



AGA KHAN FOUNDATION  
Pakistan



PAITHOM

**Project for Livelihood Upgrading & Development  
of Youth in the Hospitality Sector**

*Technical Training for  
Food & Beverage  
Service*

**Participant's Manual**



EDUCATION & EMPLOYMENT  
**ALLIANCE**

**January-June 2008**

**Food & Beverage Service**  
Student's Manual

**Food & Beverage Service Training Program  
(Student's Manual)**

**for**

**Livelihood Up gradation and Development of Youth in the  
Hospitality Sector**

# Food & Beverage Service

## Student's Manual

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### Food & Beverage Service Training Program

#### Introduction:

Aga Khan Foundation Pakistan in collaboration with USAID formulated Food and Beverage Service training program for the livelihood up gradation and skill development of youth in the hospitality sector. The ambition is to train and develop skills in unemployed and employed youth of Pakistan.

#### Objectives:

Explains students how to deliver guest-driven service by finding out what guests want and expect, then exceeding their expectations by correctly handling moments of truth. Students gain in-depth food and beverage skills know-how and hands-on techniques for consistently delivering quality service in every type of operation.

#### At the completion of this course, students should be able to:

- Apply the skills in serving guests with food and beverages
- Take orders while applying skills of suggestive and up selling
- Understand the sequence of service operations and equipments required
- Understand the varying resources required for their operation
- Control the inventories and costs
- Know how customer satisfaction can be achieved.

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### Proposed Timetable & Methodology

#### Week-1

<i>Day</i>	<i>Topic</i>	<i>Method</i>	<i>A.V.Aids</i>
1	Hygiene & Grooming for Food Service personnel	Lecture	Video on grooming
2	Spoken English – Food terminology: Fruits, vegetables & meat	Lecture	Pictorial Charts
3	Introduction to computer skills – Computer hardware	Lecture	Demonstration of computer systems
4	Basic English Grammar – parts of speech 1	Lecture	Handouts

#### Week-2

<i>Day</i>	<i>Topic</i>	<i>Method</i>	<i>A.V.Aids</i>
1	Introduction to Food Service Industry	Lecture	Hospitality video; handouts
2	Spoken English – Food terminology: utensils, equipment and jargons; Vocabulary development	Lecture	Pictorial Charts
3	Introduction to computer skills – Computer fundamentals	Lecture	Demonstration of computer systems
4	Basic English Grammar – parts of speech 2	Lecture	Handouts

#### Week-3

<i>Day</i>	<i>Topic</i>	<i>Method</i>	<i>A.V.Aids</i>
1	Personality Traits for Food Service personnel	Lecture	Video - Communication skills
2	Spoken English – Food terminology; Vocabulary development	Lecture	Pictorial Charts
3	Introduction to computer skills – Word processing 1	Lecture/ lab work	Demonstration and practice
4	Basic English Grammar – parts of speech 3	Lecture	Handouts

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### Week-4

<i>Day</i>	<i>Topic</i>	<i>Method</i>	<i>A.V.Aids</i>
1	Gears for a service person	Lecture	Handout
2	Spoken English – Food terminology; Vocabulary development	Lecture	Pictorial Charts
3	Introduction to computer skills – Word processing 2	Lecture/ lab work	Demonstration and practice
4	Basic English Grammar – Present Tense	Lecture	Handouts

### Week-5

<i>Day</i>	<i>Topic</i>	<i>Method</i>	<i>A.V.Aids</i>
1	Areas of work of a server	Lecture	Handouts/ Video
2	Spoken English – Food terminology; Vocabulary development	Lecture	Pictorial Charts
3	Introduction to computer skills working with excel sheets 1	Lecture/ lab work	Demonstration and practice
4	Basic English Grammar – Past Tense	Lecture	Handouts

### Week-6

<i>Day</i>	<i>Topic</i>	<i>Method</i>	<i>A.V.Aids</i>
1	Introduction to service mis en place	Lecture	Pictorial presentations
2	Spoken English – Food terminology; Vocabulary development	Lecture	Pictorial Charts
3	Introduction to computer skills - working with excel sheets 2	Lecture/ lab work	Demonstration and practice
4	Basic English Grammar – Future tense	Lecture	Handouts

### Week-7

<i>Day</i>	<i>Topic</i>	<i>Method</i>	<i>A.V.Aids</i>
1	Types of restaurants and cuisines	Lecture	Handouts
2	Spoken English – greeting dialogues	Practice dialogues	Handouts
3	Introduction to computer skills – Basics of power point	Lecture/ lab work	Demonstration and practice
4	Basic English Grammar – Future tense	Lecture	Handouts

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### Week-8

Progress Test 1 (Theoretical and practicals)

### Week-9

<i>Day</i>	<i>Topic</i>	<i>Method</i>	<i>A.V.Aids</i>
1	Working in pantry area- prep work	Lecture n practical	Handouts & Practical
2	Spoken English – Spoken practice session	Practice dialogues	Handouts
3	Introduction to computer skills – power point presentation skills	Lecture/ lab work	Demonstration and practice
4	Basic English Grammar – Future tense	Lecture	Handouts

### Week-10

<i>Day</i>	<i>Topic</i>	<i>Method</i>	<i>A.V.Aids</i>
1	Polishing glass and silverware	Lecture n practical	Practical
2	Wiping plates and chinaware	Practical	Practical
3	Laying out tables and chairs	Practical	Pictorial presentations
4	Table cloth and napkin folding	Lecture	Video-napkin folding

### Week-11

<i>Day</i>	<i>Topic</i>	<i>Method</i>	<i>A.V.Aids</i>
1	Setting up a table – basic setup	Lecture n practical	Demonstration
2	Setting up a table – extended setups	Lecture n practical	Service video
3	Setting up a table – banquets	Lecture n practical	Video - banquets
4	Food service sequence	Lecture	Video-quality service

### Week-12

<i>Day</i>	<i>Topic</i>	<i>Method</i>	<i>A.V.Aids</i>
1	Greeting and seating a guest	Lecture/ practical	Demonstration
2	Beverage service – Presenting menu and carrying a tray	Lecture/ practical	Demonstration
3	How to pick up and serve	Lecture/ Practical	Video- quality

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	beverages		service
4	Serving hot beverages	Practical	Video- quality service

### Week-13

<i>Day</i>	<i>Topic</i>	<i>Method</i>	<i>A.V.Aids</i>
1	Beverage Knowledge	Lecture	Handouts
2	Carrying and placing plates and platters ; pre-platted service and clearance	Practical	Demonstration
3	Platter to plate service-Silver service	Practical	Demonstration
4	Cleanliness between the courses and other tasks	Lecture and practice	Table service video

### Week-14

<i>Day</i>	<i>Topic</i>	<i>Method</i>	<i>A.V.Aids</i>
1	Dessert – knowledge and service skills	Practical	Demonstration
2	Introduction to Starters/Appetizers	Lecture	Hand outs
3	Introduction to accompaniments and condiments	Lecture	Hand outs
4	Introduction to Pakistani cuisine	Lecture	Handouts

### Week-15

<i>Day</i>	<i>Topic</i>	<i>Method</i>	<i>A.V.Aids</i>
1	Introduction to Chinese cuisine	Lecture	Handouts
2	French, Italian and Mexican cuisines	Lecture	Handouts
3	Order taking skills	Lecture/Practical	Demonstration
4	Suggestive selling	Lecture/ Practical	Demonstration

### Week-16

Progress Test 2 (Theoretical and Practical)

### Week-17

<i>Day</i>	<i>Topic</i>	<i>Method</i>	<i>A.V.Aids</i>
1	Buffet service- setting up buffet	Lecture/Practical	Service video
2	Banquet service skills	Lecture/Practical	Banquet video
3	Room service – setting up a tray	Lecture/Practical	Video
4	Room service – setting up a trolley	Lecture/Practical	Video

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### Week-18

<i>Day</i>	<i>Topic</i>	<i>Method</i>	<i>A.V.Aids</i>
1	Service in guest rooms	Lecture/Practical	Video
2	Working at Post washing area	Lecture/Practical	Demonstration
3	Working in café and lounges	Lecture	Handouts
4	Safe work habits	Lecture	Handouts/ Video

### Week-19

<i>Day</i>	<i>Topic</i>	<i>Method</i>	<i>A.V.Aids</i>
1	Working in a soft bar	Lecture/ Practical	Handouts/ video
2	How to lit cigarettes and cigars	Lecture/ Practical	Handouts
3	Fire Fighting basic introduction	Lecture	Handouts
4	Basic First aid techniques	Lecture	Handouts/video

### Week-20

<i>Day</i>	<i>Topic</i>	<i>Method</i>	<i>A.V.Aids</i>
1	Sanitation and hygiene concerns	Lecture	Handouts
2	Complaint Handling	Lecture/ Practical	Demonstration
3	Using Communication tools	Lecture	Handouts
4	Telephone handling and reservations	Lecture/ practical	Video/handout

### Week-21

<i>Day</i>	<i>Topic</i>	<i>Method</i>	<i>A.V.Aids</i>
1	Supplies and store issues procedure	Lecture /practical	forms
2	Wastage control	Lecture	Handouts
3	Teamwork	Lecture	Handouts
4	Training and professional development	Lecture	Handouts

### Week-22

Revision sessions

### Week-23

Final Exams Preparatory week

### Week-24

Final Examinations

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### Instructions for Students

A high level of academic achievement during the course of your time is expected. You are provided with important guidelines as stated below in order to achieve effective learning. You are highly appreciated for your kind cooperation and dedication.

1. The students must attend their all lessons and other scheduled activities unless attendance is specifically declared optional or special exemption is approved.
2. You will be called upon your absence for any reason and must be required to complete and return a written justification on College Leave Form within three working days after your return. Under any medical reason for the absence, you must provide supporting documentation with your justification.
3. The student absent for more than 20% of required instruction for a subject will automatically fails the course.
4. The late comers are to be considered as absent if found late on regular manner.
5. Each student will be formally assessed to grade the performance.
6. The progress tests and final examination will be conducted as per schedule. Any change in the schedule should be notified in advance.
7. You must submit your assignments, reports and other works on time.
8. You must participate in all Audio/Video sessions and field/industry trips that are planned during the course of your studies. In addition to this, take active participation in group discussions and communicating sessions.
9. You are not allowed to sit in the class if you do not carry the student manuals.
10. You must switch your mobile phones off during the class
11. Political and irrelevant discussions are not allowed in the class.
13. You must maintain a very high standard of personal appearance in the class and require to adhere to the uniform regulation.
14. In addition to wearing the specified uniform you must observe:
  - a. Clean, manicured nails and hands.
  - b. Neatly pressed and well presented uniform.
  - c. Neatly combed and conservatively styled hair.

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## **Student's Manual**

- d. Clean shaven or well trimmed beard and moustache for male students.
  - e. Clean socks and well polished shoes.
  - f. Female students must avoid excessive use of jewellery.
- (A checklist of grooming is also made available in this manual.)

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### Grooming Checklist for Students

Sr. #	Description	Yes	No	Remarks
1.	Teeth brushed. Mouth check for any bad smell.			
2.	Shaved and checked moustache for any trimming. (beards checked for trimming)			
3.	Free from body odors. Deodorant and perfume applied.			
4.	Uniform pressed, neat and checked for any wear n tear or wrinkles			
5.	Shoes polished and socks odorless			
6.	Hair need hair cut			
7.	Hair gelled and combed			
8.	Neck/ Bow tie worn			
9.	Nails clean and properly cut			
10.	Books and stationary available to carry along			
11.	Handkerchief or tissues available			
12.	Final critical look taken while viewing the mirror			

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### Hygiene & Grooming for Food Service personnel

#### **Learning Objective:**

Student will be able to maintain standardized cleanliness and appearance appropriate for a person associated with the hospitality industry, especially working in food production/service.

#### **Methodology:**

Handouts; video and lecture

#### **Contents:**

- Defining hygiene
- Importance of cleanliness and hygiene in the foodservice industry
- Personal Appearance and grooming standards

#### **Instructional Material:**

### **A Professional and Hygienic Appearance**

How you look and the first impression you create are the image of your establishment, hygiene standards and quality service to come. A professional and hygienic appearance has very vital importance so all staff should be aware of the factors listed below and it is their individual responsibility to ensure that they are put into practice:

1. A shower or bath should be taken daily.
2. Always use deodorants.
3. Aftershave and perfumes should not be too strong.
4. Sufficient sleep, an ample and healthy intake of food, and regular exercise will keep you in a health condition and allow you to cope with the pressure and stress of work.
5. Pay particular attention to your hands. They must always be clean, free of nicotine stain and with clean, well-trimmed nails.
6. No nail varnish should be worn.
7. Males should be clean shaven, if with any moustache neatly trimmed.
8. Females should only wear light make-up.
9. Earrings should not be worn with the possible exception of studs.

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10. Your uniform should be clean, starched as appropriate and neatly pressed. All buttons must be present.
11. Hair should be cleaned and well groomed and no long hair and if they have they should tie them up or back.
12. Shoe should be clean, polished comfortable and simple and make sure no long heels.
13. You should brush your teeth before you start your duty.
14. Any cuts or burns should be covered with a band aid or correct dressing. If it's on the visible parts of the body than refrain from guest contact.
15. If feeling sick i.e. having cold or other infection, this should be reported to the supervisor immediately.
16. You should wash your hands after smoking, after using the toilet or dealing with refuse. Use hot water and soap.

