cream with sugar. This process yields a less rich ice cream that is firmer and chewier than French-style ice cream.

13.4 TYPES OF ICE CREAM

The following are the standard ice cream commonly available.

Premium	Ice cream generally has between 11% and 15% butterfat and 60% to 90% <i>overrun</i>, which is the air that is pumped into the ice cream. This creates a denser, heavier, creamier, richer and more caloric product than regular ice cream, and is reflected in the price. Superpremium ice cream has even more butterfat—greater than 14%, with some having up to 18% and more—and less overrun, from as low as 20% up to 80%. Premium and superpremium ice creams come in more complex flavors in addition to the basic ones. The superpremium ice cream producers category includes smaller companies that make interesting gourmet” flavors. In addition to lower overrun and greater butterfat, the third way in which a superpremium ice cream can be made richer is by using an egg custard base, which is known as French or French-style ice cream.
Regular	Ice cream is less dense: it contains 10% to 11% butterfat and more air, 90% to 100% overrun. It is usually sold in the more standard flavors, since the addition of ingredients of fancy flavors add to the cost escalation. Some people prefer the texture and lesser degree of richness, and prefer it in milkshakes where the subtlety of the richer ice cream can be lost (or is overkill).
Economy	Ice cream contains exactly 10% butterfat - the minimum USDA standard, and 95% to 100% overrun. It is made in basic flavors.
Light	Ice cream means that there is either 50% less fat or 33% fewer calories than the company's standard ice cream. Read the labels carefully: the “light” ice creams of a superpremium brand often have more calories than the “regular” ice cream of other brands.
Low fat	Ice cream has 25% less fat than the company's regular ice cream. Similar to the light ice cream analogy above, it can contain more calories than a regular ice cream of another brand.

13.4.1 Assortment of Ice Cream

The following are an assortment of ice creams commercially available all over the world:

1. **Ice Cream Cake** can take two forms. It is a three layer ice cream in the shape of a cake, often with cookie crumbs or other small representation of “cake”; or layers of ice cream and cake. In the latter, it is up to the cake maker to decide as to whether the middle layer is the ice cream or the cake.



Figure 13.1 Cake Ice Cream

2. **Ice Milk** is a low butterfat variation of ice cream, which due to advances in food technology over the last 20 years, has all but disappeared as a term, replaced by reduced fat ice cream.
3. **Italian Ice** is a smooth water ice, similar to a sorbet but generally a sweeter, snack product rather than a more refined dessert product. It is so-called because it is served in pizzerias and Italian ice shops, as well as by street vendors. Popular flavors include cherry, coconut, lemon and “rainbow ice.”
4. **Kulfi** is a dense Indian ice cream made with water buffalo’s milk and flavorings like cardamom, chikoo, coconut, malai (almond), mango, pistachio and saffron. Kulfi is also never made with eggs, like French ice cream. It is prepared by simply boiling milk until it is reduced to half the original volume; then sugar and a teaspoon of corn syrup are added and the mixture is boiled for 10 more minutes. Water is mixed in until it thickens into a paste and is boiled a while longer. Finally, flavorings, dried fruits or cardamom are added. The mixture is cooled, put into molds and frozen.



Figure 13.2 Kulfi Ice Cream

5. **Parfait**, the French word for “perfect,” is originally the French sundae, generally served with fruit purée. In America, it became a particular type of sundae, with syrup and ice cream layered in a tall glass, topped with whipped cream.
6. **Novelties** are single-serving frozen treats such as ice cream bars, popsicles and sandwiches.



Figure 13.3 Ice Cream Bars

7. **Semifreddo**, means “half cold” in Italian, which refers to a class of semi-frozen desserts - semi-frozen custards, ice cream cakes and tarts.
8. **Sherbet** is a fruit-based product like sorbet, with milk added to provide creaminess. By law, sherbet can contain no more than 2% milkfat, and ranges from 1% to 2%. The milk makes it a slightly heavier product than sorbet.
9. **Sorbet** (the French word—in Italian, it’s *sorbetto*) is a frozen dessert generally made from fruit purée or fruit juice; it can incorporate other flavorings including herbs and liqueurs. Unlike sherbet, sorbet contains no milk; some sorbet recipes also use egg whites.



