

WEEK 1

DATE: _____

TOPIC: Food and beverage service personnel

SUB TOPIC1: Revision

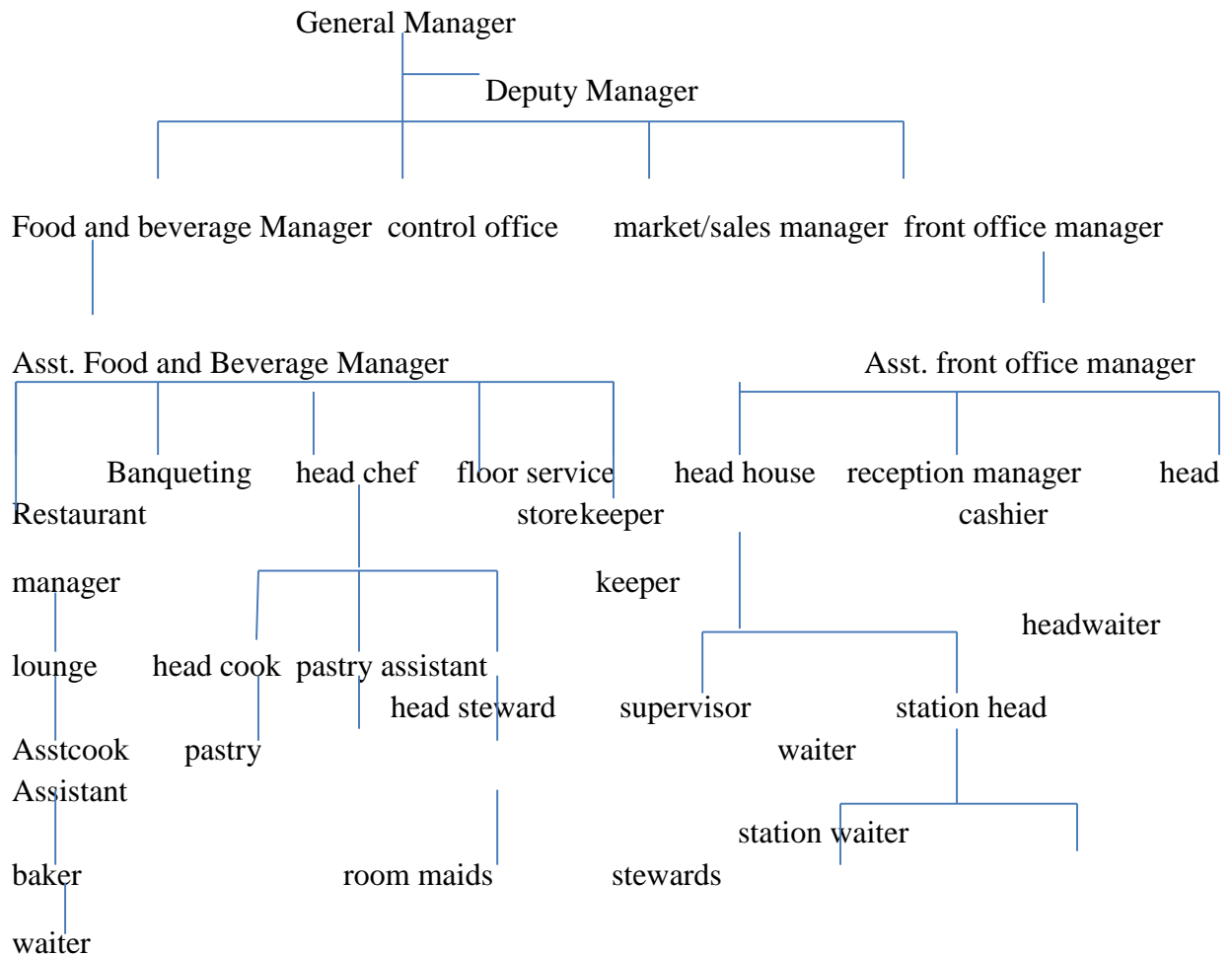
SUB TOPIC2: Personnel in food and beverage service area and their functions

Sub- Topic ONE (1): Revision of 2nd term work.