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### **Introduction to Food Service Industry**

#### **Learning Objective:**

Student will be able to define various segments of food service industry, different operational aspects and operational organization.

#### **Methodology:**

Handouts; video and lecture

#### **Contents:**

- Food service industry – an introduction
- Commercial and institutional food services
- Functional organization/ departments of food service operation
- Food & beverage department
- Kitchen organization and different sections of kitchen
- Level of positions available in restaurant

#### **Instructional Material:**

- Exhibit 1 – Organizational Chart of a Large restaurant
- Exhibit 2 – Organizational Chart of a Small Restaurant
- Exhibit 3 – Sample Layout of a Kitchen

An overview of various segments of the food service industry and its role in travel and tourism; food service operations in stand alone restaurants, lodging business and transportation.

For-profit or commercial food services and non-profit or institutional operations; Kitchen and restaurant organization and importance of coordination between the two; the levels of responsibilities and positions in restaurant hierarchy.

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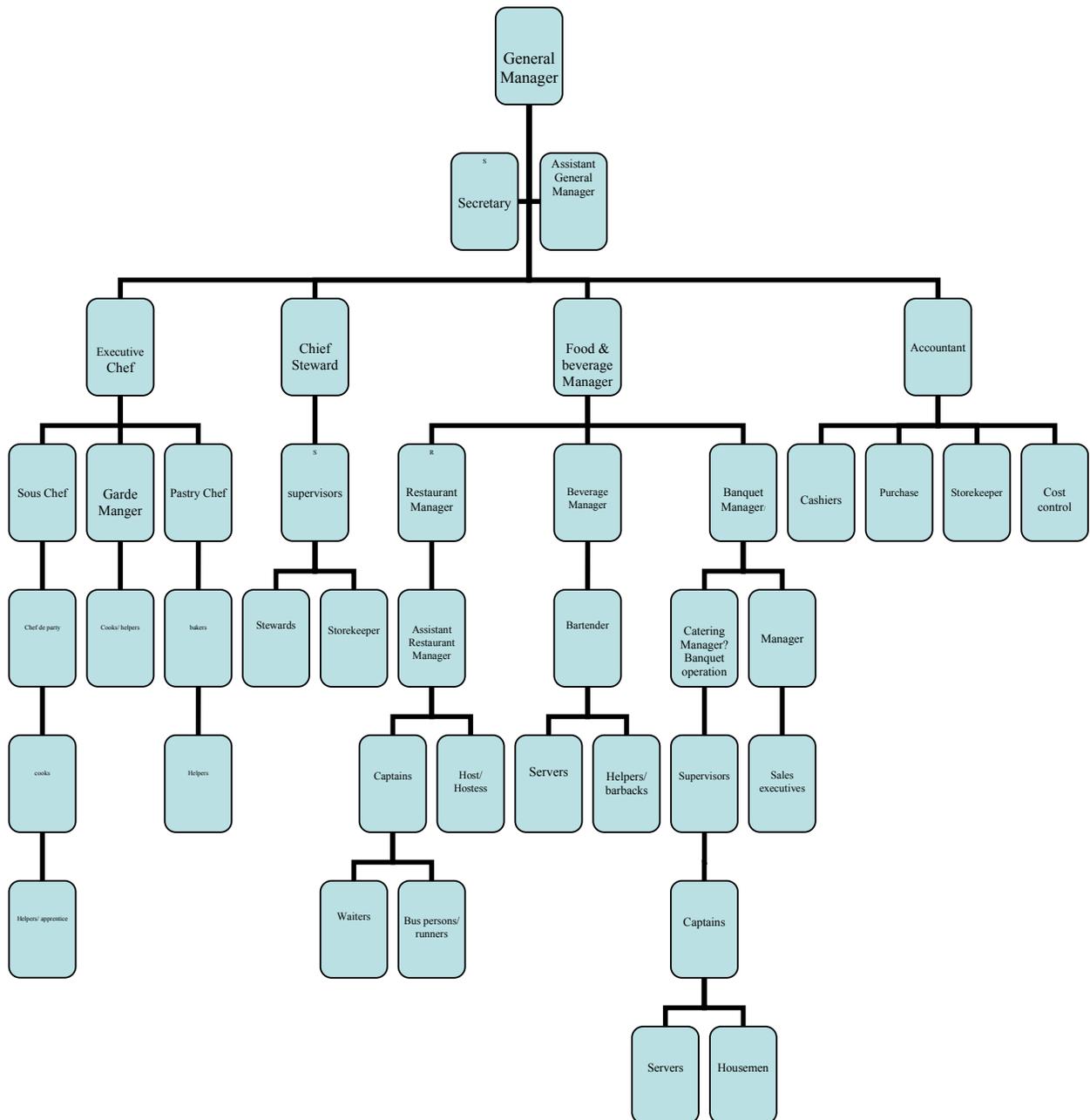


Exhibit 1 - Organizational Chart of a Large Restaurant

# Food & Beverage Service

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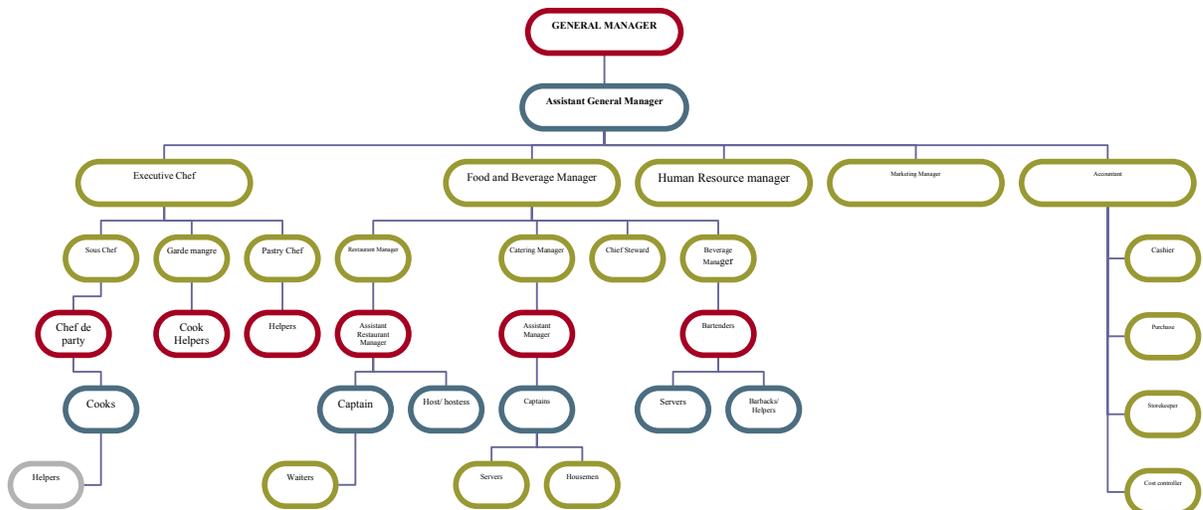


Exhibit 2 - Organizational Chart of a Small Restaurant

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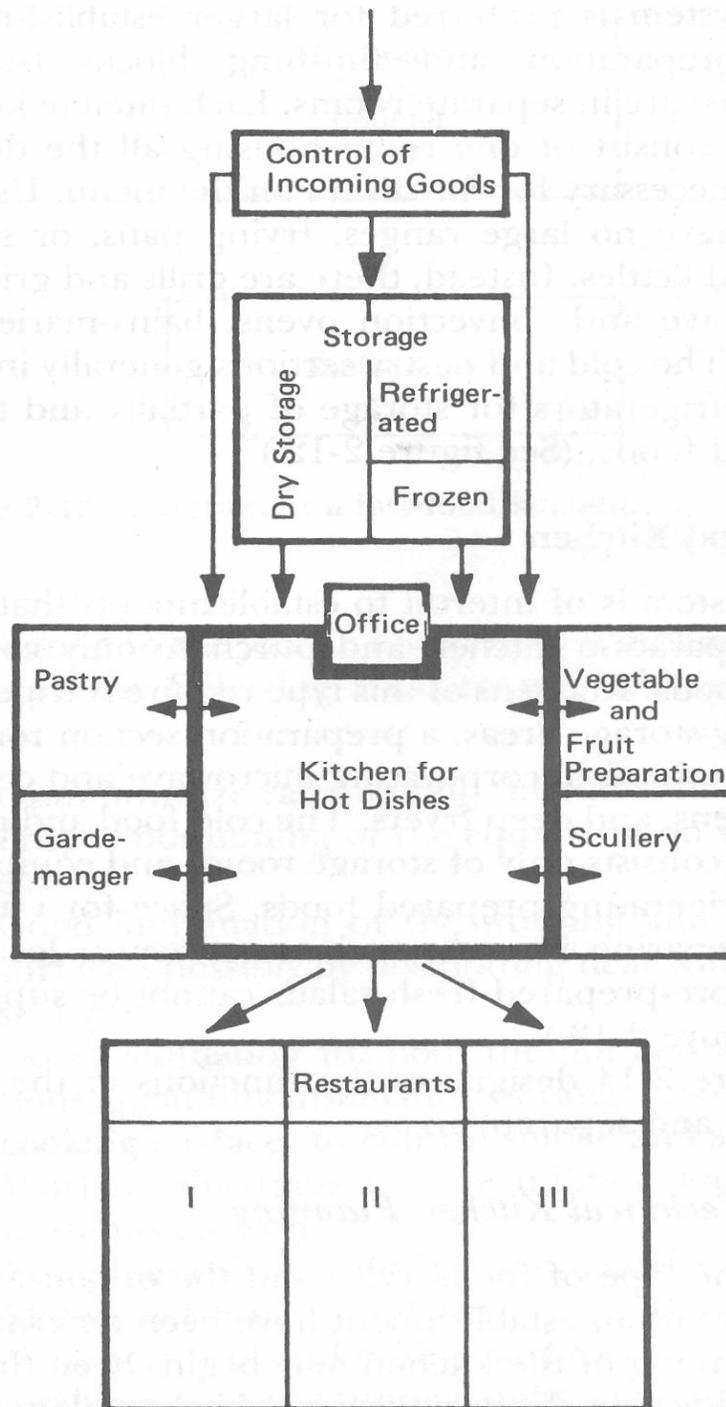


Diagram of a conventional kitchen.

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### Personality Traits for Food Service personnel

#### **Learning Objective:**

Student will be able to know the responsibilities of a waiter; interpersonal behavior and skills during work; how can guests be served with quality services (performance standards); safe work habits in the restaurant; sanitation and food handling;

#### **Methodology:**

Handouts; video and lecture

#### **Contents:**

Responsibilities of a waiter

Courtesy and friendliness

Teamwork defined; interpersonal skills

Performance standards

Practicing safe work habits

The maintenance and cleaning procedures

#### **Instructional Material:**

### **Do's and Don'ts in the Restaurant**

#### Do's:

1. Do smile and be pleasant while serving guests.
2. Do assure service satisfaction at all means.
3. Do be courteous and flexible in your duties.
4. Do dress properly and wear name tags.
5. Do be loyal to your hotel and helpful at all times.
6. Do obey your superiors and discuss your problems.
7. Do cooperate with fellow workers.
8. Do report any comments and constructive suggestions to your manager.
9. Do leave your service station clean and tidy.

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### Don'ts:

1. Don't fail to be the ambassador of the hotel.
2. Don't shirk your responsibilities.
3. Don't leave guests unattended.
4. Don't serve if you think the product is not right.
5. Don't travel empty handed.
6. Don't eat or smoke in restricted areas.
7. Don't talk loudly in the service area.
8. Don't argue with coworkers or guests.
9. Don't run in the outlet.
10. Don't place your hands in the pockets.
11. Don't use handkerchief in the restaurant unless absolutely necessary.
12. Don't sneeze or cough carelessly.
13. Don't chew gum or eat sweets.
14. Don't comb hair in the dining room.
15. Don't smoke in the dining room.
16. Don't carry your service cloth under your arm.
17. Don't count tips or playing with pocket coins.

Don't forget that the highest reward of your work is satisfied guest.

# Food & Beverage Service

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### Gears for a service person

#### **Learning Objective:**

Student will be able to identify personal items and tools used in restaurant during service

#### **Methodology:**

Handouts and lecture

#### **Contents:**

- Introduction and identification of various personal belongings to be carried during service
- Importance of carrying pen, writing pad, comb and lighter

#### **Instructional Material:**

Personal belongings that a server MUST carry ALWAYS with are known as gears of a server. These include:

1. Pen

It is used to note down the order of a guest, message or reservation, getting signatures on bills etc

2. Pocket-size notepad

Used to take orders, messages, reservations, things to do etc

3. Lighter or a match box

To light cigarettes while serving guests, light the burners or candles

4. Comb

Comb hairs regularly to maintain grooming and appearance standards

5. Handkerchief or soft tissues

Wipe hands and face whenever required

6. Change money (small notes and coins) if cashiering is done by servers

It should become a second nature of a server to carry along all these items.

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### Areas of work of a server

#### **Learning Objective:**

Student will be able to develop understanding of works to be performed in foodservice

#### **Methodology:**

Handouts and lecture

#### **Contents:**

- Introduction to basic spheres of work
- Knowledge of preparatory work
- Food service
- Salesmanship

#### **Instructional Material:**

The tasks performed by server in restaurant are divided into three spheres or areas:

#### ***Preparatory work***

It includes wiping and polishing of mis en place, setting up pantry areas, laying out restaurant and cleanliness.