Figure 13.4 Sorbet

10. **Snow Cone**, generally served in a paper cone or cup and is made of compacted shaved ice flavored with a choice of bright-colored sugary syrups, usually fruit-flavored (apple, banana, cantaloupe, cherry, colada, grape, kiwi, lemon, lime, mango, orange, peach, pineapple, raspberry, strawberry) but also spice (cinnamon) and pop flavors like bubblegum and cola. Snow cones served in a cup are eaten with a spoon; those in a paper cone are eaten like an ice cream cone. Interestingly, snow cones are the

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descendents of the original “ice cream,” which was snow flavored with fruit juice, created 4,000 years ago by the Chinese and learned through trade routes by the Persians 2,500 years ago.

11. **Spumoni** is a Neapolitan specialty where layers of three different colored and flavored ice creams: chocolate, pistachio and cherry are a popular combination. Or, more basic flavors can be used, with nuts and candied fruit added to the layers.
12. **Sundae**, a name invented in America consists of one or more scoops of ice cream topped with sauce or syrup (generally butterscotch, caramel, chocolate or strawberry). Chopped nuts and whipped cream is generally added, and a maraschino cherry is placed on top. There are endless creative riffs on the sundae, incorporating fruit, cookies, candy, cake, marshmallow creme, peanut butter sauce, sprinkles / jimmies, and ingredients too numerous to list.



Figure 13.5 Sundae

13. **Tartufo**, the Italian word for truffle, is a ball of vanilla ice cream, often with a cherry and nuts in the center, enrobed in chocolate. The ice cream version appeared around the Victorian era, when the molding of ice cream into flowers, fruits, and other shapes became popular.



Figure 13.6 Tartufo

14. **Gelato** is Italian ice cream made from milk and sugar, combined with other flavorings. The gelato ingredients (after an optional pasteurization) are frozen while stirring to break up ice crystals as they form. Like high-end ice cream, gelato generally has less than 35% air, resulting in a dense and extremely flavourful product. Gelato is typically made with fresh fruit or other ingredients such

as chocolate (pure chocolate, flakes, chips, etc.), nuts, small confections or cookies, or biscuits.

15. **Ais kacang** or ice kacang is a dessert served in Malaysia and Singapore. It is also popularly known as air batu campur in Malay or ABC for short. It is sweet-tasting and is primarily crushed or shaved ice served with sweet flavoured syrup and jelly. The word Kacang is a Malay word for bean, and the word "ais" is a transliteration of the English term "ice". Formerly, it was made of only shaved ice and cooked red beans. Several varieties have also been introduced which contain aloe vera in some form or another, such as in jelly form. Evaporated (condensed) milk is drizzled over the mountain of ice.



Figure 13.7 Ice Kacang

16. **Ice pop** is a frozen water dessert on a stick that is colored and flavored. It is made by freezing colored, flavored liquid (such as fruit juice) around a stick. Once solid, the stick is then used as a handle to hold the ice pop.



Figure 13.8 Ice Pop

17. **Frozen Custard or Soft-Serve Ice Cream** is ice cream served at a warmer temperature from a machine that extrudes the ice cream into soft, swirled peaks. Frozen yogurt is also available in soft-serve form. With both ice cream and frozen custard, the ingredients are mixed at 21°F; then the ice cream goes into a hardening room where it becomes rock-solid at -40°F. Soft ice cream leaves off this last step. Frozen custard is perceived as tastier because it is warmer and doesn't numb the taste buds. What we know today as "soft serve" or "frozen custard" was originally regular "French" ice cream or "glace." Over time, the hard ice cream became known as "French" ice cream, and "frozen custard" became the

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term used for the soft-serve ice creams, which once did use a custard ice cream base.