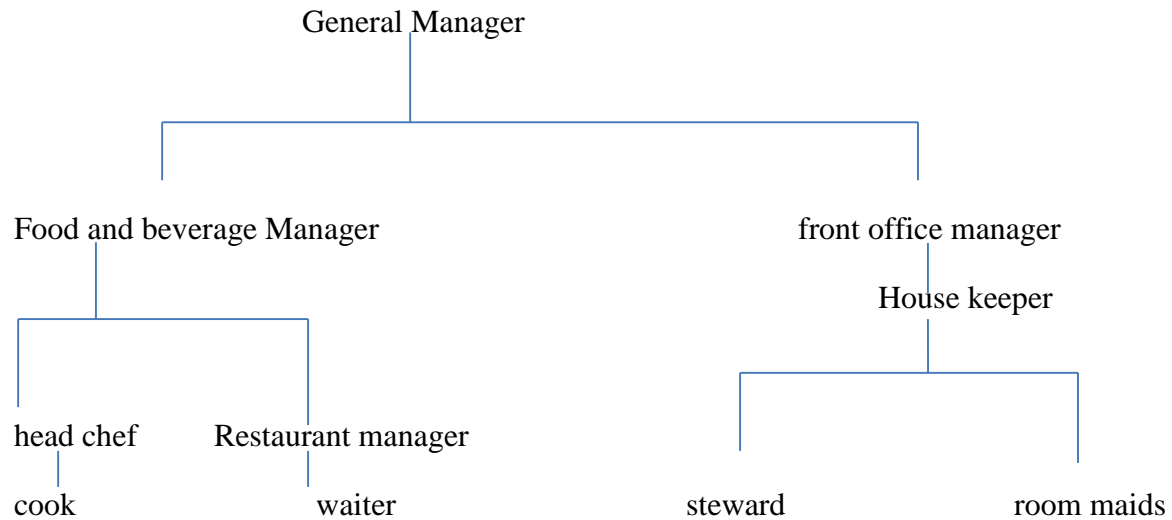
Sub- Topic 2: Personnel in food and beverage service area and their functions

Food and Beverage personnel Service

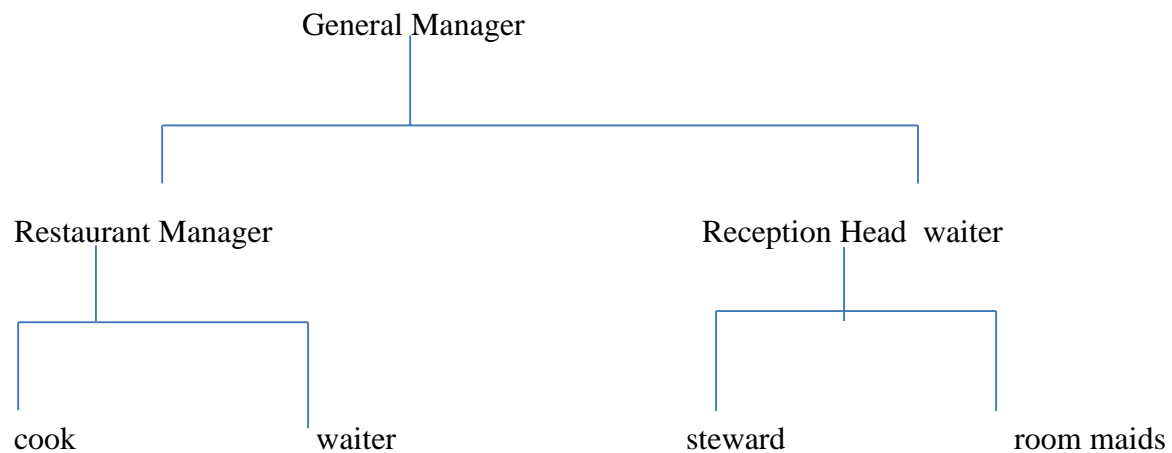
Large Catering Organization Charts



MEDIUM CATERING ORGANIZATION CHARTS



SMALL CATERING ORGANIZATION CHARTS



FOOD AND BEVERAGE MANAGER

Depending on the size of the establishment, the food and beverage manager is either responsible for implementing agreed policies or for contributing to the setting of catering policies. The larger the organization the less likely the manager is to be involved in policy development.