#### ***Guest service***

This includes the services provided to the guest from arrival into the restaurant to departure.

#### ***Salesmanship***

Beside rendering services to the guests and maintaining highest level of standards of services, food servers are expected to generate revenues for the operations. This objective is achieved through effective selling techniques.

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### Introduction to service mis en place

#### **Learning Objective:**

Student will be able to identify variety of wares used in foodservice

#### **Methodology:**

Handouts, charts and lecture

#### **Contents:**

- Introduction to chinaware, glassware and silverware
- Proper procedures of wiping and polishing of ware
- Maintaining pantry area and sidestation

#### **Instructional Material:**

Introduce to the students variety of:

Chinaware

(Dinner plate, dessert plate, bread and butter or B&B plate etc)

Glassware

(Water goblet, high-bowl glasses, cocktail glasses)

Silverware

(Variety of Knives, forks, spoons)

commonly used in food service and particular use of each item.

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### Types of restaurants and cuisines

#### **Learning Objective:**

Student will be able to gain knowledge of variety of restaurants and cuisines

#### **Methodology:**

Handouts; video and lecture

#### **Contents:**

- An introduction to international cuisines
- Types and kinds of foodservice outlets

#### **Instructional Material:**

Various types of restaurants and foodservice outlet differentiating the level and style of services.

Fast food

Authentic cuisine restaurants

Fine dine

Family restaurants

Food courts

Café

Lounges

Introduction to the famous cuisines including:

Mexican, Italian, French, Chinese, Mediterranean and Pakistani cuisine

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### Working in pantry area- prep work

#### **Learning Objective:**

Student will be able to do preparatory works in the pantry area

#### **Methodology:**

Handouts and lecture

#### **Contents:**

- Cleanliness of pantry area
- Stacking of wares in the pantry area
- Refilling of sugar pots, condiment pots and salt & pepper shakers

#### **Instructional Material:**

TASK: Stock and Maintain Side Stations/ Pantry Area

Items Required: To complete all steps, you will need a sidework checklist, glasses, silverware, dishes, ashtrays, napkins, condiments, garnishes, cleaning cloths, a bar towel, sanitizing solution, and gloves.

WHAT TO DO	HOW TO DOs	ADDITIONAL INFORMATION
<b>1. Stock the side stations.</b>	<ul style="list-style-type: none"> <li>▪ Stock the following items to par levels</li> <li>▪ Stock the side stations fully.</li> <li>▪ Bring clean glasses, silverware, dishes, and ashtrays from the dish room to replace the used ones.</li> <li>▪ Fold extra napkins</li> <li>▪ Make sure there is always a</li> </ul>	<p><i>A "par" is the number of supplies you will need to get through one workshift.</i></p> <p><i>Side stations should be completely stocked with items such as glasses, silverware, dishes, and ashtrays before a new shift begins.</i></p>

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	<p>fresh supply of condiments at the side stations.</p> <ul style="list-style-type: none"> <li>▪ Make sure there is a bucket of sanitizing solution and a clean cloth at each side station.</li> </ul>	
<p><b>2. Maintain the stations throughout your shift.</b></p>	<ul style="list-style-type: none"> <li>▪ Perform your assigned sidework duties throughout your shift.</li> <li>▪ Wipe up spills, bread crumbs, etc. as soon as possible.</li> <li>▪ Pick up broken glass with a linen napkin or gloves to prevent cuts. Throw away broken glass in the proper container.</li> <li>▪ Throw away wilted or discolored garnishes. Wash and dry the garnish container. Refill the container with fresh garnishes as needed.</li> </ul>	<p><i>Sidework tasks are a very important part of keeping your restaurant running well.</i></p> <p><i>You can't provide high-quality service if you waste time returning to the kitchen for items that should be in the side stations.</i></p> <p><i>Whenever your stations are fully stocked, look for cleaning that needs to be done or closing duties you can begin early.</i></p>

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- Empty used ice buckets and wipe them out with a bar towel. Store them until they are needed.
- If food, such as soup, is kept warm or cold at side stations, make sure items are held at the correct temperatures at all times
- Empty full trash cans
- Check the side stations throughout the meal period. Work with the bus person assigned to each station to restock the area as needed.
- Keep side-station supplies and equipment orderly.

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### Polishing glass and silverware

#### **Learning Objective:**

Student will be able to polish glass and silver ware

#### **Methodology:**

Handouts and lecture

#### **Contents:**

- Proper procedure of polishing
- Equipments required for polishing
- Handling techniques of glasses and silver ware

**Instructional Material:** (Practice on the steps mentioned below after observing in detail the concepts and importance)

# Food & Beverage Service

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### Wiping plates and chinaware

#### **Learning Objective:**

Student will able to wipe chinaware – dinner and side plates

#### **Methodology:**

Handouts, demonstration and lecture

#### **Contents:**

- Proper procedure of wiping plates
- Advantages of proper polishing
- Stacking wiped plates
- Maintaining dish warmers

Practice the steps taught by the instructor to master the skills.

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### Laying out tables and chairs

#### **Learning Objective:**

Student will be able to lay out table and chairs as per floor plan

#### **Methodology:**

Handouts; video, demonstration and lecture

#### **Contents:**

- Understanding table plan
- Checking tables and chairs
- Laying out tables and chairs

#### **Practical:**

Following the table plan, layout chairs and tables.

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### Table cloth and napkin folding

#### **Learning Objective:**

Student will be able to lay out table cloth and fold napkins to be placed on the table

#### **Methodology:**

Handouts; video, demonstration and lecture

#### **Contents:**

- Checking procedures of table clothes and napkins – segregation of linen
- Laying out table cloth using 3-folds method
- Fold napkins in at least 3 patterns

#### **Practical:**

Practice to place table cloth. Learn different ways to fold a napkin.

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### Setting up a table – basic setup

#### **Learning Objective:**

Student will be able to set up a table by placing silverware and glassware for guest service

#### **Methodology:**

Handouts; video; demonstration and lecture

#### **Contents:**

- Introduction to basic setup
- Sequence of placing ware on the table
- Handling ware while placing on the table

**Instructional Material:** (Practice the steps taught by the instructor to master the skills.)

#### ***TASK- Set Up the Restaurant for service***

**Items Required:** To complete all steps, you will need silverware, glasses, napkins, salt and pepper shakers or grinders, salt and pepper, cleaning cloths, sugar bowls and caddies, sugar, artificial sweetener, tablecloths or place mats, condiments, sanitizing solution, foodservice film, vases, flowers, table lamps, candles or lamp fuel, dessert trays or carts, lemons, cream, creamers, ice buckets, approved detergent, silver polish, an ice scoop, ladles, a cash-book contract, a pen, and an opening duty checklist.

STEPS	HOW TO Dos	TIPS
<p><b>1. Check the silverware on the tables in your section and in the side station.</b></p>	<ul style="list-style-type: none"> <li>▪ Make sure silverware is clean and free from food and water spots.</li> <li>▪ Replace unacceptable items.</li> <li>▪ Do not hand-polish silverware.</li> </ul>	<p><i>The bus person may be responsible for setting up the tables in your area before you arrive. You are responsible for making sure that your section (or station) is perfect.</i></p>

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	<ul style="list-style-type: none"> <li>▪ Check silver-plates silverware for tarnish. Return tarnished silverware to the dish room and ask the chief steward to burnish or polish it.</li> <li>▪ Make sure silverware is in the correct position on the table. Supply missing silverware if necessary. Never touch the eating surface of silverware with your hands.</li> <li>▪ Make sure the side station silverware trays are fully stocked.</li> </ul>	<p><i>Most health departments prohibit hand polishing of silverware. Wiping sanitized silverware with a cloth can place germs back on the silverware</i></p> <p><i>If your tables are repeatedly missing silverware, tell your supervisor or ask the bus person to supply silverware.</i></p> <p><i>Regular silverware includes knives, forks, and spoons. Special silverware may include fish forks, small tongs, demitasse spoons, etc., required for service of special items.</i></p>
<p><b>2. Check the glasses on the tables in your section.</b></p>	<ul style="list-style-type: none"> <li>▪ Look for cracked, chipped, or spotted glasses.</li> <li>▪ Throw away cracked or chipped glasses.</li> <li>▪ Return spotted glasses to the dish room</li> </ul>	

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	<ul style="list-style-type: none"> <li>▪ Replace all glasses removed from service.</li> </ul>	
<b>3. Check the napkins on the tables in your section</b>	<ul style="list-style-type: none"> <li>▪ Replace wrinkled, spotted, torn, or missing napkins</li> <li>▪ Refold napkins that are folded incorrectly</li> </ul>	<i>Every napkin fold should look alike.</i>
<b>4. Check salt and pepper shakers or grinders on the tables in your section</b>	<ul style="list-style-type: none"> <li>▪ Make sure salt and pepper shakers or grinders are free from food residue, spots, chips, and cracks.</li> <li>▪ Replace unacceptable shakers or grinders.</li> <li>▪ Empty and wash shakers and grinders periodically. Make sure they are completely dry before refilling them.</li> <li>▪ Make sure all shakers and grinders are full at the beginning of service. Fill them if necessary.</li> <li>▪ Wipe and polish metal lids to remove moisture and dried salt or pepper. Replace lids that are cracked, dented, or chipped.</li> </ul>	<p><i>Don't use water to clean wooden grinders.</i></p> <p><i>If shakers or grinders are not dry, the contents will clump together and not pour out.</i></p>

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<p><b>5. Check sugar bowls or caddies on the tables in your section</b></p>	<ul style="list-style-type: none"> <li>▪ Make sure sugar bowls or caddies are clean. Fill bowls or caddies two-thirds full of sugar packets and one-third full of artificial sweetener packets.</li> <li>▪ Clean bowls or caddies if necessary and fill them as needed</li> <li>▪ Place packets upright and facing the same way so guests can read the printing on them.</li> </ul>	<p><i>If loose sugar is used, make sure it is free from lumps, and make sure the bowls or caddies are full at the beginning of service.</i></p>
<p><b>6. Check the tablecloths on the tables in your section.</b></p>	<ul style="list-style-type: none"> <li>▪ Adjust each tablecloth so that it hangs evenly on all sides with the seams facing down.</li> <li>▪ Check each cloth for holes, wrinkles, or stains. Replace unacceptable tablecloths.</li> </ul>	<p><i>Some restaurants use two tablecloths or a top cloth (called a "topper" or 'napron') turned over a base cloth. Toppers should be lined up properly.</i></p>
<p><b>7. Check the evenness of place mats (if used instead of tablecloths).</b></p>	<ul style="list-style-type: none"> <li>▪ Set up place mats neatly and consistently. Make sure they are clean and free from holes, tears, or stains.</li> <li>▪ Place the mats right-side-up with the printing facing guests so they can read the printing</li> </ul>	

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	<ul style="list-style-type: none"> <li>▪ Line up each mat with the table edge and with the mat on the other side of the table.</li> <li>▪ Change paper place mats each time you reset a table.</li> <li>▪</li> </ul>	
<p><b>8. Check the condiments on the tables in your section and in the side station.</b></p>	<ul style="list-style-type: none"> <li>▪ Make sure each condiment container is full of fresh condiments, with no spots, spills, or fingerprints on it</li> <li>▪ Replace containers or dispensers that are chipped, cracked, or dented</li> <li>▪ Remove container or dispenser lids. Make sure the rims are clean.</li> <li>▪ Make sure syrup and honey dispensers are not sticky. Wipe clean any dispensers or containers as needed.</li> <li>▪ Preset condiments according to your tabletop guidelines for each meal.</li> <li>▪ Do not preset condiments that need refrigeration. Deliver these with the meal.</li> </ul>	<p><i>In some restaurants, condiments may be small, single-service packets or bottles.</i></p>
<p><b>9. Check chairs and booths in your section.</b></p>	<ul style="list-style-type: none"> <li>▪ Make sure chairs and booths</li> </ul>	

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are free from food, dust, and fingerprints. Pay special attention to the arms, legs, and spindles of chairs.

- If necessary, wipe chairs and booths clean with a damp cloth and sanitizing solution followed by a dry cloth. If possible, pull out seating cushions and wipe up crumbs.
- Check under tables and chairs for gum, and remove any gum you find.
- Report upholstery stains, burns, rips, and tears to your supervisor.
- Place each chair so the edge of the seat is even with the table edge.
- Clean high chairs and booster seats with a damp cloth and sanitizing solution, if necessary. Let them air dry.
- Make sure safety straps on high chairs are clean and in working order. Replace any missing or broken straps.

