

CATERING AND RESTAURANT MANAGEMENT

FOOD AND BEVERAGE SERVICE

STD: XI

MAXIMUM MARKS: 50

UNIT 1: Food and Beverage Industry (10 marks)

- Sectors of Food Service Industry, Classification
- Types of Restaurants
- Employment Opportunities

UNIT 2: Food & Beverage Department (10 marks)

- Organization of Food & Beverage Department
- Duties & Responsibilities of F&B Manager, Restaurant Manager, Team Leader, Associates (Restaurant, Banquets, Bars, Room Service), Trainees
- Inter Departmental Relationship
- Attributes of F&B Staff

UNIT 3: Food & Beverage Service Areas and Equipment (10 marks)

- Revenue Generating Areas
- Back of the House areas (Ancillary Sections)
- Types of Equipments
- Usage , Specifications, Storage

UNIT 4: Fundamentals of Menu (10 marks)

- Origin of Menu
- Functions of Menu
- Menu as a merchandising tool
- Types of Menus
- Menu Planning
- French Classical Menu
- Indian Menu Sequence

UNIT 5: Cover and Accompaniments (10 marks)

- Covers for selected Continental & Indian dishes
- Accompaniments for dishes

CATERING AND RESTAURANT MANAGEMENT

**FOOD AND BEVERAGE SERVICE
(PRACTICALS)**

STD: XI

MAXIMUM MARKS: 100

Marks: 80 + 20 = 100

- 1 Staff Grooming and Restaurant Etiquettes
 - 2 Identification of Equipments
 - 3 Mise en Place and Mise en Scène
 - 4 Writing a Menu in French
 - 5 Sequence of Service for Meals
 - 6 Seating the Guest & Service of Water
 - 7 Laying & Relaying of Tablecloth
 - 8 Serviette Folds
 - 9 Rules to be observed while laying a table
 - 10 Laying Covers for Table Service
 - 11 Changing Ashtrays
 - 12 Handling Service Gears
 - 13 Carrying Equipments
 - 14 Clearance
 - 15 Crumbing at a Table
 - 16 Presenting the Check & Bid Farewell
 - 17 Sideboard Set up
 - 18 Types of Service
 - 19 Situation handling
 - 20 Breakfast Layouts & Amenities
- Projects 20 marks

CHAPTER 01.

FOOD AND BEVERAGE INDUSTRY

- Sectors of Food Service Industry, Classification
- Types of Restaurants
- Employment Opportunities

INTRODUCTION

Today more people than ever are eating outside the home and to meet this demand there is widening diversity in the nature and type of food and beverages on offer. Because of the expansion of the industry, and increasing pressures for improved professionalism in food & beverage service staff, there is even greater need for more people to make their careers in this noble profession, alongside the need for improved confidence and performance through higher standards of knowledge and skills.

Food and beverage service is the essential link between the customers and the menu, beverages and the other services on offer in an establishment. The server is the main point of contact between customer and the establishment and plays an important role in a profession with increasing national & international status. The skills & knowledge of food and beverage service, and therefore careers, are transferable between establishment, sectors and throughout the world.

To be successful in food and beverage service requires.

- Sound product knowledge
- Well developed interpersonal skills
- A range of technical skills, and
- The ability to work as part of a team.

Working in food and beverage service offers a wealth of opportunity for professional development and advancement – for those committed to the hospitality industry and to working in food and beverage service, a fulfilling exciting and enjoyable career awaits.

SECTORS OF THE FOOD SERVICE INDUSTRY

There are a wide variety of sectors such as hotels, independent and chain restaurants, popular catering, pubs and wine bars, fast food, leisure attractions & banqueting. These are also sectors where food & beverages also provided as part of another business. These include transport catering, welfare, clubs, education, industrial feeding and the armed forces.

1. Hotels

A home away from home having luxurious facilities. These usually have several restaurants - Grill rooms, Specialty restaurant, coffee shops, bars etc. They also offer

Room service and Banqueting facilities. Service in these establishments are usually attentive and entertainment is nearly always available. Prices in these places are usually very high.

2. Restaurants

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

3. Fast Food Outlets

These outlets provide fast, clean services at reasonable prices. Service is minimal and turnover is very high. These establishments are a favorite with the youth of today.

4. Night Clubs

Operates during the nights and offers dinner, dance and live entertainment. Night clubs levy an entry fee. The service is informal.

5. Industrial canteens

These are operated as a facility to staff in large factories and other similar establishments. The food is of a high standard but the management has to work on a tight budget. Food costs are usually subsidized. The staffs sometimes have to pay a minimal price.

6. Institutional catering

Provision and service of meals in Schools, Colleges and Universities that serve a nutritionally high standard of food. Food is generally at a subsidized rate.

7. Transport Catering

This is a big business operation, serving good quality food in difficult and limited service areas. Competition is tough in this sector and thus a high standard has to be maintained.

People in transit give rise to transport catering that can be divided into four major groups-

- a) Railway catering
- b) Cruise catering
- c) Airline catering
- d) Road catering

8. Outdoor Catering

This is a growing industry within the industry. The food is cooked in one place and served elsewhere. Many Service staff is involved in this operation. This catering establishment is proving to be the most profitable business on a long run.

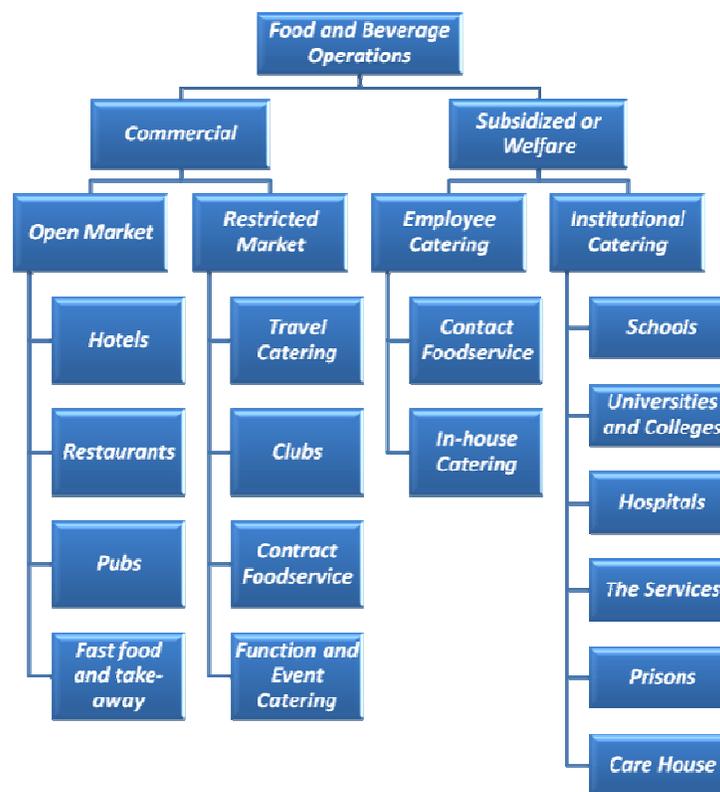
9. Welfare Catering

Welfare sectors operate mainly to provide services at no profit and no loss basis. Institutional Catering, Hospital Catering, Prison Catering, Military Catering and so on are examples of welfare catering provided these services are run by their own management.

10. Club Catering

Club offers F&B service only to their members. The Club management is responsible for the monitoring of the catering services and may be run by the club employees it may be contracted out.

The Food and Beverage Sector



TYPES OF FOOD SERVICE OPERATIONS

The industry provides millions of meals a day in a wide variety of types of foodservice operation.

- *Food* can include a wide range of styles and cuisine types. These can be classified by country, for example, traditional British or Italian; by type of cuisine, for example, oriental; or a particular specialty such as fish, vegetarian or healthy food.

- *Beverages* include all alcoholic & non-alcoholic drinks. Alcoholic beverages include wines and all other types of alcoholic drinks such as cocktails, beers and cider, spirits and liqueurs. Non-alcoholic beverages include bar beverages such as mineral waters, juices, squashes and aerated waters, as well as tea, coffee, chocolates, milk & milk drinks and also proprietary drinks such as Bovril.

Food and beverage (or foodservice) operations include, for example, various types of restaurants (coffee-shops, first class fine dining, ethnic, themed), cafes, cafeterias, take-away, canteens, function rooms, tray service operations, lounge service operations, home delivery operations and room service operations for hotel guests. Some examples of types of operations are given in Table 1.1.

Table 1.1 Examples of types of Restaurants

Type of Restaurants	Description
Coffee shop	It caters to snacks and beverage requirements of the customers twenty four hours a day. May be open all day and serve all meal types from breakfast through to dinner. The service and ambience is informal.
Fine Dining Restaurant	Tend to be formal restaurant with classical preparation and presentation of food & offering a high level of table (silver, gueridon and/or plated) service. Often associated with classical/ haute cuisine.
Restaurant	Term used to cover a wide variety of operations. Price, level & type of service, décor styles, cuisine and degree of choice varies enormously across the range of types of operation. Services ranges from full table service to assisted service such as in carvery-style operation.
Ethnic / Theme restaurant	Indian, Oriental, Asian, Spanish, Greek, Italian are just some of the many types of ethnic cuisine available, with establishments tending to reflect origin. The food entertainment & décor match the theme.
Bar	It offers all kinds of non-alcoholic & alcoholic beverages such as whiskies, rum, gin, vodka, beers, wines etc. Snacks are often served. Separate licence is required to serve alcoholic beverages.
Cafeteria	Primarily self-service with customer choosing selection from a counter or counters in varying designs layouts. Originally developed for the industrial market but now seen in a variety of sectors.
Popular catering & fast food outlets	This type of restaurants are informal yet hygienically kept and is located in a busy area such as bus stands, shopping area catering to middle class and the customers who are in a hurry. Food can be eaten in the premises or taken away as packed food.