18. **Frozen Yogurt** is made of low-fat or no-fat yogurt, sweetener, gelatin, corn syrup, coloring, and flavoring, churned in an ice cream machine. It can be found soft-serve or hard-packed. It both freezes and melts much more slowly than ice cream, since yogurt has a much higher freezing and melting point than milk.
19. **Glacé** (pronounced GLAHS) is French-style ice cream, also called frozen custard, made from rich milk-and-cream-based custard that includes eggs. Not to be confused with soft-serve ice cream called frozen custard, which may or may not have an egg-custard base.
20. **Granita** (pronounced grah-nee-TAH, or granité, grah-nee-TAY, in French) is a semi-frozen dessert that is made with the same ingredients as sorbet—sugar, water and a flavoring, in this case a liquid such as fruit juice, coffee or wine. Unlike sorbet, granita is not churned in a freezing machine, but is poured into a large pan, placed in the freezer, and the frozen crystals are scraped from the top of the pan every 30 minutes or so. It thus yields large, frozen flakes, a crystalline appearance and a crunchy texture. Granita also has less sugar than sorbet or sherbet.

13.5 SERVING ICE CREAM

1. The ideal serving temperature for ice cream and other frozen desserts is 6–10°F, yet most home freezers are set to 0°F. When you serve frozen desserts straight from the freezer, they're too cold to allow your taste buds to experience their full spectrum of flavors.
2. "Temper" ice cream before you scoop - leave it at room temperature for 8-10 minutes before serving. Return ice cream to the freezer immediately after it has been served to minimize the formation of ice crystals.
3. Serve ice cream in chilled bowls, preferably glass. Not only is the frosted bowl refreshing to look at, but the ice cream will retain its shape longer.
4. Scooping ice cream: Have a large Pyrex measuring cup or other heat proof container filled with just boiling water standing by. Dip the metal scoop into the hot water, let it heat up for a moment, and then DRY the scoop on a towel. Quickly drag the hot scoop across the ice cream creating tight rolls of the divine stuff. Do not smash the ice cream with the scoop. Repeat the process for each serving.
5. To store opened ice cream, first place a piece of plastic wrap on the surface and smooth it down lightly with your fingers. Then close the lid securely and return to the depths of your freezer.

13.5.1 Ice Cream Scoops

Ice Cream

Ice cream scoops come in three basic styles.

- **Solid scoops:** These use a thin leading edge to help you push through firm ice cream. Many have handles filled with an anti-freezing fluid that keeps the scoop warmer than the ice cream.
- **Spring-loaded scoops (dishers):** These have a strip of metal or plastic that sweeps across the inner surface of the scoop, helping to ease the ice cream out of the scoop. Some models have a button on the back that pushes the ice cream straight out of the scoop.
- **Spades:** These are ideal if worked with ice cream on a flat surface and folding ingredients into it. A spade is useless if one needs to scoop ice cream out of small containers.



Figure 13.9 Ice Cream Scoops

13.6 STORING ICE CREAM

1. Every time you remove ice cream from the freezer, some of its small ice crystals melt. When you return the container to the freezer, that melted liquid refreezes and clings to existing crystals, making the ice cream grainier and grainier each time you remove it. Though this problem is unavoidable, you can minimize it by dividing your freshly churned ice cream into a number of small containers so that each container spends as little time outside the freezer as possible.
2. Foods that contain fat—including ice cream, gelato, sherbet, and frozen yogurt—are prone to picking up odors from nearby foods in the freezer if they're not sealed and stored properly. Protect your ice cream from unwanted odors by draping a layer of plastic wrap or wax paper over the top of your storage container before covering it with the lid.

CHECK YOUR PROGRESS

1. Define ice cream.
2. What are the two basic varieties of ice cream?
3. List the standard types of ice cream commonly available in the market.
4. What is kulfi?
5. List the three basic styles of ice cream scoops.