*Do not use linen napkins for cleaning. Use only designated cloths or cleaning towels.*

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	<ul style="list-style-type: none"> <li>▪ Wrap clean high-chair trays with foodservice film to keep them sanitary.</li> </ul>	
<p><b>10. Check flower arrangements on the tables in your section.</b></p>	<ul style="list-style-type: none"> <li>▪ Check vases for cracks, chips, and fingerprints. Clean or replace vases as needed. Make sure vases are full of fresh water if live flowers are used</li> <li>▪ Make sure live flowers are fresh and neatly arranged. Replace wilting flowers.</li> <li>▪ Make sure artificial arrangements are free from dust.</li> <li>▪ If necessary, use a soft, dry cloth to gently wipe the leaves and petals of artificial arrangements.</li> </ul>	<p><i>You are responsible for maintaining flower arrangements.</i></p> <p><i>A wet cloth can damage silk flowers.</i></p>
<p><b>11. Check table lamps in your section for fuel or wax.</b></p>	<ul style="list-style-type: none"> <li>▪ Make sure lamps are clean and free of chips and cracks. Clean or replace lamps as needed.</li> <li>▪ If lamps have brass or silver trim, make sure the trim is free from spots and tarnish. Polish brass or silver trim if necessary.</li> </ul>	

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	<ul style="list-style-type: none"> <li>▪ Place new candles in each candle lamp as needed, or refill lamps using liquid fuel. Make sure that wicks are in good condition.</li> </ul>	
<p><b>12. Check the floor and carpets in your section.</b></p>	<ul style="list-style-type: none"> <li>▪ Make sure carpets have been vacuumed and that the floor is free of debris and dust. Check for stains and for food that has been ground into the carpet.</li> <li>▪ Ask the bus person to remove spots. Tell your supervisor about hard-to-remove stains so that carpet cleaning can be scheduled.</li> <li>▪ Tell your supervisor about burns, stains, or tears in the carpet</li> <li>▪</li> </ul>	
<p><b>13. Check the overall appearance of your tables.</b></p>	<ul style="list-style-type: none"> <li>▪ Make sure all of your tables are set the same way.</li> <li>▪ Make sure there is enough room to pass between tables without disturbing guests. Adjust tables as necessary to provide enough aisle space for good service</li> </ul>	

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<b>14. Prepare display dessert trays or carts when applicable.</b>	<ul style="list-style-type: none"><li>▪ Follow the procedures instructed by supervisor to set displays on the table, tray, cart or buffet</li></ul>	
<b>15. Cut lemon for tea service</b>	<ul style="list-style-type: none"><li>▪ Follow the instructions to cut lemon</li></ul>	
<b>16. Set up bread baskets.</b>	<ul style="list-style-type: none"><li>▪ Follow the instructions to prepare bread baskets</li></ul>	

# Food & Beverage Service

## Student's Manual

### Setting up a table – extended setups

#### **Learning Objective:**

Student will be able to setup table for extended menu items

#### **Methodology:**

Handouts; video; demonstration and lecture

#### **Contents:**

- Defining extended setup
- Variations in extending the setup
- Standards of fine dine restaurants and casual dine

#### **Instructional Material:**

Cover for A la Carte Service:

Traditional cover starts from Hors d' oeuvres (appetizers). Required mis en place for set up includes

Napkin

Appetizer knife

Appetizer fork

Main course fork and knife

Side plate (on left)

Bread and butter knife on the right edge of side plate

Water goblet

Cover for table d' hote:

Napkin

Soup spoon

Appetizer fork and knife

Main course fork and knife

Dessert spoon and fork

Bread and butter plate and knife

Water goblet

# **Food & Beverage Service**

## **Student's Manual**

Demonstrate the students with basic and extended setups. Describe the variances and varieties and conduct practice sessions.

# Food & Beverage Service

## Student's Manual

### Setting up a table – banquets

#### **Learning Objective:**

Student will able to layout and set up tables in banquet events

#### **Methodology:**

Handouts; video and lecture

#### **Contents:**

- Banquet order sheet – type of function; layout and setup; menu and type of service
- Banquet setups
- Arrangement of Mis en place
- Sequence of setup
- Types/ style of service in banquets

#### **Instructions for students:**

Learn and practice:

How to read and use order sheet

Meeting and conference setups – U-shaped, T-shaped, hollow rectangle etc

Theatrical style lay out

Standing and Sit-down buffet service

Avalanche service

Outside or off premise caterings

# Food & Beverage Service

## Student's Manual

### Food service sequence

#### **Learning Objective:**

Student will be able to follow the flow and order of food and beverage service

#### **Methodology:**

Handouts; video and lecture

#### **Contents:**

Theme and menu of the restaurant

Standards of service

Food courses

**Instructional Material:** (Practice the steps taught by the instructor to master the skills.)

Sample Service sequence of a restaurant:

- 1st. Greet the guest
- 2nd. Escort the guest to the table
- 3rd. Seat the guest
- 4th. Menu presentation
- 5th. Mineral water/ cold beverages order taking
- 6th. Mineral water/ cold beverages service
- 7th. Order taking
- 8th. Condiments placement
- 9th. Starter soup service
- 10th. Asking about guest satisfaction for soup and starters
- 11th. Clearance of soup cups and starter plates
- 12th. Replenishment of silver (if required)
- 13th. Placement of dinner plate
- 14th. Cold beverage service
- 15th. Ordered food pick up from kitchen
- 16th. Food service

# **Food & Beverage Service**

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- 17th. Asking guest satisfaction about food
- 18th. Asking about repeat orders for food or beverages
- 19th. Clearance of empty cold drink glasses
- 20th. Removal of empty platters
- 21st. Removal of dinner plates along with silver
- 22nd. Dessert menu presentation
- 23rd. De-crumbing of table
- 24th. Dessert order taking/ tea coffee order
- 25th. Pulling down dessert covers or replacement (if used during main course)
- 26th. Dessert service
- 27th. Hot towels presentation
- 28th. Green tea service
- 29th. Presentation of comments card
- 30th. Closing the check
- 31st. Presentation of check
- 32nd. Getting signatures on credit card or privilege club card approvals or cashiering the check
- 33rd. Thanking the guest for coming to the restaurant
- 34th. Biding warm farewell
- 35th. Checking the tables, chairs and floors for any guest related item
- 36th. Rearrangement of chairs around the table
- 37th. Table re-set up

# Food & Beverage Service

## Student's Manual

### Greeting and seating a guest

#### **Learning Objective:**

Student will able to greet and seat the guest at the reception

#### **Methodology:**

Handouts; demonstration and lecture

#### **Contents:**

Rules and norms of greeting

Escorting the guest to tables

Procedure of seating guest

**Instructional Material:** (Practice the steps taught by the instructor to master the skills.)

TASK - Greet and Seat Guests

Items Required: To complete all steps, you will need menus, special supplies (such as booster seats, high chairs, Braille menus, etc.), snacks, and a wine list

STEPS	HOW TO Dos	TIPS
<p><b>1. Approach guests who are waiting to be seated.</b></p>	<ul style="list-style-type: none"> <li>▪ Smile and give a warm greeting, such as "Good morning!" or "Welcome to (name of the restaurant)."</li> <li>▪ Be positive when greeting guests. Your manner will affect guest satisfaction.</li> </ul>	<p><i>A host will usually handle seating, but sometimes you may need to help out.</i></p>

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<p><b>2. Direct guests to the coat room if your restaurant has one.</b></p>		
<p><b>3. Ask guests if you are holding a reservation for them.</b></p>	<ul style="list-style-type: none"> <li>▪ Follow the steps to mark in the reservations book that a party has arrived:</li> <li>▪ If guests do not have a reservation, ask them if anyone else will be joining them. Then check available seating to see if you can accommodate them.</li> </ul>	
<p><b>4. Ask if guests prefer to be seated in a smoking or nonsmoking section.</b></p>		<p><i>If guests have a reservation, this information should be in the reservations book. Be polite to smokers and nonsmokers alike, no matter how you feel about smoking</i></p>
<p><b>5. Accommodate special guest needs.</b></p>	<ul style="list-style-type: none"> <li>▪ Ask guests with visual impairments if they would like Braille menus, if available.</li> <li>▪ Ask guests with disabilities if they have special seating needs.</li> <li>▪ Ask guests with small</li> </ul>	<p><i>No guest should be treated as a burden. Without guests, you would not have a job.</i></p>

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	<p>children if they would like a high chair.</p> <ul style="list-style-type: none"> <li>▪ Ask the bus person to rearrange tables or to set up special equipment if necessary.</li> <li>▪ If necessary, ask the party to wait while you meet their needs.</li> </ul>	
<p><b>6. Look at the seating chart and decide where you are going to seat the party, according to your restaurant's seating policies.</b></p>		<p><i>Overloading one section will make good service difficult. However, if a party requests a certain table and it is available, you should seat them at that table, even if it overloads a section. Then tell the dining room manager so he or she can adjust the server's workload. Also, let the server for that section know about the guests.</i></p>
<p><b>7. Direct guests to their table.</b></p>	<ul style="list-style-type: none"> <li>▪ Pick up enough menus for each guest.</li> <li>▪ Ask the party to follow you, and lead the way to the table at a reasonable pace.</li> </ul>	<p><i>You are in command of the situation, and these actions communicate confidence to your guests.</i></p>

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	<ul style="list-style-type: none"> <li>▪ Hold the menus high on your arm, not down by your side.</li> <li>▪ Stand up straight and give your full attention to the party you are seating. Do not stop along the way to talk to co-workers, unless it relates to seating the party you are leading.</li> <li>▪ Move service equipment to one side to clear a path for the guests. Make sure the party is following.</li> <li>▪ As you walk, describe restaurant highlights, such as a salad bar, buffets, or house specials.</li> </ul>	
<p><b>8. Help the guests with seating.</b></p>	<ul style="list-style-type: none"> <li>▪ Help children get into booster seats. Pull high chairs away from tables so that guests can place small children into them</li> <li>▪ Help guests with disabilities as appropriate. If you're not sure how to help, ask guests what you can do for them.</li> </ul>	<p><i>Never touch a child — or any other guest — unless you have permission.</i></p>

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	<ul style="list-style-type: none"> <li>▪ Pull out a chair for a guest and adjust the chair as the guest sits. Help others with seating as appropriate.</li> </ul>	<p><i>Let the guests decide who will sit in the chair you pull out.</i></p>
<p><b>9. Present the menus.</b></p>	<ul style="list-style-type: none"> <li>▪ Give a closed menu, right-side-up, to each guest in the following order:             <ul style="list-style-type: none"> <li>• Children (children's menu when available)</li> <li>• Women</li> <li>• Men</li> </ul> </li> <li>▪ Present the menu from the guest's right side, using your right hand.</li> <li>▪ Introduce yourself and tell guests who their server will be.</li> <li>▪ Serve water (if appropriate) and items such as crackers, bread sticks, or other snacks (if appropriate).</li> </ul>	<p><i>Some restaurants use place-mat menus, others use one-page menus, and others open menus for guests.</i></p>
<p><b>10. Remove extra place settings.</b></p>	<ul style="list-style-type: none"> <li>▪ If the number of guests is less than the place settings, remove extra settings.</li> </ul>	<p><i>You can save mis en place and giving extra space to the guests.</i></p>

# Food & Beverage Service

## Student's Manual

### **Beverage service – Presenting menu and carrying a tray**

#### **Learning Objective:**

Student will able to present the menu and carry a tray

#### **Methodology:**

Handouts; video and lecture

#### **Contents:**

Menu maintenance and cleanliness

Menu presentation to the guest

Skill of carrying a tray

**Instructional Material:** (Make the students practice on the steps mentioned below after explaining in detail the concepts and importance)

#### **Menu Presentation**

(If buffet is available then it should be mention to the guest.)

##### 1) Check the menu

Always check the menu before presenting it to the guest, it should be

- Neat and clean
- Damage free
- Presentable, neither any page should be missing nor duplicate (in case of sliding menu only).

##### 2) Hold the menu

Always open the first page and hold the menu from the top because guest will hold it from the bottom.

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3) Present the menu

Present the menu from the right hand side of the guest with your right hand and away from the guest's face (menu should not hit any part of the guest at all).

4) Announce while presenting menu

Announce while presenting the menu to the guest like:

Sir/madam your menu please.

(Guest should be briefed about the daily changes in the menu and home specialties).

**TASK - Lift and Carry Trays, Bus Tubs, or Dish Racks**

Items Required: To complete all steps, you will need trays, bus tubs, and dish racks.

STEPS	HOW TO Dos	TIPS
<p><b>1. Make sure trays, bus tubs, and dish racks are loaded properly.</b></p>	<ul style="list-style-type: none"> <li>▪ Spread the weight of items evenly across the tray, tub, or rack to balance it.</li> <li>▪ Place heavy items in the center and lighter items around the edges.</li> <li>▪ Do not overload. Make two trips if necessary.</li> </ul>	
<p><b>2. Lift and carry loaded trays.</b></p>	<ul style="list-style-type: none"> <li>▪ Bend at the knees so your</li> </ul>	

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	<p>shoulder is below the tray.</p> <ul style="list-style-type: none"> <li>▪ Pull the tray with one hand onto the palm of the other hand.</li> <li>▪ Balance the tray at shoulder level on your palm or fingertips.</li> <li>▪ Keep your back straight as you stand up.</li> <li>▪ Steady the tray with your free hand.</li> </ul>	
<p><b>3. Lift and carry loaded bus tubs or dish racks.</b></p>	<ul style="list-style-type: none"> <li>▪ If appropriate, grasp the tub or rack so that the long end is next to your body.</li> <li>▪ Lift with your arms, not with your back.</li> <li>▪ Hold tubs or racks close to your body as you move throughout the restaurant.</li> </ul>	
<p><b>4. Be safety-conscious at all times.</b></p>	<ul style="list-style-type: none"> <li>▪ Avoid tipping or spilling the tray, tub, or rack.</li> <li>▪ Watch for opening doors and wet spots on floors.</li> </ul>	<p><i>Coloring books, toys, and crackers keep children busy while waiting for their meals.</i></p>
<p><b>5. Serve children their meals first.</b></p>	<ul style="list-style-type: none"> <li>▪ Ask parents if they would like you to bring the children's meals as soon as possible.</li> </ul>	

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- When serving children at the same time as other guests, give children their meals first.
- Ask parents if they would like you to set their child's plate near them or the child.
- Do not try to pass people in the aisle. If possible, step aside and let others pass.
- Say "behind" when carrying a tray, tub, or rack behind others to warn them that you are there.