Food Court	It refers to a number of independent food stalls, each serving items of food. The guest order the food items they want to have and consume them at a common dining area.
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Employment Opportunities

The Food Service industry offers very good job opportunities globally at all levels. Every food service establishment, whatever the size may be depend on trained manpower. The F&B industry contains a wide variety of jobs, including those that need little training such as cashiers and waiters and those needing extensive training and a degree such as team leaders or restaurant managers.

The following are some of the fields where food service professionals can be placed.

Accommodation sector

1. Hotels (from deluxe to budget hotels)
2. Motels
3. Hostels
4. Resorts
5. Clubs

Welfare sector

1. Hospitals
2. Industrial Catering
3. Old age homes
4. Prisons
5. Military Canteens

Non Residential Commercial sector

1. Restaurants of all types
2. Pubs / Night clubs
3. Recreation centres
4. Function Catering (Banquets)
5. Bars

Transport Catering

1. Ship / Cruise
2. Flight catering
3. Railway catering

Food Service professionals have a very good scope of commencing their own business, either by taking out door caterings, taking up Industrial or Institutional catering contracts or setting up shacks or restaurants.

Other benefits

1. Good and talented F&B professionals are identified and picked up for higher salaries
2. Provided with free meals on duty
3. Accommodation and transport normally provided by hotels
4. F&B staff earn substantial amounts of tips or service charge.
5. Most outlets are air conditioned and have a clean and hygienic environment.
6. Opportunity to serve and interact with celebrities from sports, film, politics etc.
7. Personality development.

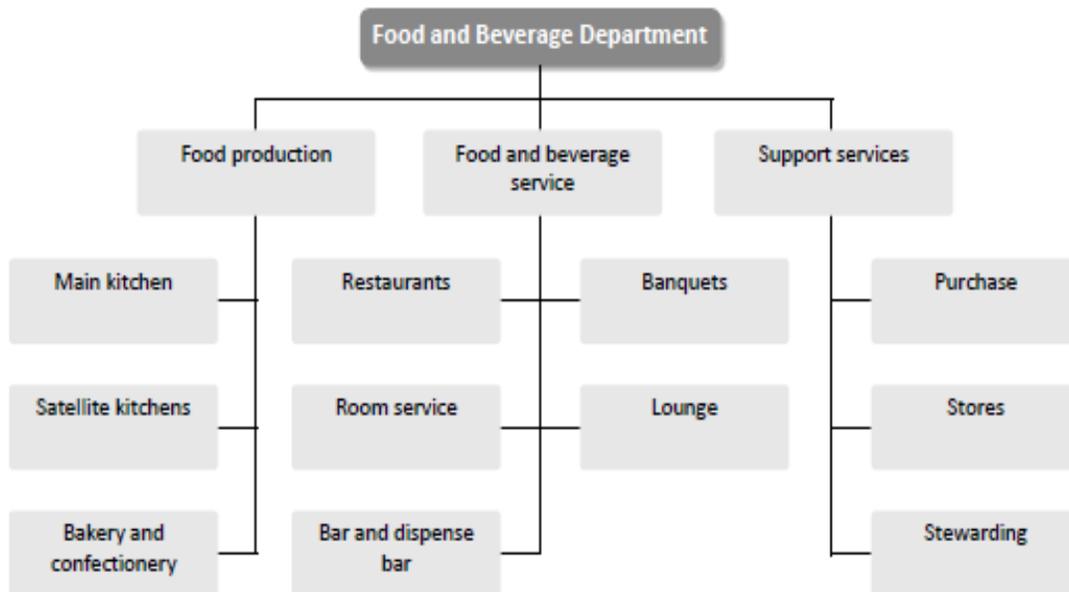
CHAPTER 2.

FOOD AND BEVERAGE DEPARTMENT ORGANISATION

- Organization of Food & Beverage Department
- Duties & Responsibilities of F&B Manager, Restaurant Manager, Team Leader, Associates (Restaurant, Banquets, Bars, Room Service), Trainees
- Inter Departmental Relationship
- Attributes of F&B Staff

The Food and Beverage department is a complex operation involving highly specialized tasks. The following areas come under the control of the department.

- Food production
- Food service
- support services (purchase, stores, and stewarding)



1) Food Production

Main kitchen: Located at the ground level. Prepares the dishes offered in the menu and basic gravies, sauces, pastas etc for satellite kitchens

Satellite kitchens: These are adjacent to the restaurants located in different floor levels and prepare the dishes offered in their menu

Bakery and Confectionery: Prepares all kinds of bakery and confectionery items

2) Food and Beverage Service

Restaurant: serves the dishes offered in their menus

Banquet: organizes all types of function catering and facilities.

Room service: serves food and beverages in guests' rooms.

Lounge: Serves Food and beverages to the guests in the lounge area.

Bar and dispense bar: serves all kinds of alcoholic beverages

3) **Support Services**: The departments extending support services are

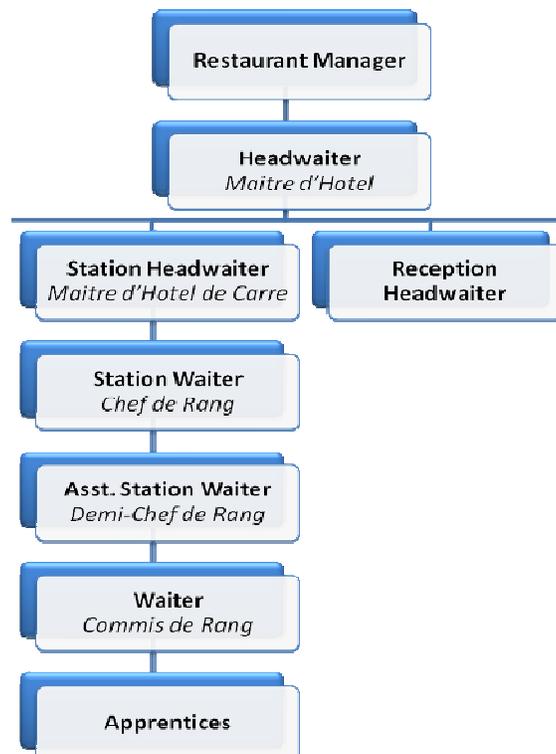
Purchase: Procures all kinds of materials required for production and service

Stores: Ensures adequate level of stock required by the production and service departments at all times

Stewarding: Cleans kitchen and service equipment, controls pests

Restaurant Organization

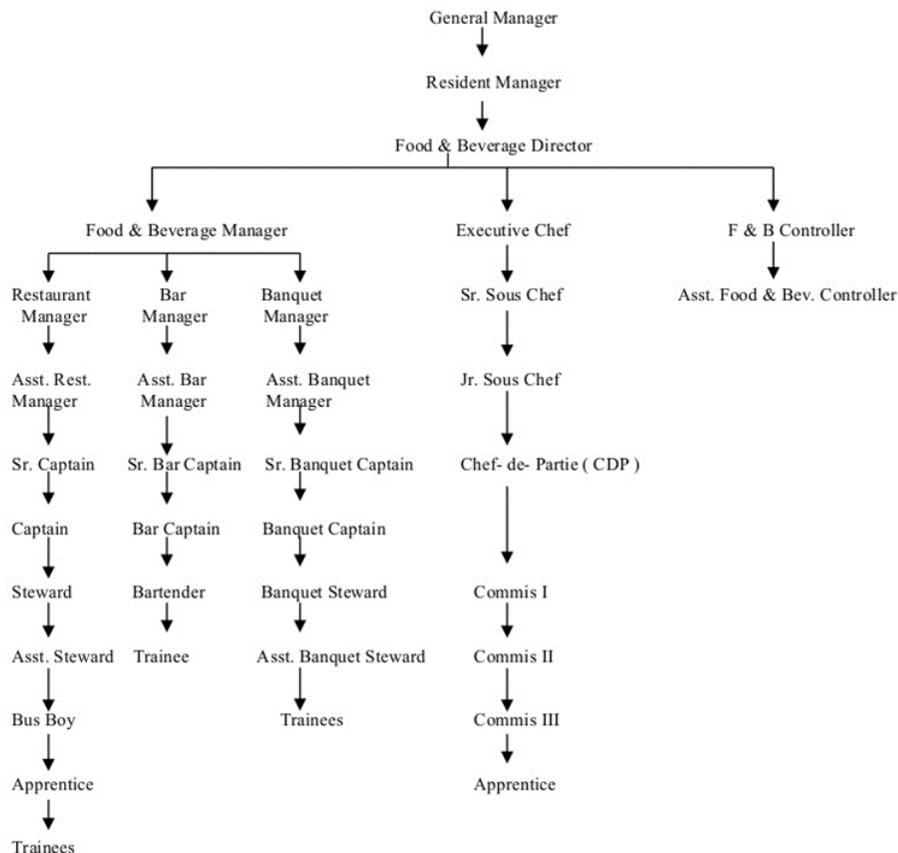
A Restaurant is divided into stations, each having set number of covers depending on the standard of service extended. Station waiters are responsible for attending the guests in their stations, and reporting to station head waiters. Station head waiters report to Head waiter/s and the head waiter/s, to the Manager. Station waiters are assisted by the apprentices and trainees.