13.7 LET US SUM UP

Ice cream or iced cream as it was originally called, was once narrowly defined as a luxury dessert made of cream, sugar, and sometimes fruit congealed over ice. Ice cream is a frozen dessert made from dairy products, such as milk and cream, combined with flavorings and sweeteners, such as sugar. But today it is an universally cherished favorite dish. The development of ice harvesting and the invention of the insulated icehouse in the nineteenth century made ice more accessible to the general public. Manufacturing methods and ingredients improved, while refrigeration technology became cheaper and more efficient.

Ice cream comes in a wide variety of flavors, often with additives such as chocolate flakes or chips, ribbons of sauce such as caramel or chocolate, nuts, fruit, and small candies / sweets. Some of the most popular ice cream flavors are vanilla, chocolate, strawberry, and Neapolitan. Ice cream is generally served as a chilled product.

There are two basic varieties of ice creams, viz. the French-style or custard – based and Philadelphia – style. The commonly available ice cream include premium ice cream, superpremium ice cream, regular ice cream, economy ice cream, light ice cream and low fat ice cream. The assorted ice cream commonly available include ice cream cake, ice milk, Italian ice, kulfi, parfait, novelties, semifreddo, sherbet, sorbet, snow cone, spumoni, sundae, tartufo, gelato, ice kacang, ice pop, frozen custard or soft-serve ice cream, frozen yogurt, glace and granite.

Ice cream scoops come in three basic styles, viz. solid scoops, spring-loaded scoops (dishers), spades.

13.8 LESSON END ACTIVITY

1. Visit a few neighbourhood ice cream parlours and study their menu. If you can afford it, taste a few and note down your observation.
2. Try to make few ice creams on your own making use of the ingredients available.

13.9 KEY WORDS

Congeval	To cause to solidify or coagulate or to undergo a process likened to solidification or coagulation
Gelato	An Italian ice cream or ice
Neapolitan	Neapolitans was a brand of chocolate in various flavours, formerly made by Terry's in York, Yorkshire
Sprinkles	Sprinkles are very small pieces of confectionary used as a decoration or to add texture to desserts – typically cakes or cupcakes, cookies, doughnuts, ice cream, and some puddings
Gourmet	A connoisseur of fine food and drink
Pizzerias	A place where pizzas are made and sold
Pistachio	A deciduous tree (<i>Pistacia vera</i>) of central and western Asia, having pinnately compound leaves and dry, drupaceous, nutlike fruits. The nutlike fruit of this tree, having an edible, oily, green or yellow kernel. The flavor of these nuts
Popsicles	A trademark used for a colored, flavored ice confection with one or two flat sticks for a handle
Cantaloupe	A variety of melon (<i>Cucumis melo</i> var. <i>reticulatus</i>) having a tan rind with netlike ridges and a sweet fragrant orange flesh
Scoops	A thick-handled cuplike utensil for dispensing balls of ice cream or other semisoft food, often having a sweeping band in the cup that is levered by the thumb to free the contents

13.10 QUESTIONS FOR DISCUSSION

1. Differentiate between sherbet and sorbet.
2. Differentiate between premium, regular and low fat ice cream.
3. Frequent removal of ice cream from the freezer is undesirable. Why?
4. What are the different types of ice cream available?
5. What are the ingredients commonly used in making ice cream?

CHECK YOUR PROGRESS - ANSWER

1. Ice cream is a frozen dessert made from dairy products, such as milk and cream, combined with flavorings and sweeteners, such as sugar.
2. i) French-style or custard-based
ii) Philadelphia-style.

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3. The commonly available ice creams are premium ice cream, superpremium ice cream, regular ice cream, economy ice cream, light ice cream and low fat ice cream.
4. Kulfi is a dense Indian ice cream made with water buffalo's milk and flavorings like cardamom, chikoo, coconut, malai (almond), mango, pistachio and saffron.
5. Ice cream scoops come in three basic styles, viz. solid scoops, spring-loaded scoops (dishers), spades.

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