*Follow safe work habits*

# Food & Beverage Service

## Student's Manual

### How to pick up and serve beverages

#### **Learning Objective:**

Student will be able to pick up the beverages from the soft bar and serve to guests

#### **Methodology:**

Handouts; video and lecture

#### **Contents:**

KOT – Kitchen order ticket

Tray holding and cleanliness

Steps of picking up the beverages

Approaching the guests and serving

**Instructional Material:** (Practice the steps taught by the instructor to master the skills.)

**TASK:** Serve Beverage Orders

**Items Required:** To complete all steps, you will need an order pad or guest checks, pens, beverage napkins, a linen napkin, and a beverage tray.

STEPS	HOW TO Dos	TIPS
<b>1. Check the beverage order.</b>	<ul style="list-style-type: none"> <li>▪ Check each beverage:               <ul style="list-style-type: none"> <li>• Is it the correct beverage?</li> <li>• Is it in the correct glass?</li> <li>• Is the garnish correct?</li> <li>• Has anything spilled over the side?</li> <li>• Should it have a chaser?</li> <li>• Have special instructions been followed?</li> </ul> </li> <li>▪ Take care of any problems right away.</li> </ul>	<p><i>Mixing, pouring, garnishing, and serving drinks the same way every time is the mark of a quality operation.</i></p>

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<p><b>2. Place drinks on the beverage tray.</b></p>	<ul style="list-style-type: none"> <li>▪ Line the tray with a linen napkin to improve the look of the tray and to absorb spills and moisture.</li> <li>▪ Keep an extra pen and an extra beverage napkin on the tray.</li> <li>▪ Center glasses so the tray will be well-balanced. If possible, put heavy or tall glasses in the center of the tray.</li> <li>▪ Keep in mind the order in which you will serve drinks so your tray will be balanced until the last drink is removed.</li> </ul>	<p><i>Many restaurants use a cork-lined tray so glasses don't slip.</i></p>
<p><b>3. Carry the tray to the table.</b></p>	<ul style="list-style-type: none"> <li>▪ Follow instructions as learnt in Task - "Lift and Carry Trays, Bus Tubs, or Dish Racks."</li> <li>▪ Always serve women first, and the host of the group last.</li> <li>▪ In a no-host situation, simply serve women first and men last.</li> </ul>	

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	<ul style="list-style-type: none"><li>▪ Place the beverage napkin first, in the center of the base plate or in the center of the plate space, with the logo facing the guest.</li><li>▪ Avoid reaching across guests. Move around the table and serve each guest from his or her right side with your right hand.</li><li>▪ Handle glasses away from their rim or lip. Handle stemmed glasses by the stem or base.</li><li>▪ Place the drink glass on the center of the beverage napkin.</li><li>▪ Follow your order pad or guest check to serve the correct drink to each guest.</li><li>▪ As you serve each drink, repeat the name of the drink and any special requests to be sure that it is correct. Do not ask who ordered the drink.</li></ul>	<p><i>If tables have linen tablecloths, you may not need to use beverage napkins.</i></p> <p><i>Your hands will warm the drink if you touch the outside of the glass. However, you should never put your fingers inside a glass.</i></p>
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<p><b>4. Suggest another drink when the guest's glass is one-half to three-quarters empty.</b></p>	<ul style="list-style-type: none"><li>▪ Pay attention to your guests how much they have finished.</li><li>▪ Only serve drinks to guests who want them. Do not simply bring for everyone if some guests do not want another drink.</li></ul>	
<p><b>5. Pick up napkins and empty glasses and replace them when serving additional drinks.</b></p>	<ul style="list-style-type: none"><li>▪ If a guest has not finished the first drink, ask if he or she wishes to have the glass removed.</li><li>▪ Never put your fingers inside glasses when you are removing them from the table.</li><li>▪ Carry used glasses on a beverage tray to the dish room.</li></ul>	

# Food & Beverage Service

## Student's Manual

### Serving hot beverages

#### **Learning Objective:**

Student will be able to serve tea and coffee

#### **Methodology:**

Handouts; video, demonstration and lecture

#### **Contents:**

Art of making tea and coffee

Preparatory work for tea/ coffee service

Approaching the guest table and serving

**Instructional Material:** (Practice the steps taught by the instructor to master the skills.)

#### **TASK 1:** Prepare and Serve Coffee

**Items Required:** To complete all steps, you will need fresh coffee, cleaning cloths, sanitizing solution, an ice scoop, ice, a coffee pot, salt, lemon juice, silver polish, a drip coffee maker, a pitcher, cream, an opening duty checklist, sugar, artificial sweetener, stirrers, napkins, racks of coffee mugs or cups and saucers, and a beverage tray.

STEPS	HOW TO Dos	TIPS
<b>1. Clean the coffee station.</b>	<ul style="list-style-type: none"> <li>▪ Wipe all equipment with a clean, damp cloth and an approved sanitizing solution.</li> <li>▪ Wipe the outside of all cream dispensers, if applicable.</li> </ul>	<i>A bus person will usually perform this task, but you may need to help during busy times.</i>
<b>2. Check coffee pots for cleanliness and clean them if necessary.</b>	<ul style="list-style-type: none"> <li>▪ To remove coffee residue, place a scoop of ice in the pot along with a half-cup of</li> </ul>	<i>If a coffee pot was left on the burner too long, it may have residue in</i>

# Food & Beverage Service

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	<p>table salt and a squeeze of lemon juice.</p> <ul style="list-style-type: none"> <li>▪ Swirl the ice in the pot for several minutes.</li> <li>▪ Empty the pot and take it to the dish room for washing.</li> <li>▪ Polish tarnished silverplate pots with silver polish.</li> <li>▪ Always wash the pots after polishing to remove polish residue.</li> </ul>	<p><i>the bottom.</i></p> <p><i>When putting ice in a glass pot, be sure the pot is not hot or it might explode.</i></p> <p><i>At the end of the night, pots should be taken to the dish room and washed in the dish machine. This is a closing duty task.</i></p>
<p><b>3. Make coffee by the pot in a drip coffee maker.</b></p>	<ul style="list-style-type: none"> <li>▪ Remove the grounds holder from the coffee maker. If necessary, throw away the grounds and rinse the holder.</li> <li>▪ Remove the sanitary wrapping from a pre-measured filter pack of fresh coffee. Shake the filter pack to evenly spread the coffee.</li> <li>▪ Place the filter pack in the grounds holder, seam-side down.</li> </ul>	<p><i>Many restaurants use filter packs, which are pre-measured to meet the tastes of most guests.</i></p>

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- Replace the grounds holder in the coffee maker.
- Place a clean coffee pot under the grounds holder. Use the correct pot for the type of coffee that you are brewing (regular, flavored, or decaffeinated).
- Pour water from a measured pitcher or a clean coffee pot into the coffee maker. Press the "start" button, if necessary.
- Allow all water to pass through the ground coffee before serving any coffee.
- Turn on the reserve burner. Move the full pot of fresh coffee to the reserve burner.
- Remove the grounds holder and throw away the grounds.
- Rinse the grounds holder and replace it in the machine.

*Coffee strength "layers" as water passes through the ground coffee. The first third of the pot is too weak, the second third is too strong and the last third is too weak. To get the right flavor, let the full pot drip to blend the layers and arrive at the desired strength.*

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### 4. Stock supplies.

- Make sure all creamers are full. Check the date on the cream to make sure it's fresh. Throw away any old cream. Refill the creamers if necessary.
- If individual creamers are used, make sure the caddies that hold them are clean. Fill caddies with ice and individual creamers.
- Throw away creamers that become waterlogged.
- Follow your opening duty checklist or your supervisor's instructions on how many creamer caddies to fill.
- Place cream in the refrigerator.
- Check sugar bowls. Make sure they are clean and filled with packs of sugar and artificial sweetener.
- Stock stirrers and napkins according to your opening duty checklist.
- Make sure the coffee station

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	<p>has enough mugs or cups and saucers. Get racks of clean mugs or cups and saucers from the dish room as needed. Make sure the mugs or cups and saucers are clean and free from chips and cracks.</p>	
<p><b>5. Set up coffee orders.</b></p>	<ul style="list-style-type: none"> <li>▪ Do not leave an empty or nearly empty pot on the burner.</li>   <li>▪ If a coffee pot is one-quarter full or less, start a fresh pot.</li>   <li>▪ Do not combine the contents of two partially full coffee pots. This spoils the taste of the coffee.</li>   <li>▪ Never serve coffee that is more than 30 minutes old. Smell the coffee to be sure it is fresh.</li> </ul>	<p><i>The liquid will evaporate quickly, scorching the residue. This makes pots difficult to clean. And if an empty pot is left for too long on a hot burner, the pot may explode.</i></p> <p><i>Coffee drinkers instantly know the difference between fresh and stale coffee.</i></p> <p><i>Old, stale coffee gives off an offensive odor that will spread throughout the restaurant.</i></p>

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	<ul style="list-style-type: none"> <li>▪ If you aren't sure how old the coffee is, throw it out and brew a fresh pot. Follow the "how-to's" in Step 3.</li> <li>▪ On a beverage tray, place cream, sugar, artificial sweetener, and the correct number of cups and saucers or coffee mugs and beverage napkins.</li> </ul>	<p><i>Don't place pots of hot coffee on a tray. They could slide off and burn you, other employees, or guests.</i></p>
<p><b>6. Serve coffee.</b></p>	<ul style="list-style-type: none"> <li>▪ Carry the tray to the table. See Task: "Lift and Carry Trays, Bus Tubs, or Dish Racks."</li> <li>▪ Place a mug and beverage napkin or cup and saucer to the right of the guest's water glass, with the handle turned at a 45-degree angle to the guest's right.</li> <li>▪ Place cream, sugar, and artificial sweetener on the table.</li> <li>▪ Bring a pot of fresh coffee to the table.</li> <li>▪ When possible, pour from the guest's right side, with the pot in your right hand.</li> </ul>	

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	<ul style="list-style-type: none"> <li>▪ Do not pick up the mug or cup while pouring.</li> <li>▪ If guests pick up their mugs or cups, politely ask the guests to set them back down for safety's sake.</li> <li>▪ Hold a splash guard — a square folded napkin — in front of the mug or cup as you pour to prevent splashing the guest.</li> </ul>	
<p><b>7. Refill coffee cups or mugs as soon as they are less than half-full.</b></p>	<ul style="list-style-type: none"> <li>▪ Do not ask if guests want a refill.</li> <li>▪ Pour refills until guests signal that they have had enough</li> </ul>	<p><i>Coffee cools quickly. Guests will expect you to keep their coffee hot and fresh.</i></p>

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### Prepare and Serve Hot Tea

**Items Required:** To complete all steps, you will need a ceramic teapot, a coffee maker, spoons, underliners, tea bags, side dishes or bread-and-butter plates, lemon wedges, sugar, cream, beverage napkins, mugs or cups and saucers, and a beverage tray.

STEPS	HOW TO Dos	TIPS
<p><b>1. Preheat ceramic teapots (if applicable).</b></p>	<ul style="list-style-type: none"> <li>▪ Fill a clean ceramic pot with hot water from the coffee maker.</li> <li>▪ Let the pot stand while you set up a beverage tray.</li> </ul>	<p><i>If your restaurant uses ceramic teapots, you will need to preheat them.</i></p>
<p><b>2. Place serving items on a tray.</b></p>	<ul style="list-style-type: none"> <li>▪ Place cream and sugar on a beverage tray. Place a clean spoon on a beverage napkin and place it on the tray.</li> <li>▪ If mugs or cups have not been preset on the table, place a mug and beverage napkin or a cup and saucer on the beverage tray.</li> <li>▪ Ask guests whether they prefer regular, herbal, or decaffeinated tea. If you are presetting a table, provide some of each.</li> <li>▪ Place a tea bag and lemon</li> </ul>	

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	<p>wedge on a small side dish or on a bread-and-butter plate. Place the plate or dish on the beverage tray.</p> <ul style="list-style-type: none"> <li>▪ If your restaurant does not use tea bags, place two different types of tea on the side dish.</li> </ul>	<p><i>Most guests prefer to place their tea bags into the hot water. While tea usually takes eight to ten minutes to brew, some guests may prefer more or less time.</i></p>
<p><b>3. Fill teapots with hot water.</b></p>	<ul style="list-style-type: none"> <li>▪ Run hot water from the coffee maker into a clean, two-cup pot.</li> <li>▪ Or, if necessary, empty the water from a preheated ceramic pot and refill the pot with hot water from the coffee maker.</li> </ul>	<p><i>Hot tea is usually brewed by the two-cup pot or by the individual cup.</i></p>
<p><b>4. Place pots on underliners and place them on the tray.</b></p>		
<p><b>5. Serve hot tea.</b></p>	<ul style="list-style-type: none"> <li>▪ Carry the tray to the table.</li> <li>▪ Place the beverage napkin and mug or cup and saucer on the table, with the handle pointing to the guest's right.</li> <li>▪ Place the teapot and underliner to the right of the cup or mug. If the guest has</li> </ul>	

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	<p>used his or her spoon, provide a clean one.</p> <ul style="list-style-type: none"> <li>▪ Place cream, sugar, and the dish with a tea bag and lemon wedge on the table.</li> </ul>	
<p><b>6. Refill teapots.</b></p>	<ul style="list-style-type: none"> <li>▪ Check with guests to see if they need more hot water.</li> <li>▪ Refill their teapot with hot water.</li> </ul>	<p><i>Tea drinkers like refills but are often overlooked. Offering to bring more hot water shows your commitment to superior service.</i></p>

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## Student's Manual

### Beverage Knowledge

#### **Learning Objective:**

Student will be able to develop knowledge of various beverages served to guests

#### **Methodology:**

Handouts; demonstration of mixing techniques and lecture

#### **Contents:**

Types of beverages

Introduction to mix drinks

Garnishing techniques

Equipments and supplies used in beverage service

#### **Instructional Material:**

#### ***Hot beverages***

Tea

*Black tea, Green Tea, Herbal and floral teas*

Coffee

*Filtered coffee, Cappuccino, Espresso, Instant coffee*

#### ***Cold Beverages***

Aerated waters – soda water, tonic water (quinine is added to make it bitter)

Fizzy drinks – aerated flavored drinks like Coca Cola, Lemonades or Fanta

Squashes - Fruit or flavored concentrates are diluted with water

Juices – bottled or canned juices of fruits with preservatives

Mix drinks – Ice-creams, fruits and ice are blended together in milk or any other liquid to form a drink like Pina Colada

#### ***Garnishing the drinks***

Fruit cuts or slices are used to decorate the drinks to make it presentable and colorful. Cuts or slices are placed on the rim of glass.