DUTIES

- i. Ensuring that profit is maximized for each food and beverage service area in each financial period.
- ii. Updating and compiling new wine lists according to available stock, trend and customer's needs.
- iii. Purchase of all materials in relation to price is maintained
- iv. Determining portion size in relation to price.
- v. Departmental training, promotion and maintenance of professional standards.
- vi. Employing and dismissing staff
- vii. Holding meetings with 'Section-Heads'

RESTAURANT MANAGER/SUPERVISOR:-The restaurant manager/supervisor has overall responsibility for the organization and administration of particular food and beverages service areas. He sets the standard for service and is responsible for any staff training that may be required either on or off the job. He/she makes duty rosters, holiday lists and hours of duty.

RECEPTION HEADWAITER:-He/she is responsible for accepting and bookings and for keeping the booking diary up to date. He/she reserves table and allocate these reservations to particular stations. The reception headwaiter greets guest on arrival, takes them to the table and seats them.

HEADWAITER/MAITRE D'HOTEL/SUPERVISOR:-The headwaiter has overall charge of the staff team and is responsible for seeing that all duties necessary for the pre-preparation for services are efficiently carried out. He helps the reception headwaiter during service and also takes orders if the station waiter is busy. He also helps in the preparation of duty rosters and holiday list and may relieve the restaurant manager or reception headwaiter on their days off.

STATION HEADWAITER/SECTION SUPERVISOR:- Has the overall responsibility of a

team of staff serving a number of sets of table (4-8 tables) from one side board. Each set of tables under the station headwaiters control is called a STATION.

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

STATION WAITER/CHEF DE RANG:- Must be able to carry out the same work as the 'Station Headwaiter' and relieve him on days off. Both the chef de rang and the station headwaiter must work together as a team to provide efficient and speedy service.

ASSISTANT STATION WAITER/DEMI-CHEF DE RANG: Is the person next in rank to the chef de rang and assists where necessary.

WAITER/SERVER/COMMIS DE RANG: Acts by instruction from the chef de rang. He/she mainly fetches and carries, may do a little service of either vegetables or sauces, offer rolls, place plates upon the table and so on and help to clear the tables after each course. She/he carries out cleaning and preparatory tasks during pre-preparations.

EVALUATION

- Enumerate seven (7) personnel for food and beverage service
- Mention the qualities of food and beverage service personnel
- Who is Chef de Rang?

General Evaluation

1. List four food and beverage service personnel.
2. Mention three functions of each of the personnel.
3. List and explain ten attributes of a good food and beverage services personnel.

WEEKEND ASSIGNMENT

Read: Food and Beverage Service by Dennis Lillicrap and John Counsins (pages, 20-28), BookPower.

Pre-reading: Read on type of food service.

WEEKEND ASSIGNMENT

Write five methods of food service

REFERENCE TEXTS

Food and Beverage Service by Dennis Lillicrap and John Cousins

WEEK TWO (2)

DATE-----

TOPIC: FOOD AND BEVERAGE SERVICE PERSONNEL.

SUB-TOPIC: Personnel in food and beverage service areas and functions (contd)

TRAINEE COMMIS/DEBARRASSEUR/APPRENTICE (LEARNER):- During service he/she will keep the sideboard well filled with equipment and may help fetch and carry items as required. The debarrasseur would carry out certain of the cleaning tasks during the preparation periods. He/she may be given the responsibility of cooking after and serving hors-d'oeuvre, cold sweets or assorted cheese from the appropriate trolleys.

CARVER/TRANCHEUR:- Is responsible for the carving trolley and the carving of joints at the table as required. The carver will plate up each portion with the appropriate accompaniments.

FLOOR SERVICE STAFF/CHEF D'ETAGE/FLOOR WAITER: Are responsible for a complete floor in an organization or depending on the size of the establishment, a number of rooms or suites. Floor service may be limited to early morning teas and breakfasts with the provision of in-room mini bars and tea and coffee facilities.

If full floor service is in operation, the staff will consist of a head floor waiter with the appropriate number of floor waiters working for him. This team of staff is then responsible for the service of all meals and beverages (alcoholic and non-alcoholic) in rooms. Correct knowledge of food and drink and their correct service is very important.