Restaurant Organization Chart of a Fine Dining Restaurant

Food and Beverage Organization

Hierarchy in the Food and Beverage Department



Duties and responsibilities of food and beverage personnel

The food and beverage manager

The food and beverage manager is responsible for the implementation and setting of the food and beverage policies. In general, food and beverage managers are responsible for:

- Ensuring that the required profit margins
- Updating and complete new wine lists
- Compiling, in liaison with the kitchen, menu
- Purchasing of all materials
- Ensuring that quality/quantity in relation to the price paid is maintained
- Ensuring staff training in maintaining highest professional standards

- Employing and dismissing staff
- Holding regular meetings with section heads
- Marketing and sale promotion

Assistant food and beverage manager

This position exists only in large organisations. 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.

An assistant food and beverage manager's job includes:

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

Restaurant manager

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

Job duties consist of:

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

Hostess

The Hostess/reception headwaiter is responsible for accepting any bookings and for keeping the booking dairy up to date. He/she will reserve tables and allocate these reservations to particular stations. The reception headwaiter greets guests on arrival and takes them to the table and seats them.

Restaurant supervisor / Head waiter

The headwaiter has a overall charge of the staff team and is responsible for seeing that all the duties necessary for the pre-preparation for service are efficiently carried out and that nothing is forgotten. The headwaiter will aid the hostess during the service and will possibly

take some orders if the station waiter is busy. He/she helps with the compilation of the duty rotas and holiday lists, and may relieve the restaurant manager or hostess on their days off.

Team Leader / Station headwaiter / section supervisor

The team leader has the overall responsibility for a team of staff serving a number of sets of tables (which may be anything from four to eight in number), from one sideboard. Each set of tables under the station headwaiter's control is called a station.

The team leader must have a good knowledge of food and wine and its correct service, and be able to instruct other members of the staff. He/she will take the order (usually from the host) and carry out all the service at the table with the help of the associates, who is in command of one station.

Associate / Station waiter / chef de rang

The associates must be able to carry out the same work as the team leader and relieve him on days off. The associate will normally have had less experience than the station headwaiter. Both the team leader and the associates must work together as a team to provide an efficient and speedy service.

Trainee / debarrasseur / apprentice

The apprentice is the 'learner' having just joined the food serving staff, and possibly wishing to take up food service as a career. During the service this person will keep the side board well filled with equipment and may help to fetch and carry items as required. The trainee would carry out certain of the cleaning tasks during the pre-preparation periods. He/she may given the responsibility of serving water, assisting in pre-plated service, food pick up from the kitchen and mise en place.

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 the standard 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. Since room service is the outlet which 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 inventories of all the equipment used. In the event of the hotel offering valet service, the room service manager takes charge of that service as well.

Room Service Steward

- Lining trays and trolleys and arranging them with basic service equipment and accompaniments
- Store pick up
- Food pick up
- Carrying orders to the room and serving as per standards
- Settlement of bills from guest rooms
- Placing room amenities
- Replenishing mini bar
- Clearance of trays and trolleys from guest rooms and corridors
- Attending briefing
- Setting up the pantry.

Banquet waiter

They are responsible for the following

- Cleaning and wiping cutlery, crockery and glassware
- Arranging tables for various functions according to the banquet event order
- Setting up and manning buffer counters
- Setting up covers & Mise en place activities
- Food pick up & serving as per instructions
- Attending briefing
- Clearance and resetting banquet areas

Bartender

They are responsible for the functions at the bar assigned and their duties include:

- Mixing and serving drinks to guests seated at the counter
- Pouring required measures against BOT for waiters to serve
- Washing of glassware & maintenance of bar tools and equipments
- Recording sales
- Bill settlements
- Keeping the bar area clean
- Taking opening and closing stock
- Store pickup.
- Establishing good relationship with customers.

Inter departmental coordination and communication with F and B service and other departments

The Food and beverage service department is seen to possess a very vigorous intra and inter departmental interactions in prospect of accomplishing works. This has also made the functioning of the organisation very suave. Positive mutual aid and harmonisation can be found in between the intra departmental staffs, as they are willing to lend a helping hand during busy operation hours and favourably exchange their ideas and views with each other.

With Food production:

It coordinates with kitchen department for the preparation of various food and beverage items as per the orders. The kitchen also coordinates with food and beverage service department regarding the functions, outdoor caterings, and promotional activities. It also provides fruits, cream, mint, lemon, eggs and other ingredients required by the bar for making cocktails.

With housekeeping:

It coordinates with housekeeping department regarding the cleanliness of the outlets, different F&B sections and regarding the regular supply of staff uniforms and soil linens. In many hotels, housekeeping department also looks after pest control in restaurants, kitchens, and store attached to them. Special cleaning of this areas call for coordination with the housekeeping department.

With front office department:

Receives rooming list from the front office which shows the occupancy position, status of the guest, meal plan and so on. It helps the service dept to organise service accordingly. Signed bills are posted to the guest room account through point of sales or are deposited at the front office for charging to the guest account.

Human resources department:

Coordinates with this department for recruiting, training, performance appraisal and firing of staff.

Security department

It coordinates with security department to create a safer environment for the guests, hotel personnel and the assets to control them properly. It informs security about any articles misplaced by guest, suspicious behaviour of guest, unclaimed baggage, drunken guest, function caterings etc.

Engineering department

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

Information system

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

Stores:

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

Sales and marketing department:

It coordinates with sales and marketing department for the sales of banquet halls, fixing the menu price, and providing provisions and service as per the Banquet Event Order. F & B personnel will do the necessary arrangement for the preparation and see to guests needs. Get clients to hold functions using hotel facilities in banquets.

Finance department: It coordinates with finance department for payment of salary and budget development. The Cost controller verifies bills and KOT's of all service areas, receipts of stores, closing stock records and conduct periodic inventories.

ATTRIBUTES OF FOOD AND BEVERAGE SERVICE PERSONNEL

The product of any food and beverage operation is not just the food and drink itself. Any member of the staff coming in contact with the customer is also the part of the product. No matter how good the quality of the food, beverage, décor and equipment, poorly trained, scruffy and unhelpful staff can destroy a customer's potential satisfaction with the product. It is also true that well-trained, smart and helpful staff can sometimes make up for aspects that are lacking elsewhere in the operation.

Below are listed the principle attributes necessary in food and beverage service personnel.

1. Personal Hygiene and Grooming

- Pride in one's appearance is an essential quality of a good waiter. Guest will have confidence in an establishment if the waiters are well groomed and professional. Hands are particularly important because they are constantly under the eyes of the guest. Fingernails should be well trimmed and neat. Waiters should wear conservative, comfortable, well-polished shoes and black socks.
- Uniforms should be well tailored and fit properly.
- The waiters must make sure that they have a bath at least once a day, if not more.
- Hair should be well combed and neatly cut on a regular basis.
- Chewing of gum is not allowed.
- The jewelry worn by the service staff should be to a minimum. A watch, one plain ring and a small plain earring are permitted.

2. Attitude to work

- Anticipate the guests needs and wishes
- A respectful manner towards guest and senior staff members is necessary.
- All guests should be treated as VIP's, regardless of who or what they are, and everyone should be given the same respect.
- A waiter's conduct should be of the highest degree at all times, particularly in front of the guest.
- The customer is always right – even when he is wrong. NEVER argue with the guest. If the problem cannot be handled call a senior member of the staff.
- Service staff must develop a sense an urgency especially at the time when the establishments is very busy in order to make maximum business and profit.
- Honesty is exceptionally important in dealing with both the guest and the management.
- Assist fellow workers wherever possible without interfering. Never say no to the guest. Help where you can – it is to everyone's advantage in the long run.

3. Assuming responsibility

- As one grows in sensibility one's responsibility increases. To be able to assume responsibility is a sign of maturity in itself.
- One must do ones job regardless of the presence of the supervisor.
- Responsibility grows as ones skill increases.

- Taking the job seriously, no matter how menial, will be recognized by those in higher positions.

4. **Memory and Anticipation**

It is important to remember as much as one can about his customer's because what a customer wants is a sensitive awareness. They like persons who know just when something is required without hovering near the guest all the time. He answers before you call. If a waiter studies his customer's preference, even their favorites, he will find that they will be delighted when they realize that their wishes are known and anticipated.

5. **Courtesy**

It is the hallmark of a good waiter to go out of his way to be considerate to ill-tempered persons. The manners should not only be a part of the technique of the restaurant but inherited in the nature. The waiter should be friendly without being familiar.

6. **Technical Skills**

In addition to the social skill one must also develop technical skills. One should be hungry for knowledge and eager to learn service skills.

7. **Handwriting**

It is a must to have legible handwriting because you will be required to write KOT's (Kitchen Order Ticket) which will be read by the kitchen and billing staff.

8. **Punctuality**

Staff must report to work on time. Punctuality reflects the interest the staff have towards their work.

CHAPTER 03.