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**Carrying and placing plates and platters; pre-platted service and clearance**

**Learning Objective:**

Student will be able to carry plates and platters while service

**Methodology:**

Handouts; video and lecture

**Contents:**

Carrying stack of plates

Carrying plates with food

Pre-platted service

Plate clearance skills

**Instructional Material:** (Practice the steps taught by the instructor to master the skills.)

**TASK:** Serve the Meal

**Items Required:** To complete all steps, you will need an order pad or guest checks, a service tray, a tray jack, condiments, and ashtrays.

STEPS	HOW TO Dos	TIPS
<p><b>1. Prepare the table for each course before serving it.</b></p>	<ul style="list-style-type: none"> <li>▪ Clear any empty plates or glasses from the guest's right with your right hand. Always ask guests if they are finished.</li> <li>▪ Wait to clear glasses or plates until more than one guest at a table is finished, so guests who are still eating or drinking do not feel rushed.</li> <li>▪ Never stack dirty plates in</li> </ul>	<p><i>If the chef does not announce the specials, it is your responsibility to ask and be fully informed.</i></p>

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	<p>front of guests. Pick them up separately and stack them away from guests</p> <ul style="list-style-type: none"> <li>▪ Bring all condiments and accompaniments to the table before serving the order.</li> <li>▪ Only bring full — not partially full — condiment bottles to guests.</li> <li>▪ If you will be serving an item that guests will share, bring a plate for each guest.</li> </ul>	
<p><b>2. Pick up the food order.</b></p>	<ul style="list-style-type: none"> <li>▪ Check the order before you take it out of the kitchen:             <ul style="list-style-type: none"> <li>• Does the food look fresh and appealing?</li> <li>• Have all preparation instructions been followed?</li> <li>• Is the presentation garnished?</li> <li>• Have all special requests been met?</li> <li>• Is the plate clean?</li> <li>• Is hot food hot and cold food cold?</li> </ul> </li> <li>▪ Ask the cook to make any corrections necessary to meet the property's high standards.</li> </ul>	<p><i>Planning and organization will make it possible for you to serve all of your guests quickly.</i></p>

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	<ul style="list-style-type: none"> <li>▪ Notify your supervisor immediately of any problem in the food preparation so that he or she can speak to the guests and correct the situation.</li> <li>▪ If you are having trouble meeting guest needs, ask your supervisor or another server for help until you can catch up.</li> <li>▪ Don't let the guests suffer because you're busy.</li> <li>▪ Thank the kitchen staff for their cooperation.</li> </ul>	
<p><b>3. Deliver food.</b></p>	<ul style="list-style-type: none"> <li>▪ Place the order on the service tray.</li> <li>▪ Carry the tray to a tray jack near the table.</li> <li>▪ Use your order pad or guest check to help remember who ordered what. You shouldn't have to ask the guests.</li> <li>▪ Serve the children first,</li> </ul>	<p><i>Tray service saves steps and lets you take care of many guests at once.</i></p> <p><i>Good service is so smooth that the guests are hardly aware of you.</i></p>

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	<p>women next, then men, and the host last.</p> <ul style="list-style-type: none"><li>▪ Serve food from the guest's left side with your left hand whenever possible. Don't reach in front of guests.</li><li>▪ Place the plate with the first course on top of the base plate, if a base plate is included in the table setting.</li><li>▪ Place the entree plate so that the main item is closest to the guest.</li><li>▪ Place side dishes to the left of the entree plate.</li><li>▪ If a guest asks for something extra, deliver it as quickly as possible so that the meal does not get cold.</li><li>▪ Ask if guests would like you to bring or do anything else for them at this time.</li><li>▪ Remove empty beverage glasses exchange ashtrays as needed.</li></ul>	<p><i>When you are able to serve each course without asking questions, guests are not interrupted.</i></p>
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## Student's Manual

### Platter to plate service-Silver service

#### **Learning Objective:**

Student will be able to perform platter-to-plate service using clippers (Silver service)

#### **Methodology:**

Handouts; video; practice sessions and lecture

#### **Contents:**

French and English service

Technique of handling clippers

Approaching tables with platters and clippers

Techniques of serving guests

**Instructional Material:** (Practice the steps taught by the instructor to master the skills.)

#### **English Service**

(Food to be served from platter on the plate directly in front of the guest)

1. Place each of the hot plates in front of each guest before you bring the platter. (Do not forget the serviette).
2. Plates are placed in front of each guest from his/her right and cleared from the guest's right hand side.
3. Carrying the platter on the left hand, service gear with the right approach the guest from his/her left.
4. Serve according to the normal service rules (first, the meat/ fish, then the carbohydrates and the vegetables last).
5. Pay attention to guest requirements (ask guest)
6. Do not over heap the guest's plate. The rim of the plate must be kept clean.

After serving the guests, go back once more after the guests have almost finished and offer the second service.

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### **French Service**

The main difference between the French and the English style of service is that in the French style the guest serves him/herself.

The service gear are placed together facing the guest and he/she helps him/herself.

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### Cleanliness between the courses and other tasks

#### **Learning Objective:**

Student will be able to maintain cleanliness on the guest table and other side jobs

#### **Methodology:**

Handouts; video and lecture

#### **Contents:**

Importance of cleanliness during food courses

De-crumbing technique

Change of ashtrays

Replenishment of silver, china and other missing items

Removal of unwanted or used items

**Instructional Material:** (Practice the steps taught by the instructor to master the skills.)

Task: Maintain Tables

STEPS	HOW TO Dos	TIPS
<p><b>1. Be aware of guest needs.</b></p>	<ul style="list-style-type: none"> <li>▪ Serve anything the guest needs. Do all that you can to meet guest needs.</li> <li>▪ Use good manners with guests.</li> <li>▪ Be attentive to children, especially those in high chairs. Pick up items from the floor, and provide extra napkins as needed.</li> <li>▪ If a guest requests a service</li> </ul>	

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	<p>beyond your ability or authority, tell the guest you'll have it taken care of right away. Then tell your manager at once.</p>	
<p><b>2. Check food and beverage levels.</b></p>	<ul style="list-style-type: none"> <li>▪ Refill water glasses, coffee cups, hot tea pots, and iced-tea glasses whenever they are less than half-full.</li> <li>▪ Do not interrupt guests to ask if they want more water, coffee, or tea. But if a guest stops you and says he or she doesn't want a refill, move on to the next guest.</li> <li>▪ Refill bread as needed.</li> </ul>	
<p><b>3. Change ashtrays often using the "capping" method.</b></p>	<ul style="list-style-type: none"> <li>▪ Turn a clean ashtray upside-down and place it over the dirty ashtray on the table.</li> <li>▪ Pick up both ashtrays and place the dirty one on your tray.</li> <li>▪ Place the clean ashtray back on the table.</li> </ul>	
<p><b>4. Pre-bus the table.</b></p>	<ul style="list-style-type: none"> <li>▪ As guests finish their meals and beverages, ask them if you may clear dishes, glasses, silverware, and</li> </ul>	<p><i>An important part of maintaining table appearance is to remove items the guest no</i></p>

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	<p>other items.</p> <ul style="list-style-type: none"> <li>▪ Clear items from the guest's right side with your right hand.</li> <li>▪ Always ask if guests are finished before you clear something.</li> <li>▪ Remove used napkins and other trash from the table.</li> <li>▪ Place used items on your tray.</li> <li>▪ Wipe crumbs from the table into a cleaning cloth. Place the crumbs onto your tray.</li> <li>▪ Cover the soiled items with a napkin.</li> </ul> <p>Take trays of soiled items to the dish room.</p>	<p><i>longer needs throughout the meal. This is called pre-bussing.</i></p> <p><i>Some restaurants clear items as soon as a guest finishes a course. Others wait until all guests in the party have completed the course.</i></p> <p><i>By the end of the meal, before dessert service, only beverages and items that go with them, such as cream, sugar, lemon, etc., should remain on the table.</i></p>
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### Dessert – knowledge and service skills

#### **Learning Objective:**

Student will be able to gain the food knowledge of desserts and service techniques

#### **Methodology:**

Handouts; video and lecture

#### **Contents:**

Types of desserts

Setup used for dessert service

**Instructional Material:** (Practice the steps taught by the instructor to master the skills.)

**TASK:** Taking order of desserts

To complete all steps, you will need a dessert cart or display tray, an order pad or guest checks, and a pen.

STEPS	HOW TO Dos	TIPS
<b>1. Clear the entire table.</b>	<ul style="list-style-type: none"> <li>▪ After guests are finished, remove all unneeded glasses, silverware, plates, and other items.</li> <li>▪ Be as neat and quiet as possible when clearing the table.</li> <li>▪ Remember not to stack dirty plates at the table.</li> </ul>	
<b>2. Suggest specific dessert items.</b>	<ul style="list-style-type: none"> <li>▪ Without asking, bring the dessert cart or display tray to the table and describe each</li> </ul>	<i>After-meal items are great sales builders. Many people will be tempted by a dessert if</i>

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	<p>dessert using mouth-watering terms.</p> <ul style="list-style-type: none"> <li>▪ Describe in detail one or two of the restaurant's more popular desserts. Suggest your favorites.</li> <li>▪ If guests say they are "too full" to have dessert, suggest a light item, such as ice cream, or suggest that guests share a dessert.</li> </ul>	<p><i>you describe it well and as soon as possible after the meal.</i></p>
<p><b>3. Suggest coffee, hot tea, or specialty drinks such as espresso.</b></p>	<ul style="list-style-type: none"> <li>▪ Offer coffee, tea, or specialty drinks as soon as you take dessert orders.</li> <li>▪ Ask guests if they would like cream, sugar, or lemon with their coffee or tea.</li> </ul>	<p><i>Most guests who have dessert will also have coffee or hot tea.</i></p>
<p><b>4. Follow an order-taking system.</b></p>	<ul style="list-style-type: none"> <li>▪ Take orders from women first, then men.</li> </ul>	

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### Introduction to Starters/Appetizers

#### **Learning Objective:**

Student will be able to know the basics of starters and appetizers and its service

#### **Methodology:**

Handouts and lecture

#### **Contents:**

Starters and appetizers defined

Sequence of service

Accompaniments and setup requirements

#### **Instructional Material:**

Starters or appetizers are food items served to guests to increase their appetite while waiting for the main course. The food served as appetizers should be:

- Small enough to eat in one or two bites eaten with fingers or fork and knife
- Attractive to enhance the appetite and visual appeal
- Designed to complement the meal to follow

Traditionally appetizers are selection of salads, fish, meat or vegetables and served:

- Pre-plated selection
- Selection of appetizers in separate dishes
- On a tray
- From a trolley

Food items served as appetizers include:

- Salads  
Plain or compound salads – Fish and meat salads; vegetables salad; Russian or Italian salad;
- Fish  
Fresh or marinated anchovies or lobster

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Smoked salmon or trout

Prawns or shrimps cocktail

Caviars on toast

- Canapés

Fried or toasted bread garnished with smoked fish, prawns, cheese, vegetables or meats

- Eggs

Boiled or poached eggs stuffed with fillings

- Vegetables

- Fruit cuts and juices

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### Introduction to accompaniments and condiments

#### **Learning Objective:**

Student will be able to understand the purpose and role of accompaniments and condiments

#### **Methodology:**

Handouts; video and lecture

#### **Contents:**

Defining condiments and accompaniments

Serving to the guests in fine dine

#### **Instructional Material:**

Condiments are the food items served with food to add or adjust the flavor of the food, sauces served with steaks or the spices served with pizza are the examples of condiments.