LOUNGE STAFF/CHEF DE SALE: Deals with lounge service as a specific duty only in a first class establishment. In smaller hotels, members of the food service staff do these duties. The lounge staff is responsible for the service of morning coffee, afternoon teas, aperitifs and liquors before and after meals. They are responsible for the cleanliness and preparation of the lounge throughout the day.

WINE BUTLER/WINE WAITER/SOMMELIER:- Is responsible for the service of all alcoholic drinks during the service of meals. He must be a sales person. He should have a thorough knowledge of all drinks to be served to of the best wines to go with certain foods, and of the licensing laws in respect of the particular establishment and area.

COCKTAIL BAR STAFF:- Is responsible for and should be well versed in the skills of shaking and stirring cocktails. He should have a thorough knowledge of all alcoholic and non-alcoholic drinks, the ingredients necessary for making cocktails and the licensing laws.

BUFFET ASSISTANT/BUFFET CHEF/CHEF DE BUFFET:- Is in charge of the buffet in the room, it's presentation, the carving and portioning of food and it's service. He would normally be a member of the kitchen team.

CASHIER:- Is responsible for billing and taking payments or making ledger account entries for a food and beverage operations.

COUNTER ASSISTANTS:- Are found in cafeterias where they would stock the counter and sometimes serve or portion food for customers.

TABLE CLEARERS:- These people are responsible for clearing tables using trolleys especially designed for the stacking of grocery, glassware, cutlery etc. They can be found in seating areas where the service is not waiter service.

Attributes of Food and Beverage service personnel:-

No matter how good the quality of the food, beverage décor and equipment, poorly trained, scruffy or unhelpful staff can destroy a customer's potential satisfaction with the product. It is also true that well trained, smart and helpful staff can sometimes make up for aspects that are lacking elsewhere in the operation. Therefore food and beverage service personnel are expected to have the following attributes.

- A professional and hygienic appearances
- Knowledge of food and beverages and technical ability
- Punctuality

- Local knowledge
- Personality
- Attitude to customer
- Memory
- Honesty
- Loyalty
- Conduct
- Sales ability
- Sense of urgency
- Customer satisfaction

General Evaluation Objective

1. Another name for maître d'hotel is.....
 - a) Assistant headwaiter; b) chef de commis; c) Headwaiter; d) Inspector
2. Station headwaiter is in charge oftables
 - a) 6-8; b) 1-4; c) 4-6; d) chief seller.
3. Lounge waiter can also be called
 - a) Chief sale ; b) chef sale; c) chef de sale; d) chief seller.
4. The important skill for the Sommelier is
 - a) Tasting of alcoholic and non-alcoholic beverages; b) beverages; c) knowledge of all the brands of beer and their service; d) knowledge of all the joints and food area.
5. Cocktail staff is a person who
 - a) Cuts the tail of the cock; b) tails the cock; c) clears the table for the cocktail; d) responsible for shaking and mixing cocktails

ESSAY TEST

- Who is a reception headwaiter
- Write briefly on the food and beverages manage. (8 sentences)
- Enumerate the attributes of a food and beverage personnel
- State the duties of a 'bebarrasseur'
- Who is 'demi chef de rang' in a catering establishment?

WEEKEND ASSIGNMENT

Read: Food and Beverage Service by Dennis Lillicrap and John Cousins (pages, 20-28), Book Power.

Pre-reading: Read on type of food service.

WEEKEND ASSIGNMENT

Write five methods of food service

REFERENCE TEXTS

Food and Beverage Service by Dennis Lillicrap and John Cousins

WEEK THREE (3)

DATES:.....

TOPIC: Types of service- explanation on the different types of food- service. e.g. table service self-service, plate service, service away from the table.

SUB TOPIC1: Types of service

1. Table service: the customer is served at a laid table. It is also called waiter service.
2. Self-service: the customer serves him or herself.
3. Assisted service: is a combination of table service and self-service. The waiter assist the customer in certain things while the customer those the rest.
4. Single point service: service is done on a single point. The customer either consumes the food and beverage on the premises or takes it away
5. Specialized service: the waiter needs some skills to be able to do specialized service because customers are served in areas not primarily designed for service.