FOOD AND BEVERAGE SERVICE, AREA AND EQUIPMENTS

- Revenue Generating Areas
- Back of the House areas (Ancillary Sections)
- Types of Equipments
- Usage , Specifications, Storage

Food & Beverage Department may be divided into Revenue Generating Areas and Ancillary Sections i.e. Back of the House (Non-revenue generating areas)

Some of the Revenue generating areas are:

1. Restaurants: Restaurants are places where Food & Drink is served.
2. Lounge: Lounges can be found in different hotels. Their main purpose is to offer Food & Drinks in comfortable and cosy seating in relaxed surroundings. There are many kinds of Lounges ranging from a Lounge in a Lobby, Cocktail Lounge and Cigar Lounge to Executive and Club Lounge on special Floors.
3. Bar: Bar is a place where drinks are served. There is usually a small Snacks Menu too. The service is fast and quick. There are various kinds of Bars ranging from Formal bars to Club Bars, Pubs, Pool, Bars, Wine Bars, Cocktail Bars, Beach Bar to Juice Bars and many more.
4. Room Service/In Room Dining: Room Service, also known as In Room Dining .It is the service of Food & Drink in Guest Rooms in a Hotel or a Resort.
5. Banquets: Meeting and Conference rooms together with Ball Rooms come under the Banquets & Conference section. They are a great source of Revenue in Food & Beverage Department usually in Corporate and City Hotels
6. Deli: Delicatessen or Deli is a place where guests can buy fresh produce ranging from Freshly Baked Bread, Cold Meat, Fresh Salads, Cakes, Home Made Ice creams and light and healthy drinks.

Depending on the style of operation, there may be many service areas behind the scenes, or what may be termed “back of house”. These are required to be well organized, efficiently run & supervised, and stocked with well- designed equipment. It is necessary for all these

factors to work together to contribute to the overall success of the food & beverage operation.

The back-of-house service areas are usually between the kitchen & food & beverage service areas. They are important parts of the design of a foodservice operation, acting as the link between kitchen & the food preparation areas & the restaurant or food & beverage service areas. They are also meeting points for staff of various depts. As they carry out their duties, & therefore there must be close liaison between various members of staff & the depts.

The service areas themselves are some of the busiest of a foodservice establishment, especially during the service periods. Because of this, it is important that dept. heads ensure all staff knows exactly what their duties are & how to carry them out efficiently & effectively.

In general, especially in large operations, five main back-of-house service can be identified:

- Stillroom
- Silver or plate room
- Wash-up
- Hotplate
- Spare linen store

A well designed layout of these areas is essential to ensure an even flow of work by the various members of staff. However, the layout itself may vary with different establishments, depending on the type of the operational; needs.

STILLROOM

This is a service area whose main function is to provide items of food & beverages required for the service of meal and not catered for by other major

Departments in a hotel such as the kitchen, larder and bakery.

Depending on its size and the duties to be performed the staffing will be made. Normally the still room is looked after by a still room supervisor. He/she is responsible for staffing, ordering of supplies an effective control of these items when issued to various departments, because of the no. of his that the still room has to remain open the staff normally works on a straight shift basis.

Following are some of the items dispense from the still room.

- a) All beverages such as coffee, tea, chocolate, Horlicks, etc
- b) Assorted fruit juices/fresh & canned
- c) Milk and cream
- d) Sugars

- e) Preserves: - Jam, marmalade, honey etc. They are normally pre-portioned for better control.
- f) Butter – it can be curled or pre-wrapped portions
- g) Slice and buttered brown & white breads
- h) Rolls. Brioche, croissants
- i) Melba toast – these are cut into triangles and put on a toast rack the sides of the slice bread are cut off before service
- j) Assorted breakfast cereals- Cornflakes, Rice crispies, Muesli (mixed of all cereals)etc
- k) Pastries, Gateaux and sandwiches
- l) Porridge and boiled eggs.

SILVER ROOM OR PLATE ROOM

In larger, more luxurious establishments, the silver room, or plate room as it is sometimes known, is a separate service area. In smaller establishments it is often combined with the pantry wash-up area.

Equipment

The silver room should hold the complete stock of silver required for the service of all meals, together with a slight surplus stock in case of emergency. Silver for banqueting service may be of a different design & kept specifically for that purpose.

The larger silver such as flats, salvers, soup tureens, & cloches, will be stored on shelves, with all the flats of one size together, & so on. All shelves should be labelled showing where each different item goes. This makes it easier for control purposes & for stacking. When stacking silver the heavier items should go on the shelves lower down & the smaller & lighter items on the shelves higher up. This helps to prevent accidents. All cutlery & flatware, together with the smaller items of silver such as ashtrays, cruets, butter dishes, special equipment, table numbers & menu holders, are best stored in drawers lined with green baize. This helps to prevent noise & stops the various items sliding about the drawer when it is opened & closed & so becoming starched & marked.

HOTPLATE

The hot plate may be regarded as the meeting point b/w the food service staff (F&B) and the food preparation staff (kitchen). This is a place where all the crockery required for service will be kept warm. Care should be taken to make sure that the amounts of chinaware required are properly stacked in the hot case. In some hotels the silver required will be placed on top of the hotplate and used as required. Normally an 'ABOYEUR' (a backer) is in charge and controls the hotplate over the service periods. The hotplate is usually gas or electricity operated and should be lit well in advance of the service to ensure all the china and silver are sufficiently heated. Once a dish is ready to serve the aboyeur will announce it loudly so that the respective waiter can pick it up. Once the food has been

picked up the KOT (kitchen order ticket) is put into a control box which can be operated only by a member of the control department who for control purposes makes the copy of the food check from the kitchen.

SPARE LINEN STORE

Another back- of -house service area that is generally found within establishments is the spare linen cupboard or store. This is normally the responsibility of a senior member of the service staff & it is kept locked for control purposes. This spare linen stock is held near the foodservice area in case of emergency. The linen is changed when necessary, & usually on the basis of the clean item in exchange for one dirty item.

DISPENCE BAR

The term “dispense bar” refers to any bar situated within a food & beverage service area that dispenses wine or other alcoholic drinks which are served to be customer consuming a meal or using a lounge area. However in many establishments, because of the planning & layout, wine & other alcoholic drinks for consumption within a meal are sometimes dispensed from bars situated outside the food & beverage service area itself- in other words, from one of the public areas. All drinks dispensed must be checked for & controlled in some way.

Food and Beverage Equipment

Food service equipment include all pieces of equipment of furniture, cutlery, crockery, glassware and so on used by the guests and the staff in the service areas. This equipment can differ depending on the food and drinks to be prepared and served

The equipment can also depend on the particular type of bar and dining areas involved for example if the bar and food service areas are located within a hotel, restaurant, cruise liner, night club or cinema.

Glassware

1. It is the most delicate of all equipments, it is also very expensive and hence should be treated accordingly.
2. There are four types of glasses, which are – crystal, cut, blown and pressed. Crystal is the most expensive and rarely used in hotels while pressed glass is cheap to manufacture and are more durable.
3. Glassware is extremely important to an appearance of the drink and hence the glasses should be attractive, clean and appropriate.
4. A broken glass not only means loss of property but is also dangerous to the customers & staff. A piece of broken glass in the food can kill.
5. When the glassware is machined washed 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. If the water is salty it will leave a permanent mark if not wiped quickly.
6. All glasses whether clean or dirty must be handled by the base or stem only as fingerprints left on the glass necessitates polishing.
7. Always store your glasses where they are easily accessible and where they will not be knocked over.
8. Never serve a drink in a glass that is chipped or cracked.

Types of Glasses

1. **Cocktail glass:** - These are stemmed glasses because the drinks to be served in this glass has to be served chilled and hence the stem avoids the hands from heating the glass quickly. The sizes can range from 7 to 17 cl.
2. **Pony Tumbler / Juice glass / 4 ounce glass:** - This is a small glass used sometimes for the service of small juices.
3. **High Ball Glass:** - It is the most commonly used glass in a bar. They are long & straight sided. They can range from 14 – 30 cl. But 24 cl is the most commonly used.
4. **Tom Collins:** - They are tall & thin and usually have a capacity of 12 ounce / 36 cl.
5. **Old fashioned glass:** - These are used to serve “spirits on the Rocks” (served on cube ice). They range from 14 – 25 cl and the most commonly used is 17 cl.
6. **Liqueur Glass:**-They are available in a variety of design & shapes having a capacity of 2 – 3 cl.
7. **Delmonico glass:** - They are straight sided and have a capacity of 11 – 20 cl.

8. **Pilsner Glass:** - They are glasses which are used to serve Pilsners (a type of Beer). It holds approximately 34 cl.
9. **Beer Tankard:** - These glasses are most commonly used for the service of Draft beers. It has a capacity of around 34 cl.
10. **Sherry glass:** - This is a glass to serve sherry (a fortified wine) and has a capacity of 7 cl.
11. **Vermouth glass:** - These are glasses used for the service of vermouths or any other aperitif. These glasses can vary in size but it usually has a capacity of 14 cl.
12. **Brandy Balloon:** - Always has the same shape with a short stem so that the hand can heat the glass and allow the brandy / cognac to heat up and release its aroma.
13. **Champagne saucer / Champagne tulip:** - It is the glass which is used for the service of Champagne.
14. **A Punched Cup:** - It is used mostly at cocktail parties to serve punch which is often hot hence the handle like cup.
15. **Whisky or short glass:** - It is used for the serving of whiskey without ice.
16. **Port wine Glass:** - Used for the service of port wine. It has a capacity of 7 cl.
17. **Red wine glass:**-It has got the capacity of 22 cl and the red wine is served only half the glass. The tulip shaped glass holds the aroma.
18. **White wine Glass:** - This is used for the service of white wine and has the capacity of 17 cl.
19. **Decanter:** - This is used to carry mixes or can be used as a wine carafe.
20. **A Martini Jug or a Mixer:** - It can come in a variety of shapes and it is used for mixing drinks.