Accompaniments are the additional items usually served with food like the bread and butter served with salad or soup.

Servers are required to know the accompaniments and condiments to be served with menu items. Place the condiments and accompaniments before the service of food and are to be remained on the table throughout the course of meal.

In casual restaurants the condiments are a part of table setup while in fine dine restaurants these are served in sauce pots or boats and served individually to the guests.

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### Introduction to Pakistani cuisine

#### **Learning Objective:**

Student will be able to explain the basics of Pakistani cuisine

#### **Methodology:**

Handouts and lecture

#### **Contents:**

The basics of Pakistani cuisine

Preparation techniques and methods

Brief description of famous dishes

Service techniques

#### **Instructional Material:**

Pakistani Cuisine

Cooking techniques

- Baghar (tarka)  
Seasoning technique is used for dals, vegetables, meat and fish. Spices or seasonings are heated in ghee or oil to intensify the flavor.
- Bhuna  
It is a form of stir-frying that involves cooking ingredients over high heat with small amount of water.
- Dum  
Steam cooking that evolved during the Mughal period. Food is prepared in heavy pan with tight-fitting lid.
- Korma  
Braising technique that traditionally features meat as the main ingredients.
- Tandoori  
Cooking method used for baking, grilling and roasting.
- Talana  
Deep frying cooking done in karahi.

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### Introduction to Chinese cuisine

#### **Learning Objective:**

Student will able to know basics of Chinese cuisine

#### **Methodology:**

Handouts; video and lecture

#### **Contents:**

The basics of Chinese cuisine

Preparation techniques and methods

Brief description of famous dishes

Service techniques

Introduction to chopsticks

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### French, Italian and Mexican cuisines

#### **Learning Objective:**

Student will be able to express basics of continental cuisines

#### **Methodology:**

Handouts; video and lecture

#### **Contents:**

The basics of French, Italian and Mexican cuisines

Preparation techniques and methods

Brief description of famous dishes

Service techniques

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### Order taking skills

#### **Learning Objective:**

Student will be able to take orders effectively

#### **Methodology:**

Handouts; video and lecture

#### **Contents:**

Importance of food knowledge

Suggestive and up selling techniques

Knowing guests' preferences and needs

Sequence of order taking

**Instructional Material:** (Practice the steps taught by the instructor to master the skills.)

**TASK:** Take and Process Food Orders

**Items Required:** To complete all steps, you will need an order pad or guest checks and a pen.

STEPS	HOW TO Dos	TIPS
<p><b>1. Tell guests about specials.</b></p>	<ul style="list-style-type: none"> <li>▪ Know the daily specials. If appropriate at your restaurant, try to taste each one.</li> <li>▪ Always describe specials and chef's choice items, such as the soup of the day, before guests ask.</li> <li>▪ Describe the ingredients and the preparation of specials in an appealing way. Always give the price of specials.</li> </ul>	<p><i>If the chef does not announce the specials, it is your responsibility to ask and be fully informed.</i></p> <p><i>Guests will become annoyed if they ask what the soup or vegetable of the day is and have to wait for the server to go</i></p>



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	<ul style="list-style-type: none"><li>▪ Continue to take food orders in a clockwise pattern around the table.</li> <li>▪ The place where you stand to take orders is:<ul style="list-style-type: none"><li>• In different positions around the table so you can speak one-on-one to each guest</li> <li>• In one position to get the attention of the entire table so that everyone can hear your suggestive selling</li> <li>• It depends on the table and the guests</li></ul></li> <li>▪ Always stand up straight as you take orders. Do not rest the order pad on the table.</li> <li>▪ Look at each guest when he or she is ordering. Watch for hesitation in making a decision. This provides you an opening to offer a suggestion.</li></ul>	<p><i>need to use tricks to identify guests (such as noting what they are wearing)</i></p>
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<p><b>5. Ask the appropriate questions.</b></p>	<ul style="list-style-type: none"> <li>▪ Pay attention to details and know your menu thoroughly.</li> <li>▪ Know what questions to ask for each item to determine the guests' choices. For instance, know if a guest must choose soup or salad.</li> <li>▪ Know when you need to ask for more information, such as how the guest would like an item cooked.</li> <li>▪ Repeat each completed order to the guest, especially if there are special details or requests regarding preparation or service.</li> </ul>	<p><i>If you don't ask the right questions when taking the order, you will have to interrupt your guests to find out necessary preparation and service information. This is embarrassing to you and annoying to your guests.</i></p> <p><i>Try not to sound mechanical when describing choices. Make every item sound good.</i></p>
<p><b>6. Suggest additional courses.</b></p>	<ul style="list-style-type: none"> <li>▪ Suggest additional courses such as appetizers, soups, and salads when you take the food order</li> <li>▪ Think about what the guest has selected and suggest items that will go well with the entrée.</li> </ul>	<p><i>By suggesting additional items, you can enhance the dining experience, increase revenue for the restaurant, and increase your tips.</i></p>

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<p><b>7. Try to meet special requests.</b></p>	<ul style="list-style-type: none"> <li>▪ Some guests may request an item to be prepared in a way not listed on the menu.</li> <li>▪ Write all special requests on your order pad and tell kitchen employees about the requests when you place the order.</li> <li>▪ You may need to check with the chef or your supervisor before making a promise to a guest.</li> </ul>	
<p><b>8. Ask if guests would like another beverage.</b></p>	<ul style="list-style-type: none"> <li>▪ Suggest another drink if a beverage is one-half to three-fourths empty</li> <li>▪ Clear empty glasses before serving new beverages.</li> </ul>	
<p><b>9. Change ashtrays as needed, and tidy the table to keep it as fresh as possible.</b></p>	<ul style="list-style-type: none"> <li>▪ Turn a clean ashtray upside-down and place it over the dirty ashtray on the table.</li> <li>▪ Pick up both ashtrays and place the dirty one on your tray.</li> <li>▪ Place the clean ashtray back on the table.</li> </ul>	<p><i>Ashtrays should be changed each time they contain one or two cigarette butts.</i></p> <p><i>This method will prevent ashes from falling on</i></p>

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		<p><i>guests or the table as you remove the ashtray.</i></p> <p><i>Keeping the table clear and attractive makes the guest more comfortable.</i></p>
<p><b>10. Enter the food order into your restaurant's point-of-sale unit or on the guest's check.</b></p>		<p><i>Food checks must be entered into the point-of-sale unit before the kitchen will prepare any food.</i></p>
<p><b>11. Time the preparation of the food.</b></p>	<ul style="list-style-type: none"> <li>▪ Turn in the order for each course when guests are about three-fourths finished with the previous one. If the kitchen is busy, turn in the orders sooner.</li> <li>▪ Serve courses in the following order, unless guests request a different order:             <ul style="list-style-type: none"> <li>▪ Appetizers</li> <li>• Soup</li> <li>• Salads</li> <li>• Entrees</li> <li>• Dessert</li> <li>• Coffee/Tea</li> </ul> </li> <li>▪ Check with the cook or your supervisor if you are</li> </ul>	<p><i>The timing of food preparation is important to a smooth dining experience. Each guest in a party should be served at the same time.</i></p> <p><i>At some restaurants, servers give their orders to an expediter who calls the orders to the appropriate kitchen stations. Both servers and expediters must know cooking times and coordinate orders to deliver courses to guests on time.</i></p>

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	<p>concerned that an order is not being prepared in a reasonable amount of time. Don't make guests wait without an explanation from you or your supervisor.</p> <ul style="list-style-type: none"> <li>▪ If you are too busy to pick up an order as soon as it is ready, ask another restaurant server for help.</li> </ul>	<p><i>If there is a problem with a guest's order, do not avoid the table. Guests appreciate knowing what's going on.</i></p>
<p><b>12. Place food orders with the kitchen.</b></p>	<p>(Instructor elaborates the methods of placing orders)</p>	<p><i>Special orders may require speaking with the chef. Always be polite and limit conversations to a minimum when possible.</i></p>

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### Suggestive selling

#### **Learning Objective:**

Student will be able to apply suggestive selling techniques while order taking

#### **Methodology:**

Handouts; video and lecture

#### **Contents:**

Order taking and salesmanship

How to suggest and induce guests to order

Increasing average checks and sales

**Instructional Material:** (Practice the steps taught by the instructor to master the skills.)

#### ***Suggestive Selling***

Encouraging guests to buy additional food and beverages is known as suggestive selling. An example is suggesting appetizer before the main meals or with beverages.

#### ***Upselling***

Suggesting more expensive and better quality food and beverage items is known as upselling. You can upsell by suggesting fresh juice or shake when guest is ordering for cold drinks.

Good judgment and tact are required to suggest and upsell. You should not hesitate to suggest additional items that will improve guests' meal. You must learn to pick up on when guests want suggestions.

Do not consider suggestive selling a pushy action. These techniques are part of providing quality service.

The key to effective selling is a good knowledge of menu. You should know all of the products on the menu. When complete familiarity of menu items and the method of preparation is known, suggestion can be done confidently and professionally.

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Tips for effective suggestive selling and upselling:

- Develop selling attitude
- Enthusiasm and excitement to sell
- Use phrases and words that make food appetizing.
- Ask questions to know the needs and wants of guests.
- Name items; do not simply ask about soup but its name.
- Use the word 'prefer'. "Would you prefer a scoop of vanilla ice cream or a portion of fresh fruit salad"
- Suggest the items that are not usually ordered. Most of the guests are not sure or not knowledgeable about the food items, they require your assistance in deciding the menu.
- Suggest foods and beverages that naturally go together – soups and appetizers; tea/ coffee and dessert; steaks with potatoes etc
- Appreciate what guest likes or orders.
- Get the feedback from the guest about your suggested item.

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## Student's Manual

### **Buffet service- setting up buffet**

#### **Learning Objective:**

Student will able to set up a buffet and serve the guest

#### **Methodology:**

Handouts; video and lecture

#### **Contents:**

Basics of buffet service

Mis en place for Buffet lay out

Laying out buffet

Service sequence and skills

**Instructional Material:** (Practice the steps taught by the instructor to master the skills.)

# Food & Beverage Service

## Student's Manual

### Banquet service skills

#### **Learning Objective:**

Student will be able to serve the guests in banquets

#### **Methodology:**

Handouts; video and lecture

#### **Contents:**

Techniques of service in banquet events

#### **Instructional Material:**

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### Room service – setting up a tray

#### **Learning Objective:**

Student will be able to set up a tray for different orders

#### **Methodology:**

Handouts; video and lecture

#### **Contents:**

Setting up a tray for breakfast

Setting up a tray for Lunch

Setting up a tray for dinner

Setting up a tray for hot beverages

Carrying a tray

**Instructional Material:** (Practice the steps taught by the instructor to master the skills.)

#### The Continental Breakfast

It includes a fresh fruit juice, a hot beverage as per guest's preference and the bread basket containing the choice of bread rolls, croissant, muffin, and Danish, the jam and butter is also offered within the same price

#### The A la Carte Breakfast

This is traditionally known as the English Breakfast with a hot meal ordered separately, omelets, scrambled egg, sausages, black pudding, beans, grilled tomato or mushrooms, pan cakes with maple syrup, waffles etc.

The latter is charged separately according to what is ordered extra to the basis breakfast price.

Things to consider for room service order:

The order can be made the previous evening on the form which is hung on the outside of the guest room or per telephone from the guest's room (be sure to let the guest know approximately how long his / her order will take. Allow sufficient time for

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carrying the tray / taking the trolley to guest's room, and the preparation time meal order).

Be sure to note the guest's room number in order to charge it to his / her room (charge the room through P.O.S at the earliest possible moment in order for the bill to process before the guest's departure).

Task: Setting up a tray for room service

1. Prepare a room service tray with a tray cloth.
2. Lay the tray (20 cm plate, small fork, small knife, saucer, teaspoon, and serviette).
3. Flower vase, sugar-set (containing sugar, sweetener and dry milk), jams and honey on a medium plate with a doily, cruets, butter dish with un-salted butter. (jam: one light colored, one dark, one with seeds, one without and honey)
4. Bread rolls (2 per person), whole wheat bread, croissant, Danish pastries and a muffin, all placed in the breadbasket.
5. Place food and beverage items as per order, for example eggs, fruit juice, coffee or tea, cold platter from kitchen.

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### Room service – setting up a trolley

#### **Learning Objective:**

Student will be able to set up a trolley

#### **Methodology:**

Handouts; video and lecture

#### **Contents:**

Maintaining room service trolley and hot case

Using trolley for breakfast, lunch and dinner

How to move the trolley in the kitchen and on the floors

**Instructional Material:** (Practice the steps taught by the instructor to master the skills.)

Task: Setting up a trolley for room service

1. Prepare a room service trolley with a 130 x 110 table cloth.
2. Lay the trolley (20 cm plate, small fork, small knife, saucer, teaspoon, and serviette).
3. Flower vase, sugar-set (containing sugar, sweetener and dry milk), jams and honey on a medium plate with a doiley, cruets, butter dish with un-salted butter. (jam: one light colored, one dark, one with seeds, one without and honey)
4. Bread rolls (2 per person), whole wheat bread, croissant, Danish pastries and a muffin, all placed in the breadbasket.
5. Check the hot case for burner and cleanliness. Get it warm before placing the food to maintain the food temperature.