Table Service and Assisted service: In table and assisted service the general procedure is to serve all food items from the left and to clear from the right. All beverages (alcoholic and non-alcoholic) are served from the right. Plated foods are served from the right. Used plates are cleared from the right. The left hand is used to stack dirties whilst the right clears the plate. This ensures that the stack of dirty plate is behind the customer. If it falls it, will fall on the floor and not on the customer. Table service is divided into six namely:

Sliver/English service: originated from England, the waiter collects the food in a big food dish/bowl and serves using serving spoon and fork into the guest's plate.

Butler/French service: originated fromfrance, food is presented before the customers individually for customer to serve themselves.

Russian service: originated from Russia, table is laid with food on dishes for customers to serve themselves.

Family service: is a combination of plate and Russian service. The main food is plated in the kitchen while yhe vegetables are laid on dishes for customers to serve themselves.

Gueridon Service: food is serve onto the customer's plate using serving spoons and forks, the waiter should be skilled in carving, filleting, jointing, and flambéing on a side table or trolley in the presence of the guest. Assisted service are: (i) buffet service (2) carving service. In buffet customers collect their cookerries, cutleries, and tray and serve themselves choosing their foods and drinks available on display. Sometime they are assisted by waiters. The carving services some parts of the meal are served to customer while other parts are collected by the customer. It

is often used in breakfast service. In plated service the additional plates of food are similarly held behind the customer. It is generally accepted to always serve cold food before hot (irrespective of the host). This ensures that once the hot food is served, the customer may eat immediately without having to wait whilst the cold food is collected and served. This allows all customers to receive their food at the correct serving/eating temperature.



silver service

EVALUATION

- a. Explain service of food in table and assisted service.
- b. Discuss the service of plated service
- c. Explain how clearing is done.

SUB TOPIC 2: SERVICE OF DIFFERENT DISHES

Soup may be served pre-plated from a tureen at the sideboard, on a gueridon or from an individual tureen. The waiter ensures that the soup is poured away from the guest. The underflats acts as a chip plate to prevent any spillage from going in the tablecloth.

Consommé (clear soup) is normally served in a consommé cup on a consommé saucer with a fish plate underneath. It is traditional for this type of soup to be eaten with a sweet spoon because consommé was originally taken before going home, after a function, as a warming beverage. It was originally drunk from this large cup with a sweet spoon merely to remove any garnish. The tradition of the sweet spoon has continued, but a soup spoon is acceptable.

A. SERVICE FROM FLATS

- The correct cover is laid prior to the food item ordered being served.
- The service cloth is folded neatly as a protection against heat from the serving dish

- The food cloth should be on the tips of the fingers.
- The dish is presented to the guest, so he/she may see the complete dish as it has come from the kitchen. This is to show off the chef's artistry in presentation
- The serving dish should be held a little above the hot joint plate with the front edge slightly
- The portion of food is placed in the '6' o'clock position (i.e. nearest to the guest) on the hot joint plates.
- When moving to serve the second portion, the flat should be rotated on the service cloth so the next meat portion to be served is nearest the plate.
- Not that the portion of food served, on the plate nearest to the guest allows ample room the plate to serve and present the potatoes and other vegetables attractively.
- If vegetables are being served onto separate plates, the food (meat) is placed at the middle of the plate.

SERVICE OF POTATOES AND VEGETABLES

- The general rule is for potatoes to be served before vegetables
- Always when serving either potatoes or vegetables, the vegetable dish should be placed on an under flat while service is being carried out.
- A separate service spoon and fork should be used for each different type of potato and allegeable dish to be served.
- The service cloth serves as protection against heat and to allow the rotation of the vegetable dish on its under flat more easily.
- With the serving dish in its correct position the potato dish nearest the hot joint plate should be served.
- The first potato dish served is placed on the hot joint plate on the far side, allowing the server to work towards him/her as he/she serves the remaining food items ordered and making it easier to present the food attractively.
- Creamed potato is served by placing them into the spoon and then taking a scoop of potato from the dish. This is then carried to the plate and the fork moved slightly. The potato should then fall off onto the plate.