Crockery

1. Iron Stone, vitrified, vitreous are the three most commonly used hotel china. They are all strengthened & glazed for durability & hardware.
2. Prior to mise – en – place, waiters should gather together all the crockery required for the service.
3. Although the crockery may be machined washed it is no guarantee that the items are perfectly clean. Each individual item of crockery must be inspected for dried particles smears or any other kind of damage.
4. Chipped or cracked crockery must never be used under any circumstances. A cracked plate will crack further and can break when it comes in contact with hot food.
5. Cracks and chips harbor germs and can cause stomach infections.
6. When the crockery has been checked, polished and sorted out, the dinner plated should be placed in the plate warmer and other items required by the kitchen should be returned to that department ready for service.
7. The crockery required by the restaurants should be divided equally between the stations.

Different types of crockery and their sizes

1. **A soup plate:** - 20 cms in diameter and used for the service of thick soups.
2. **B & B plate (Side plate) :-** 15 cms in diameter use for the service of bread & butter.
3. **A Fish plate :-** 20 cms in diameter used for service of fish items and Hors d 'oeuvres.
4. **A Dessert plate (Sweet plate):-** 18 cms in diameter and used for the service of desserts.
5. **A Meat plate (Joint plate / dinner plate / main course plate) :-** 25 cms in diameter and Used for the service of main courses only.
6. **A Cereal Bowl :-** 13 cms in diameter used for the service of cereals (Cornflakes, wheat flakes, Choco flakes, etc.), puddings, Compotes.
7. **Cheese plate :-** 16 cms in diameter used for the service of cheese and Biscuits.
8. **Consommé cup:** - Used for the service of thin soups only.
9. **Coffee cup:** - It has a capacity of 10 cl and is used for the service of black coffee only. It is also referred to as a demi – tasse Cup.
10. **Tea cup:** - 19 cl capacity used for the service of tea and coffee with milk.

Cutlery

1. Tableware is a term used to denote flat cutlery and hollowware. It may be analyzed as follows:-
 - a) Flatware: - all forms of spoons and forks.
 - b) Cutlery – all knives and other cutting equipments.
 - c) Hollowware – any item made from silver apart from flatware and cutlery e.g. :- teapots , milk creamers, entrée dishes etc
2. Stainless steel is the most used metal in the making of cutleries because it is the most durable and does not need any special cleaning methods.
3. After being washed in the machine each individual piece of cutlery must be checked and polished.
4. When storing silverware cutlery make sure that it is stored properly (usually in baize lined drawers) because they tend to scratch very easily.
5. A normal cover consists of the following
 - a) a large knife and a large fork
 - b) a fish knife and a fish fork
 - c) a dessert spoon and a dessert fork
 - d) a soup spoon
 - e) A bread and butter knife.

Types of cutlery / special cover equipments

- | | |
|-----------------------------|-------------------|
| a) Butter knife | i) Nut cracker |
| b) Carving knife | j) Oyster fork |
| c) Cheese knife | k) Pastry fork |
| d) Fruit knife & fruit fork | l) Snail fork |
| e) Grape scissors | m) Snail tong |
| f) Grape fruit spoon | n) Steak knife |
| g) Lobster cracker | o) Sundae spoon |
| h) Lobster pick | p) Asparagus tong |

Furniture

Furniture must be chosen according to the need of the establishment. The type of operation will determine ones specific needs as far as the dinning arrangements are concerned. Very often by using different materials and designs and finishes and by careful arrangement one can change the atmosphere and appearance of the food service area to suite different occasions.

Wood is the most commonly used material for dining room furniture although metal in form of aluminum and steel are also used. Marble is a popular material India for dining table tops. Aluminum is usually lightweight, hardwearing, has a variety of finishes, easy to clean and the cost are reasonable. Plastic or Formica coated tabletops may be found in many cafeterias, staff dining rooms etc.

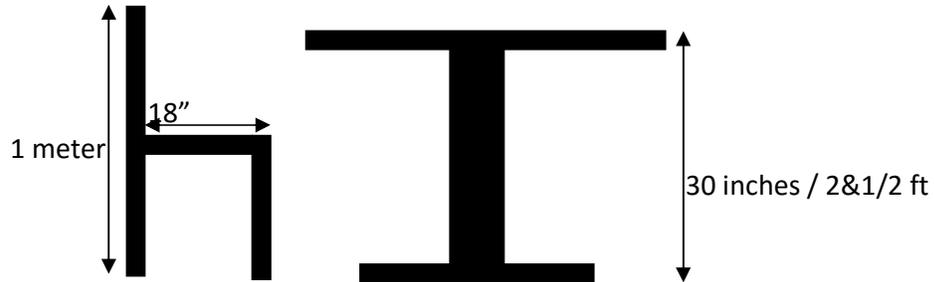
Nowadays plastic & fiberglass are being extensively used to produce dining room chairs. These materials are easily molded into a single piece seat and back. Advantages are that they are durable, easily cleaned, light weight and can be stacked. They are also available in a large range of colors and designs and are relatively inexpensive. They are mostly found in bars and in staff dining rooms.

When buying tables and chairs keep the following points in mind

- 1) They should be easy to stack
- 2) They should match the décor of the restaurant
- 3) They should be fire proof, waterproof, and durable.
- 4) They should be within the budget of the establishments
- 5) Keep in mind the style of service

Chairs

A chair come in various shapes and sizes, designs, materials and colors to suite all situations and occasions. Because of the wide range of styles, the chairs vary in height, width but as a guide, a chair seat is 18 inches from the ground, the height from the ground to the top of the back of the seat 1 meter and the depth from the front edge of the seat to the back of the chair is 18 inches.



Tables

Tables can come in three main shapes: - round, Rectangular, Square. An establishment may have a mixture of these or all of one shape depending on the shape of the room and the style of service being offered. The tables can be for 2 pax, 4 pax, and 8 pax and so on. Tables can be joined to seat large groups. The tables are usually covered with a baize cloth which are heat resistant. This covering will also deaden the sound of the cutlery, crockery and glassware when being kept on the table.

Sizes of tables

Square: -	For 2 pax – 76 cm sq For 4 pax – 1mtr (3 ft.)
Round	For 4 pax – 1 meter in diameter For 8 pax – 1.52 meters / 5 ft diameter
Rectangular	For 4 pax – 4 ft 6” x 2ft 6”

Sideboards

It is also called as an Étagère / Dummy Waiter / Service Console

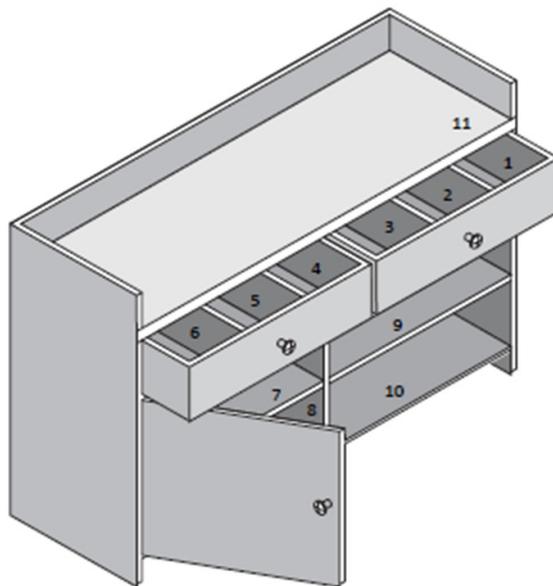
This is perhaps one of the most important furniture for a waiter. The style and design of the sideboard will vary from one establishment to another. It is dependent on the following points:-

- 1) Style of service and the menu being offered.
- 2) The number of waiters or waitresses working from one sideboard.
- 3) The number of tables to be served from one sideboard.
- 4) The amount of equipment's it is expected to hold.

It is essential that the sideboard is of a minimum size and can be easily moved around. Some establishments use smaller fixed sideboards and use “Tray jacks” (movable folding tray stands) when serving and clearing. The top of the sideboard should be of a heat resistant material, which can be easily washed down.

Some of the points to be kept in mind while stacking a sideboard

- 1) When the restaurant cleaning has been completed all equipment necessary for the service must be collected, cleaned, checked and set out.
- 2) Sideboards being the central point for the waiters to work on, it must be kept spotlessly clean at all times.
- 3) The stacking of the sideboards must be done with proper planning. One must ensure that sufficient covers for relaying a station i.e. extra linen, crockery, cutlery, glassware, ashtrays etc must be kept in a condition whereby they can be used immediately when required.
- 4) Prior to mise-en-place cutleries, crockeries, and glassware should be brought from the wash-up area to the sideboard. It is from this point that the waiter commences his mise-en-place.
- 5) All the sauce bottles should be refilled & the bottle neck should be wiped before the start of the operations. The salvers should also be wiped and kept clean before and after the operations.



1. Service spoons and forks
2. Dessert spoons and forks
3. Large knives and forks
4. Side knives and tea spoons
5. Fish knives and forks
6. Soup spoons and coffee spoons
7. Half plates, quarter plates
8. Salvers and under flats
9. Linen
10. Trays and bowls
11. Water jug, menu card, check pad, proprietary sauces, straw holder etc.