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### Service in guest rooms

#### **Learning Objective:**

Student will be able to serve the guest in the room

#### **Methodology:**

Handouts; video and lecture

#### **Contents:**

How to pick up the food from the kitchen

Entering the room and serving the guest

Presentation and settlement of guest check/bill

**Instructional Material:** (Practice the steps taught by the instructor to master the skills.)

Task: Carrying a trolley for service

1. Room service staff obtains their KOT (kitchen order ticket) from the order taker or captain and gives it to the kitchen.
2. While the kitchen prepares the order, trolley is prepared.
3. After checking with the kitchen about the prepared food, take the trolley to the pass along with KOT, check the order with the kitchen KOT and special instructions by the guest should be checked
4. Place the cold food first and hot food in the end.
5. Place the hot food in the hot case and place the hot case on the bottom shelf of the trolley.
6. Never push the trolley but always pull it
7. Walk cautiously and quietly while walking in the guest room corridors, giving way to the guests.
8. After reaching the room, confirm the room number with the guest check
9. Observe the DND (do not disturb) sign. If the status is DND, using service area telephone, confirm it with room service order taker.

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10. If the room is ready for service, knock or bell at the guest's door and announce "room service".
11. Wait for 20 seconds for guest's reply, in case of no reply, again knock or bell. Do not ring or knock more than three times.
12. Stand straight, upright with the smile on the face, in front of the peep-hole, with trolley placed by the wall, not interfering the passage
13. When guest opens the door, always greet the guest by saying, "good morning / afternoon / evening" , " your service order sir / madam"
14. Ask the guest where he would like the table to be placed. If guest does not mention or reply, you should yourself select suitable place.
15. Raise the trolley wings and arrange the table ware and food in its proper place.
16. Present check in a check folder and obtain guest's name and signature on check.
17. Ask guest when he may call for clearance and note time on check.
18. Thank guest and leave.
19. Return to room at appointed time and remove trolley or tray.
20. Be pleasant with the guests without being informal.

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## Student's Manual

### **Sanitation and hygiene concerns**

#### **Learning Objective:**

Student will be able to identify the importance of hygiene and sanitation in food service operations

#### **Methodology:**

Handouts; video and lecture

#### **Contents:**

Hygiene and sanitation defined

Ways and measures to maintain hygiene

#### **Instructional Material:**

##### ***Defining hygiene***

Hygiene is defined as maintenance of germ-free environment and prevention of contamination of food from disease producing agents. Following work habits and practices make the employee capable of maintaining personal hygiene and sanitation and as well as of work place.

##### ***Importance:***

The guests and coworkers depend on you to serve safe food.

##### ***Cleanliness comes from:***

- Bathing or showering every day before work
- Using deodorant/antiperspirant every day before work
- Brushing your teeth every day before work
- Shampooing your hair often

##### ***It also comes from washing your hands thoroughly:***

- Before going on duty
- After sneezing or coughing, touching something soiled, taking a break, smoking a cigarette, or going to the bathroom

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## Student's Manual

### Topic 46: Complaint Handling

#### Learning Objective:

Student will able to know the basics of complaint handling

#### Methodology:

Handouts; video and lecture

#### Contents:

Learning the LEARN process of complaint handling

**Instructional Material:** (Practice the steps taught by the instructor to master the skills.)

Task: Handling Guest Complaints

STEPS	HOW TO Dos	TIPS
<b>1. Listen to the guest.</b>	<ul style="list-style-type: none"> <li>▪ Listen to the details of the complaint. Give the guest time to explain how he or she feels and what he or she wants.</li> <li>▪ While listening, stay calm, and do not react angrily or argue with the guest.</li> </ul>	<i>Repeat business happens when satisfied guests tell their friends about their positive dining experiences.</i>
<b>2. Apologize to the guest</b>	<ul style="list-style-type: none"> <li>▪ Acknowledge the guest's feelings and apologize for the problem, no matter whose fault it is.</li> <li>▪ Repeat the complaint to make sure you understood everything and so the guest</li> </ul>	

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	knows you listened.	
<b>3. Take appropriate action.</b>	<ul style="list-style-type: none"> <li>▪ Explain to the guest how you are going to resolve the situation.</li> <li>▪ Excuse yourself and tell the guest when you will return.</li> <li>▪ Call a manager immediately to talk to the guest. Let the manager know what you have done to solve the problem.</li> </ul>	
<b>4. Thank the guest.</b>	<ul style="list-style-type: none"> <li>▪ While you are waiting for a manager to talk to the guest, thank the guest for bringing the problem to your attention.</li> <li>▪ Never argue, criticize, ignore, or challenge a guest's complaint.</li> </ul>	<i>The guest does the restaurant a favor by complaining — it gives you a chance to fix the problem. A guest with a problem who doesn't complain to you is probably complaining to other potential guests.</i>

Complaints always provide us with an opportunity to win guests loyalty, so one should always take it as a positive note. Guests feed back always let us have an impression about his experience in our restaurant. There is always a room of improvement and a well traveled guest who really knows about the different service styles and enough food knowledge will always prove to be a source of information about recent trends in this ever changing industry.

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Although we must act proactively to avoid any mishap or incident which cause discomfort to the guest, but if by any chance a complaint occurs, we must admit and own it and immediately rectify and ensure that the guest is satisfied with the services before they leave the restaurant, because the delay of any kind will make the situation worst.

It is not necessary that the guest is always right about what he is complaining but never forget that guest is always a guest and the guests are too good to loose. It is a famous saying in our business that it is the guest because of whom we get paid at the end of the month.

As this profession is all about always YES and YOU ARE ABSOLUTELY RIGHT, in this way there is nothing in our hand except to make guest happy by any possible means and a successful server always consider a complaint as a test of his patience, tolerance, open mindedness, confidence on himself, decision making and presentation skills, because he is carrying company's image.

Either it's a guest complaint or satisfaction note, it always works as a chain reaction and is a source of marketing itself, for example, if one guest had a very pleasant and satisfied meal experience in our restaurant he along with his invitees feel good about it and he as well as his guests will also consider this place for their future events with pleasure. They will definitely recommend this place to their friends and colleagues also.

There could not be anything worse than an annoyed guest, so we should always take very special care while handling a guest complaint keeping in view the principle given below:

**L**            **E**            **A**            **R**            **N**  
(Listen)    (Empathize)    (Apologize)    (Rectify)    (Notify)

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### Telephone handling and reservations

#### **Learning Objective:**

Student will able to attend telephonic calls and reservations

#### **Methodology:**

Handouts; video and lecture

#### **Contents:**

Telephone handling skills

Taking reservations

**Instructional Material:** (Practice the steps taught by the instructor to master the skills.)

#### **Handle Telephone Calls**

##### 1 **Attend Telephone Calls**

Pick up the phone with in three bells, the interval between one bell to another is 3 seconds (pick up the phone within 9 seconds).

##### 2) **Greet the quest**

Greet the guest by saying Good morning / after noon / Evening, Location and your name and in the end how may I help you? (Do not forget to tell the location and your name this will help guest to know that he is talking to the right person at the right place).

##### 3) **Listen to the quest**

Listen carefully so that the guest should not have to repeat (you must be a good listener to avoid any confusion).

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4) **Be well informed**

You must know all the product knowledge like menus, restaurant timings, buffet prices, reservation status and all the upcoming events (you must be well informative to answer guest queries).

5) **Be courteous**

You must be polite and courteous and always smiling tone, (it is the key to success and leaves good impression on the guest). Your tone should always be the same on telephone.

**TASK: Taking telephonic reservation**

STEPS	HOW TO Dos	TIPS
<p><b>1. Take reservations by-telephone or in person.</b></p>	<ul style="list-style-type: none"> <li>▪ Answer the phone by the third ring. Smile and identify yourself and the restaurant</li> <li>▪ Use proper salutation and standard phrase as per directions of supervisor.</li> </ul>	<p><i>Reservations make service easier, because they let the service staffs know when guests will arrive.</i></p> <p><i>Reservations may be made by telephone, in person, or by written request.</i></p> <p><i>Reservations must be carefully controlled so that the restaurant is not overloaded with arrivals.</i></p>
<p><b>2. Get reservation information and enter it into the reservations</b></p>	<ul style="list-style-type: none"> <li>▪ Ask the person making the</li> </ul>	

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<p><b>book.</b></p>	<p>reservation for:</p> <ul style="list-style-type: none"> <li>• Date and time of the reservation</li> <li>• Name under which the reservation is being made</li> <li>• Number in the party, including number of children</li> <li>• Special requests, such as a booth, a window seat, a high chair, etc.</li> <li>• Smoking or nonsmoking section</li> <li>• Guest's telephone or room number</li> <li>• Special occasion the guests might be celebrating</li> </ul> <ul style="list-style-type: none"> <li>▪ For difficult or unusual names, ask guests to spell the names. Repeat all information back to the guests and thank them for making the reservation.</li> <li>▪ Under the correct spelling of the name, write it the way it sounded when it was pronounced.</li> </ul>	<p><i>Writing the name the way it sounds will help the host pronounce the name correctly when the guest arrives.</i></p>
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	<ul style="list-style-type: none"> <li>▪ Write your initials next to the reservation.</li> </ul>	
<p><b>3. Make suggestions.</b></p>	<ul style="list-style-type: none"> <li>▪ If a caller asks what's on the menu, describe several entrees.</li> <li>▪ If a guest seems concerned about table selection, make suggestions based on the preferred tables if they are not already reserved.</li> <li>▪</li> </ul>	<p><i>Guests often haven't made up their minds where they want to eat. When you get them to make a reservation, you increase the likelihood that they will eat at your restaurant.</i></p>
<p><b>4. Process reservations received in writing.</b></p>	<ul style="list-style-type: none"> <li>▪ Enter a reservation from a written request in the reservations book.</li> <li>▪ Note:</li> <li>▪ Date and time of the reservation</li> <li>▪ Name under which the reservation is being made</li> <li>▪ Number in the party, including number of children</li> </ul>	<p><i>Written reservation requests will usually be given to the food and beverage director or restaurant manager.</i></p>

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	<ul style="list-style-type: none"><li>▪ Special requests, such as a booth, a window seat, a high chair, etc.</li><li>▪ Smoking or nonsmoking section</li><li>▪ Guest's telephone or room number</li><li>▪ If the guests are celebrating a special occasion</li><li>▪ Note that the reservation was received in writing, so that the guest will be sure to get the best possible table and service.</li><li>▪ Write your initials next to the reservation.</li></ul>	<p><i>A guest who writes ahead for a reservation deserves extra-special attention.</i></p>
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# Food & Beverage Service

## Student's Manual

### Supplies and store issues procedure

#### **Learning Objective:**

Student will be able to follow the procedures of issuing restaurant supplies

#### **Methodology:**

Handouts and lecture

#### **Contents:**

Requisition slips

Handling supplies inventory and reordering

**Instructional Material:** (Practice the steps taught by the instructor to master the skills.)

Inventories of food and supplies are maintained to avoid run out or not getting required items when required.

#### **1. Inventory food**

Count rolls, whole loaves of bread, whole fruits and vegetables, and other items used in dining room service.

Write down the amount of each item on an inventory form.

#### **2. Prepare a food requisition**

Look at your par stock list to determine how much of each item should be on hand.

Look at your inventory form to determine how much of each item you already have.

Figure out how much to order by subtracting the amounts on the inventory form from the total amounts on the par stock list. Write these on the food requisition.

#### **3. Inventory linens**

Count the amount of each type of linen in the service pantries, side stations, and other areas where your supplies are stored. (Types of linen may include tablecloths, place mats, linen napkins, cleaning towels, and aprons).

Write down the amount of each item on an inventory form.

#### **4. Prepare a linen requisition**

Look at your par stock list to determine how much of each item should be on hand.

Look at your inventory form to determine how much of each item you already have.

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Figure out how much to order by subtracting the amounts on the inventory form from the total amounts on the par stock list. Write these on the linen requisition.

### **5. Prepare a beverage requisition**

Look at your par stock list to determine how much of each item should be on hand.

Look at your inventory form to determine how much of each item you already have.

Figure out how much to order by subtracting the amounts on the inventory form from the total amounts on the par stock list. Write these on the beverage requisition.

### **6. Pick up food, linens and beverages**

Take the requisitions to the storeroom, laundry department, and bar to pick up the items.

Check the items issued against the requisitions. Make sure the correct amounts and specified items are issued.

If an item's quality is poor, tell your supervisor.

Check linens to be sure the counts are right and that the linens are free from spots, stains, tears, and holes.

### **7. Store food, linens, and beverages**

Store requisitioned items in the correct places, such as the service pantry or side station.

If you see crumbs or dust on the shelves, remove all items. Wipe the shelves with a clean cloth, and store the items.

Rotate items so that fresh items are stored on the back of the shelves and old items are moved to the front. (Rotating items in this way is known as "first in, first out" (FIFO). It reduces spoilage.)

Check expiration dates to make sure products are fresh. Tell your supervisor about any expired products.

Arrange shelves neatly, with each item's label toward the front. Store linens with the folded edge facing the front of the shelf.

Check off items on the requisitions as you store them. When all items have been stored, turn in the completed requisition to your supervisor.

Tell your supervisor about any shortages or low-stock items.

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### **8. Practice safe lifting**

Lift with your legs and keep your back straight.

Ask for help with heavy items to avoid injury.

# **Food & Beverage Service**

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