SERVICE OF ACCOMODATING SAUCES

1. The sauce should be presented in a sauceboat on an under plate, with a sauce ladle.
2. A baleful of sauce should be lifted clear of the sauceboat
3. The underside of the sauce ladle should then be run over the edge of the hot joint plate.
4. The sauce should be napped over the portion of meat already served or at the side depending on the customer's preference.

SERVICE AWAY FROM THE TABLE

Service of food away from the table includes service from trolleys at buffets and counters. The main standard to be achieved in these forms of food is that no food should be touched by hands. The food trolley should be between the staff and customer like in a shop. Food is not served by the spoon and fork technique. Service is with one implement in one hand and another in the other hand with the service either on to plates, on the buffets or on to a plate that the customer is holding.

Sweet and Cheese trolleys:-These should be attractively laid from the customer's point of view and well laid out from behind for the server plates for dirty service equipment's should therefore be to the back of the trolley. Staff should explain food items to customer either from behind the trolley, to the side of the trolley or standing by the table but not in front of the trolley. Also, when the customer makes a selection, a plate should be positioned near the item to be served. Then with service spoon in one hand and service fork in the other food should be portioned and transferred neatly to the plate, and then placed in front of the customer from the right.

Buffet and Counters:-Food if it has not already been pre-plated, should be served similarly to the procedure of 'sweet and cheese'. Food should not be sloshed on to plates but served with spoon or some other service implements e.g. chip shoved in one hand and a fork in the other and should be placed neatly on to the customer's plate. Additional items should be suitably arranged on to the plate and not piled on other items already on the plate.

COUNTERS (HOT COUNTER, SALAD BAR DINNING AREA)

Hot Food Counters Service:-

- Do not have the hot food service counter unattended once service starts as this will cause congestion in the flow of service.
- Wipe up any spillage immediately.
- Adhere to portion control specification
- Do not allow food items to run out during service
- Ensure plates are well stocked so that plate will not run low during service.

Salad Bar:-

- Keep a constant eye on food levels in the salad bar
- Never-refill bowls or replenish plates at the counter. Take them to the kitchen to refill or replenish.
- Replace service spoons, slices etc. in their respective bowls, dishes and plates, if misplaced by customers.
- Wipe up spillages immediately
- Keep the salad bar tidy, well arranged and presented at all times
- Ensure sufficient supply of bowls and plates
- Do not wait for food items to run out before replenishing from the back up supply

Dining Areas: - Ensure the cleaning station is ready in place. Things for the cleaning station:

- Linen bin
- Clearing trolley
- Bin liners
- Wiping cloth
- Recommended cleaning materials
- Keep constant eye on tables; make sure they are clean and tidy. Change table covers regularly as and when required. An untidy and messy table is not a pleasant sight
- The dining area service should be self-cleaning, i.e. customers are requested to return their trays containing used plates and cutlery to the cleaning station. Failing the prompt cleaning of tables or trays should be done.
- At the cleaning station: Empty contents of a tray into a lined standing bin; wipe the tray clean with recommended cleaning material
- Return the stack of ready-cleaned trays to the tray stack
- Ensure there is always enough water in the drinking water jugs
- Ensure there are enough serviettes in the serviette dispenser
- Ensure enough stock of cutlery and flatware

Recommended cleaning material may include spray sanitizers, cloths and hot water

EVALUATION

- The checklist for clearing station list
- Write briefly on the service of sweets and cheese
- Write the steps in service of accompanying sauce
- How is creamed potato served
- What is consommé?

General Evaluation Objective

- a. Soup may be served plated, from a sideboard, on a gueridon or a.....
- a) Tureg; b) Tureen c) soup d) service spoon
- b. In table service food is served.....
- a) From the front of the guest; b) from the center of the guest; c) from the left of the guest; d) from the back of the guest.
- c. Cleaning of duties is from the
- a) Left; b) Right; c) Center; d) Back
- d. All beverages are served.....
- a) From left to right; b) from right to left; c) from the right; d) from the left.
- e. Generally hot dishes are served after
- a) Sweet course; b) savory fingers; c) cold sweet dishes; d) cold dishes

ESSAY TEST

- 1. Explain the service of consommé
- 2. Discuss the service of potatoes and other vegetables
- 3. Enumerate the sub-division of buffet services.
- 4. Service cloth is used during service. Explain the use of service cloth
- 5. Describe the service of accompanying sauce.