Figure 3.6 Layout of a Sideboard

Linen

- 1) Restaurant linen is a very expensive commodity. Table linen has to be changed every meal and often during a meal.
- 2) Table cloths should not be used for polishing table items.
- 3) The most commonly used material is cotton.
- 4) Because of the high cost of laundering, a table cloth which is a little dirty would not be changed but a slip cloth would be placed over it for the succeeding service. Slip cloth is not as expensive to have re – laundered as would be a table cloth.
- 5) Dirty serviettes when being exchanged for clean ones should be tied in bundles of 10's.
- 6) Linen should be stored on paper lined shelves, the correct sizes together and with the inverted folds facing outwards, which will facilitate counting and control.
- 7) Tables come in various sizes hence we have square, rectangular, round table cloths
- 8) The type of linen used would depend on the class of the restaurant, the type of customers, the cost involved, the style of the menu and the service to be offered.

Types of linen

- 1) Table cloth: All tables with wooden top are covered with tablecloths. The color of the cloth must blend with color scheme of the interior. Hotels with many restaurants may use different colored tablecloths for each outlet for better control of linen movement. The size of the table cloth depends on the size of the table to be covered
- 2) Slip Cloth: It is used to cover the soiled table cloth during the operations. Size is the same as that of the table top
- 3) Waiter's Cloth: It is used by waiters during the service for wiping the edges of the dishes and for carrying the hot dishes. This should be folded and carried just above the wrist and never over the shoulder, around the neck, or tucked inside the pocket.
- 4) Napkins or Serviettes Napkins are used for guests' use, folded and kept either in the glass, on side plate, or in the centre of the cover. The folded napkins are kept in the glass for the dinner, and on side plates or at the centre of the cover for lunch. However this is not followed rigidly. All covers must have one type of fold and all covers must have napkins placed in one position
- 5) Buffet Cloth: Buffet cloths of various sizes are used for covering the buffet tables. Centre crease of the cloth should run in the middle of the table. When more cloths are used, the overlapping of the cloth should not be facing the entrance. The fall of the cloth should be even all over, especially on the front side
- 6) Satin Cloth: It is draped around the front side of the buffet table to cover the legs and to make the buffet counter attractive. It is available in attractive colors.
- 7) Tea Cloth: It is used for wiping cutlery and crockery. The cloth should be lint free and changed frequently
- 8) Wiping Cloths. Discarded linen can be used as Wiping cloth. They should be changed frequently. Preferably Wiping cloth should be of a lint free material.

CHAPTER 04.

FUNDAMENTALS OF MENU

- Origin of Menu
- Functions of Menu
- Menu as a merchandising tool
- Types of Menus
- Menu Planning
- French Classical Menu
- Indian Menu Sequence

What is menu?

A menu is a list of food and beverage that can be served to a guest at a price. It helps guests to select what they would like to eat and/or drink. It is a document that controls and directs an outlet's operations and is considered the prime selling instrument.

The menu – *origin*

Origin of Menu: Originally the bill of fare as it is termed in English, or, menu in French, was not presented at the table. The banquet consisted of only 2 courses each made up of a variety of dishes, anything from 10-40 numbers. The first 10-40 dishes were placed on the table before the dinners entered hence, the word entrée and after these were consumed and removed, 10-40 other dishes were placed to relieve the guest, hence the word Releve and Removes.

It is said that in the year 1541, Duke Henry of Brunswick was seen to refer to a long slip of paper. On being asked what he was looking at he had said it was a form of program of dishes and by reference to it he could see what was coming and reserve his appetite accordingly, thus, we may presume that the menu developed from some such event.

Functions of a menu

The menu in modern establishment reflects a concern for the health and well-being of the guests. The menu planners ensure a **healthy** and **balanced diet** for their guests without neglecting the pleasures of enjoying good food. The menu as we know it today, serves several purposes.

- . A menu informs guests as to what dishes are available and the price charged for a particular dish.
- . It enables guests to select dishes of their choice which they can afford.
- . It guides the chef in the matter of his requirements in terms of staff, equipment, and materials, to efficiently prepare the items included in the menu.

- . It enables the service staff to prepare their *mise-en-place*, take the correct order, pick up and serve the correct dishes from the kitchen according to what has been ordered, and to present the correct check to the guest.
- . It helps the management to work out the cost of the food and analyse the utility of a particular menu.
- . It helps the cashier to price each item ordered by the guest and to prepare a sales summary, which is the sales history of the outlet.
- . It enables the caterer to predict trends and to plan the future course of action for the outlet.

Planning a menu

Planning a menu is a complex managerial task. Costs, profit margins and gastronomic criteria have to be taken into account while planning a menu. Menus should be compiled to meet the requirements of various types of meals. If the menu fails to meet the market requirements, it could cause a drop in the revenue.

Criteria for an ideal menu

- . An ideal menu should satisfy guests by catering to their preferences for good food and beverage. To do this, the establishment should know the type of guests it is likely to serve.
- . A menu should be compiled taking into account the season of the year, the capacity of the production staff and the capability of the service personnel.
- . A menu should be compiled taking into consideration the type of establishment, especially the size of the kitchen and dining area, and the equipment available with both the production and service staff.
- . The pricing of the dishes should be reasonable and based on the availability of fresh raw materials, calculated costs and revenue projections.

Menu a Marketing Tool

Menus list products and prices, and because of this a menu is a critical means of marketing communication that sets customers' expectations. A menu can also affect distribution by informing customers about other restaurant locations, promotional activities, Website addresses and hours of operation.

The whole point of offering a menu is to inform customers about available food choices and help them assess which ones will best meet their needs. In addition to just listing the choices, many menus provide information about ingredients, nutritional content and preparation techniques, which facilitates weighing the value of one item against others.

Types of Menus

Menus are generally compiled to meet the requirements for all sorts of meals as described above. Modern food service involve many types of menus, but they are usually variants of two main kinds: à la carte and table d'hôte.

A la Carte: - An à la carte may be defined by the following points:-

- 1) It gives the full list of all the dishes that may be prepared by the establishment.
- 2) Each dish is priced individually.
- 3) A certain waiting time (preparation time) has to be allowed for each dish.
- 4) It is cooked to order

This type of menu may be offered on its own or along with a carte du jour (menu of the day). The dishes on an à la carte menu may change according to the season e.g. availability of items such as shellfish, fruits, etc, but each item will remain individually priced which may be changed daily or remain for a certain period of time. The dishes are usually main courses.

Table d'hôte (TDH):- TDH menu can be defined by the following points:-

- 1) The menu has fixed number of courses.
- 2) There is a choice within each course.
- 3) The selling price of the menu is fixed.
- 4) The dishes provided will be ready at a set time.
- 5) The guest is charged for the full menu whether he consumes all the items on the menu or not.

An establishment may offer either TDH menu by itself or along with an à la carte menu. A TDH menu normally gives less wastage of food. Example of a TDH menu

<p style="text-align: center;">Oak Tree</p> <p style="text-align: center;">MENU</p> <p style="text-align: center;">Chilled melon Consommé julienne *** Fillet of pomfret mornay (or) Beef stroganoff (or) Corn and mushroom strudel Served with parsley potatoes and steamed broccoli *** Queen of pudding Choice of English cheeses *** Coffee ***</p>

<p style="text-align: center;">First Course</p> <p style="text-align: center;">Paneer Pakoras with Tamarind Sauce</p> <p style="text-align: center;">Second Course</p> <p style="text-align: center;">Curried Shrimp Scampi with Mango Chutney</p> <p style="text-align: center;">Third Course</p> <p style="text-align: center;">Chicken Korma with Coconut Rice</p> <p style="text-align: center;">Fourth Course</p> <p style="text-align: center;">Spiced Golden Syrup Steamed Pudding with Fresh Berries and Whipped Cream</p>
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A comparison of Advantages and Limitations

S. No	Points	Table d'hôte Menu	À la carte Menu
1	Kitchen equipment requirement	Less	More
2	Kitchen area requirement	Less	More
3	Kitchen staff	Less	More
4	Mise en place work	Less	More
5	Service equipment requirement	Less	More
6	Volume forecasting	Easier in welfare, function, flight catering; slightly difficult in commercial establishments offering both types of menus	Very difficult
7	Food wastage	Almost nil in welfare catering and minimum in other operations and the wastage is in cooked form; in some hotels it is sent to staff cafeteria	More wastage as <i>mise en place</i> must be kept ready for all dishes given in menu and though the prepared and half-cooked ingredients may be stored, it cannot be kept for long without deterioration in quality
8	Workload of kitchen staff	Evenly distributed, no stress	Not evenly distributed; under stress during the peak hours
9	Efficiency of staff performance	Better	Poor during peak hours
10	Menu choice	Limited	Extensive
11	Guests' satisfaction level	Low	Very high since the guest can choose what he/she wants to have
12	Requirements of guests	Does not cater to requirements of all the guests in commercial operations, such as children, convalescents, aged, and so on	Addresses the needs of guests of all age groups

Specialties and plats du jour: - Certain catering establishments each day carry on the à la carte menu an item called 'plat du jour' (dish of the day). This is frequently a main dish of the table d'hôte meal. Potatoes and vegetables as a garnish are often included in the price.

Cyclical menu: - A cyclical menu is a type of changing menu that rotates selections over a period of time. Such menus are primarily used in institutional operations, which repeat every three, six, or eight weeks, but the more popular items may be repeated several times within the cycle.

Classical Menu Sequence: The number of courses of menu and dishes within each course depends on the size and class of the establishment. The establishment may offer a full menu when the food preparation and service brigades are in full operation. In this case, the courses or sections of the menu may be divided as follows:

17 Courses

1. Hors d'oeuvre (appetizer)
2. Potage (soup)
3. Oeufs (eggs)
4. Farineaux (rice & pasta)
5. Poisson (fish)
6. Entrée (entry of 1st meat course)
7. Sorbet (flavored water)
8. Relève (meat course)
9. Rôti (roast)
10. Légumes (vegetables)
11. Salades (salad)
12. Buffet Froid (cold buffet)
13. Entremet de sùcre (sweets)
14. Savoureux (savoury)
15. Fromage (cheese)
16. Desserts (fresh fruits & nuts)
17. Café (beverage)

13 Courses

1. Hors d'oeuvre (appetizer)
2. Potage (soup)
3. Oeuf / Farineaux
4. Poisson (fish)
5. Entrée (entry of 1st meat course)
6. Sorbet (flavoured water)
7. Relève (meat course)
8. Rôti (roast)
9. Légumes (vegetables)
10. Entremet de sùcre (sweets)
11. Savoureux (savoury)
12. Desserts (fresh fruits & nuts)
13. Café (beverage)

The above sequences may be used to compile and present menus, although it is common for courses to be grouped in a 17-course menu, i.e.

Starters	(1 – 4)
Main Courses	(5 – 6; 8 – 12)
After's	(13 – 16)

FRENCH CLASSICAL COURSES

HORS D'OEUVRES / APPETIZERS:

They are of spicy or tangy nature with the purpose of stimulating the appetite. The term is accepted as meaning a variety of pickled or well-seasoned food stuff, from which the customer is able to make his or her choice. The hors d'œuvres are served either from rotating trolley or a tray, a small amount of each variety being placed on the plate to make up a portion of hors d'œuvres (.i.e.)

1. Russian salads(mixed vegetables salads)
2. Beat root salads
3. Fish mayonnaise
4. Caviar (roe / egg of a sturgeon fish) (Beluga, Ossetra & Sevruga are types of caviar, where Beluga is light greenish color and Sevruga is dark reddish brown colour)
5. Shellfish cocktail (prawns / shrimps on a bed of shredded lettuce and coated with a cocktail sauce.
6. Smoked salmon

Cover in general: Fish knife; Fish fork; Half plate

POTAGE / SOUP:

Soup may also act as an appetizer for the courses to come. Two soups are usually provided on the menu-one being clear soup (consommé) and the other a thick soup (crème, veloute, bisque, chowder and puree). Thin soups (Bouillon) are sometimes served too. Special forms of soup may also be served – Borsch, etc. Although there is a choice of clear and thick soups for the menu only one should be offered at each function. The clear soup i.e. consommé is placed first on the menu e.g. of soups:

1. Consommé julienne (clear soup garnished with thin strips of root – vegetable)
2. Minestrone Soup (Italian Vegetable & Pasta Soup)
3. Petite Marmite (beef and chicken flavored consommé)
4. Lobster Bisque (Thick lobster soup)
5. Crème de tomates (cream of tomato)
6. French onion soup

Cover in general: Thick soup – Soup spoon, soup plate with large plate as underliner
Clear soup – consommé cup and saucer, dessert spoon

OEUF / EGG DISHES or FARINEAUX / PASTAS

1. Spanish omelet (with onions, pepper and tomato)
2. Omelette aux tomates (tomato omelet)
3. Omelette fine herbs (savory omelet)
4. Poached Egg Florentine (poached egg on bed of spinach coated with cheese sauce & gratinated)
5. Oeuf sùr le plat (egg cooked in its own dish on the top of a stove then finished in the oven)
6. Mushroom omelette

Cover in general: Small knife; small fork; half plate Dessert fork; half plate / sur le plat dish (depending on the preparation)

FARINEAUX / FARINACEOUS / (PASTA & RICE DISHES):

These dishes include all pastas such as spaghetti, macaroni, penne and also rice dishes such as pilaf or risotto. Most pastas are served pre plated. For spaghetti, a joint should be kept on the left of the cover and an A.P spoon on the right. For all other pastas the spoon should be placed on the right and the fork on the left. Grated parmesan cheese is offered with all pastas.

1. Spaghetti Napolitano (vermicelli cooked in tomato & garlic flavored sauce)
2. Spaghetti Bolognese – (with minced lean beef in rich brown sauce)
3. Ravioli – square type pasta with serrated edges filled with variety of stuffing, such as chicken, beef, cheese, spinach, fish etc.
4. Cannelloni – Squares of pasta poached, refreshed, dried, stuffed with variety of filling. (Ricotta cheese and spinach) rolled and finish with an appropriate sauce.
5. Fettuccini – ribbon shaped noodles,
6. Lasagna – large sheets of pasta, alternate sheets with minced meat and béchamel sauce

Cover in general: Large fork; half plate / deep place for spaghetti; dessert spoon
Dessert spoon for rice

POISSON / FISH:

The method of cooking and the type of fish used may vary to some extent but normally it is as follows:

1. Poached – salmon, turbot, trout, halibut etc. with appropriate garnishes and sauces.
2. Cooked meunière – sole, trout, salmon etc with appropriate garnishes.
3. Fried – White bait, sole etc.
4. Hot selfish – lobster, crayfish, Dublin Bay prawns, crabs, mussels etc.

Fish has soft fibers and tender meat, which is easily digested and helps to prepare the appetite for the heavier and richer courses to come.

Cover in general: Fish knife; Fish fork; half plate

ENTRÉE / ENTRY OF FIRST MEAT DISH:

Entrées are generally small well-garnished meat dishes, which comes from the kitchen ready for service. They are always accompanied by very rich gravy or a sauce. When a relève follows the entrée then, potatoes and vegetables are not served with the latter. If however, a relève does not follow the entrée then, potatoes and vegetables could be served. Examples of entrées:

1. Kebab Orientale – savoury items cooked in a skewer in which basically minced meat is used.
2. Steak Diane – minute steak shallow fried and flavored with onion and mushroom sauce, finished with red wine and cream.
3. Lamb stew

4. Stewed beef
5. Moussaka – diced mutton, aubergine and tomato layered

Cover in general: Small knife; small fork; half plate

SORBET / REST COURSE:

Because of the length of the French classical menu, this course is considered to be the 'rest between the courses', where the diners may obtain their second drink (wine). The sorbet therefore must be able to counteract the richness of the dishes already served and stimulate the appetite of those to come. The sorbet is a water ice plus Italian meringue flavored with Champagne and liqueur, piped into a Champagne glass, and served on an under plate with a teaspoon. At this stage of the meal, cigars and cigarettes are passed traditionally – Russian cigarettes or Cuban cigars in actual practice, along with the first speech sometimes, is given now.

1. Sorbet au Champagne – champagne –flavored water ice
2. Sorbet au Citron – lemon water ice
3. Sorbet à l'orange – orange water ice
4. Sorbet au Cassis – black currant water ice

Cover in general: Champagne saucer; quarter plate; tea spoon

RELEVÉ / GRILLS & ROASTS:

They are normally larger than entrées and take the form of a butcher's joints, which have to be carved. These joints are either grilled or roasted. A sauce or roast gravy, potatoes and green vegetables are always served with this course. The main dish may consists of any of the following items – Saddle of mutton, Baron of beef, Boned & roasted sirloin, Braised ham. Other examples are:

1. Sirloin steak
2. Grilled lamb chop
3. Grilled pork chop
4. Beef Wellington
5. Mixed grill – lamb cutlet, bacon, liver, kidney, tomato and mushroom sausage grilled.
6. Grilled chicken

Cover in general: Large knife; large fork; large plate; Dessert spoon for rice.

RÔTI / ROAST:

Roast is always the roast of game or poultry, e.g. chicken, turkey, duck, quail, pheasant, partridge etc. Each dish is accompanied by its own particular sauce and gravy with a green salad served separately on a crescent shaped dish. The latter is placed on the top left hand corner of the cover.

1. Roast turkey served with cranberry sauce
2. Wild duck roast served with orange salad & acidulated cream

3. Roast partridge served with bread sauce
4. Wild rabbit roast served with redcurrant jelly
5. Roast venison (deer meat) served with redcurrant jelly
6. Roast hare served with redcurrant jelly

LÉGUMES / VEGETABLES:

At this stage of the meal, the balance of the courses is gradually returning from heavy to light. The vegetable dish is served only with its accompanying sauce. Such vegetables are asparagus, globe artichokes, Jerusalem artichokes and corn on the cob with Hollandaise sauce and truffles (black mushrooms).

In a classical function, these legumes may be served on their own as a separate vegetable course. Examples are as follows:

1. Creamed potatoes.
2. Grilled mushrooms.
3. Pommes Lyonnais – sautéed potatoes blended with shallow fried shredded onions.
4. Green peas toasted in butter.
5. Cauliflower Mornay – cauliflower with cheese sauce.
6. Tomates grillées – grilled tomatoes

Cover in general: Small Knife; Small Fork; Half plate.

ENTREMETS DE SÛCRE / SWEETS

Refers to both Hot & Cold puddings. Most sweets are generally served onto sweet plates or are pre-plated:

1. Baba au rhum – yeast leavened light sponge soaked in rum
2. Peach Melba
3. Gateau au chocolat – chocolate cake
4. Fruit salad with vanilla ice cream
5. Flambéed pineapple with cherry liqueur

Cover in general: Dessert spoon; Dessert fork; half plate

SAVOUREAUX / SAVOURY:

Savouries are always served hot, and include soufflés, quiches and fritters as well as items on toast. Some of the important savoury dishes are listed below:

1. Angels on Horseback – poached oysters wrapped in bacon and served on toast
2. Anchovies on toast
3. Canapé Diane – chicken liver wrapped in bacon and served on toast
4. Mushrooms & soft herrings on toast

5. Devil on Horseback – chutney-filled prunes wrapped in bacon and served on toast

Cover in general: Small knife; Small fork; half plate

FROMAGE / CHEESE:

This course offers all types of cheeses with appropriate accompaniments. The ideal cheese board should combine hard (Parmesan), semi-hard (Edam, Cheddar), soft or cream (Brie, Camembert), blue (Gorgonzola, stilton) and fresh cheese (Mozzarella, Ricotta). Cheese is served with the following accompaniments:

- ◆ Salt, pepper & mustard
- ◆ Butter
- ◆ Celery sticks
- ◆ Radish
- ◆ Castor sugar for cream cheeses
- ◆ Assorted cheese biscuits (cream crackers) or breads

Cover in general: Quarter Plate / Cheese Plate; Side knife

DESSERTS / FRESH FRUITS & NUTS:

This course includes all types of fresh fruits and nuts according to season, which are accompanied by castor sugar and salt. Candied fruits may also be included. Popular items served are: dessert apples; pears; bananas; oranges; mandarins; tangerines; black & white grapes; pineapple; walnuts; hazelnuts; brazils, etc.

Cover in general: Fruit plate; Fruit knife & Fruit fork interlocked on the fruit plate; Napkin;

Finger bowls with cold & lukewarm water respectively; Nut crackers & Grape scissors; Side plate.

CAFÉ / BEVERAGES:

Traditionally the term beverages on a menu referred to coffee, but it has become more common now for it to encompass tea, tisanes, hot & cold milk drinks, and proprietary drinks such as Boost, Bournvita, etc. Various specialty coffees and teas are also served in this course.

Examples of Coffees: Cona; Espresso; Cappuccino; Iced; Filter; Turkish; Decaffeinated; Irish Coffee; Café Royale (brandy); Monk's Coffee (Benedictine); Jamaican Coffee (rum); Highland Coffee (Scotch whisky); Calypso (Tia-Maria)

Examples of Teas: Indian; Ceylon (Sri Lanka); Darjeeling; Earl Grey; Jasmine

TISANES

These are fruit or herb flavored teas and are often devoid of caffeine.

Examples of Herbal Teas: Peppermint; Mint; Rosehip; Chamomile

INDIAN MENU SEQUENCE

While planning set menus for Indian consumers, the following dishes must be included:

- Starters
- Soups
- Indian breads
- Kebabs and tikkas
- Gravies and masalas
 - Eggs
 - Fish
 - Mutton
 - Chicken
 - Paneer
 - Vegetables
- Dry
 - Eggs
 - Fish
 - Mutton
 - Chicken
 - Paneer
 - Vegetables
- Biryani, pulao, and rice
- Dal
- Raita, Curd, Salad, Papad, Pickle and other accompaniments
- Sweets

CHAPTER 05.

COVER AND ACCOMPANIMENTS

- Covers for selected Continental & Indian dishes
- Accompaniments for dishes

One of the important activities of food and beverage associates is setting up the covers prior to the arrival of the guest and after taking the food order. Cover with inappropriate cutlery will make the guest ask for the cutlery they need and this will ruin their dining experience. This creates a very bad impression of the knowledge and experience of the staff and adversely affect the restaurant's image and sales.

Every dish has its own accompaniment and a food item is incomplete without it. The accompaniment may be an integral part of the dish or served separately. The waiter must have a sound knowledge of the accompaniment to help him/her to serve the food correctly. Before serving the dish ordered, the appropriate accompaniment must be placed on the table or served on the underliner. Each course of the continental menu has a distinct cover. The exceptions in cover set up are also well documented. Any aspiring food and beverage service professional has to be sure of the table set up, cover and the accompaniments which are served with every course so as to compliment the chef's efforts with the food service. The credit to standardization of cover set up may be attributed to the celebrated maitre d'hotel Oscar of the Waldorf, who when working with the Waldorf Astoria came up with a multivolume illustration in his culinary work of 1904. He has given distinct table settings and mentioned the style of service for each course of the continental menu.

Cover and accompaniments for the selected dishes

NAME OF DISHES IN ENGLISH	COVER	ACCOMPANIMENT
CHICKEN TIKKA / KEBABS	Full plate, large knife and fork	Mint Chutney/ tomato ketchup, Onion slices, lime wedges.
TOMATO JUICE	Pony tumbler on under plate, doily & teaspoon	Worcestershire sauce & castor sugar in sugar dredger
OTHER FRUITS JUICE	Pony tumbler on under plate, doily & teaspoon	Sugar in sugar dredger
SHRIMPS COCKTAIL	(8 in) Under plate glass & silver coupe, teaspoon & fish plate	Brown bread & butter, cayenne pepper & pepper mill.
OYSTERS	Oyster plate & oyster fork & finger bowl. If an oyster plate is not available a welled	Cayenne pepper, pepper mill tobacco, chilly,

	soup plate filled with crushed ice can be used.	vinegar, lemon wedge, brown bread and butter
SMOKED SALMON	Fish plate, fish knife and fork	Brown bread & butter, cayenne pepper, & pepper mill, & lemon
CAVIAR	Caviar knife & cold fish plate.	Hot finger toast & unsalted butter or blinis
COLD SALMON	Fish knife & fork, cold fish plate	Mayonnaise & cucumber salad
CONSOMMÉ JULIENNE	Cold consommé cup, saucer, under liner, dessert spoon	Juliennes of Vegetables
CREAM OF TOMATO SOUP	Hot soup plate under liner, soup spoon	Croutons
FRENCH ONION SOUP	Hot consommé cup, saucer, under liner, dessert spoon	Grated parmesan cheese, Flutes
MINESTRONE	Hot soup plate, under liner soup spoon	Grated parmesan cheese on under liner
POACHED EGGS	Baking dish on under liner, dessert spoon & fork	Grilled tomato and hashed brown potatoes
OMELET	Baking dish on under liner, dessert spoon & fork	Grilled tomato and hashed brown potatoes
GNOCCHI, RAVIOLI, MACARONI	Hot fish plate, dessert spoon and fork	Grated parmesan cheese on under liner and tsp
SPAGHETTI	Hot soup plate on cold under liner, large fork on right and dessert spoon on left	Grated parmesan cheese on under liner and tsp
BIRYANI (CHICKEN, MUTTON, EGG, VEG)	Full Plate, A.P. Spoon and Fork	Raita, Biryani gravy, Pickle
PAN-FRIED POMFRET	Fish knife, fork, and hot fish plate	Lemon, Tartare sauce
COLD LOBSTER	Fish knife & fork, cold fish plate, lobster pick and finger bowl, lobster cracker	Mayonnaise
LOBSTER IN WHITE WINE SAUCE	Fish knife, fork, and hot fish plate	White wine sauce
CHICKEN CURRY	Entrée dish, Service gears, Joint Plate, large fork and spoon	Mango chutney, Indian breads / rice as ordered by the guest.
IRISH STEW	Hot soup plate, under liner, large knife & fork, dessert spoon	Worcestershire sauce & pickled red cabbage
PEPPER STEAK	Hot joint plate, steak knife & fork	French & English Mustard
GRILLED PORK CHOPS	Joint knife, fork and hot joint plate	Béarnaise sauce & French or English

		mustard
ROAST BEEF	Joint knife, fork & hot joint plate	French & English mustard, horseradish sauce, roast gravy, Yorkshire pudding
ROAST MUTTON	Joint knife and fork Hot joint plate	Red currant jelly (saddle or leg) Onion sauce (shoulder), Roast gravy
ROAST CHICKEN	Joint knife and fork Hot joint plate	Bread sauce, Roast gravy, parsley and thyme stuffing, Bacon rolls
ROAST LAMB	Joint knife, fork & hot joint plate	Mint sauce or jelly, roast gravy
ROAST PORK	Joint knife, fork & hot joint plate	Apple sauce, sage & onion stuffing, roast gravy
ROAST VEAL	Joint knife, fork & hot joint plate	Parsley & thyme stuffing, roast gravy
ROAST DUCK	Joint knife, fork & hot joint plate	Sage and onion stuffing, Apple sauce, watercress and roast gravy
CREAM CHEESE	Side plate, side knife, Dessert fork	Castor Sugar, Assorted Cheese Biscuits
SOFT CHEESE	Side plate, side knife, Dessert fork	Cruet set (Salt. Pepper & Mustard), Assorted Cheese Biscuits, Butter, Celery, radishes.
HARD CHEESE	Side plate, side knife, Dessert fork	Cruet set (Salt. Pepper & Mustard), Assorted Cheese Biscuits, Butter, Celery, radishes.
BAKED ALASKA	Sweet spoon, fork, cold sweet plate	_____
GULAB JAMUN	Coupe on under liner, teaspoon	_____
ANGELS ON HORSEBACK	Side knife, sweet fork, hot fish plate Cruet set,	cayenne pepper, pepper mill, Worcestershire sauce
DEVILS ON HORSEBACK	Side knife, sweet fork, hot fish plate Cruet set,	cayenne pepper, pepper mill, Worcestershire sauce
FRESH FRUITS/ NUTS	Fruit knife & fork intertwined on fruit plate, nut crackers on debris plate, two fingerbowl swarm and cold water	Caster sugar, salt