WEEKEND ASSIGNMENT

Read: Types of covers and Table laying

WEEKEND ACTIVITY

Mention the different types of covers and methods of table laying

WEEK FOUR(4)

TOPIC: FOOD SERVICE

DATE-----

SUB-TOPIC 1: TYPES OF FOOD SERVICE.

SUB- TOPIC 2: FACTORS TO CONSIDER IN CHOOSING FOOD SERVICES METHOD/FOOD SERVICE SEQUENCE.

There are five basic types of service. In the first four the customer comes to where the food and beverages are provided e.g. to the restaurant or take away in the fifth one food and drink is taken to where the customer is e.g. guest rooms lounges or to patients in hospital. These five

methods have sub-divisions. The five methods are:

- Table service
- Assisted service
- Self-service
- Single point service
- Specialized or in situ-service

A particular service method requires a number of tasks and duties which are undertaken during the actual service of food and beverages. The level of complexity of food and beverage service in terms of staff skills, tasks and duties reduces from Group A-D. Group E requires specialized forms of service.

FOOD AND BEVERAGE SERVICE METHODS

Type of Service: Group A: Table Service: This is service to customer at a laid table. It is waiter service.

Waiter		
	Silver/English	Presentation of food to customer by waiting staff from food flats or dishes
	Family	Main courses plated with vegetables placed in multiplication dishes on tables for customers to help themselves sauces are offered
	Plate/American	Pre-plated foods are served to the customer
	Bulter/French	Presentation of food individually to customers by food service staff for customers to help/save themselves
	Russian	Table laid with food for customers to help themselves
	Gueridon	Food served on to customer's plate at side table or trolley. May also include causing, cooking, flambage, preparation of salads and dressing fish filleting.
Bar		Service to customer seated at bar counter on stools.
Group B: Assisted Service		This is a combination of table service and self-service
Assisted		<ul style="list-style-type: none"> • Some parts of the meal are served to seated customers; other parts are collected by the customers • Buffets where customers select food and drink from displays or passed trays; consumption is either at tables, standing or in the lounge

Group C		Self-Service
Cafeteria	Counter	Customer queuing, passes a service counter choosing their menu/food choice in stages and loading them on to a tray
	Free-flow	Selection as in counter service but in food service area where customers move at will to random service points. Customer usually exit via a pay point
	Echelon	Series of countered at angles to the customer flow within a free-flow, thus saving space
	Supermarket	Island service points within a free-flow area
Group D: Single Point Service		Food is consumed on the premises or taken away. Service of customers is at a single point
5. Take away		Customer orders and is served from a single point, at counter or snack stand. Customer take it away off the premise
		Drive thru: form of take away where customers drives vehicle past order payments and collection points.
		Fast food: originally used to describe a service at a counter or hatch where customer receives complete meal or dish in exchange for cash or ticket. Recently, it is used to describe the type of establishment offering limited range of menu, fast service with take away facility.
6. Vending		Provision of food and beverage service by means of automatic retailing.
7. Kiosks		Outstation to provide service for peak demand or in specific location.
8. Food court		Series of autonomous counters where customers may either order or eat or buy from a number of counters and eat in separate eating area, or take away
9. Bar		Term used to describe selling point and consumption area in licensed premises.
Group E: Specialize (or in situ)		Tais is service to customers in areas not primarily designed for service
10. Tray		Method of service of whole or part of meal on tray to customers where they are e.g. hospital, air-crafts, etc

11. Trolley		Service of foods and beverages from trolleys, away from dinning areas e.g. for office workers, in air craft or an trains.
12. Home delivery		Food delivered to customer's home or place of work e.g. meals on wheels
13. Lounge		Service of variety of foods and beverages in lounge area
14. Room		Service of variety of foods and beverages in guest apartments or meeting rooms
15. Drive in		Customer park motor vehicles

Banquet/function is a term used to describe catering for specific number of people at specific times in a variety of dining layouts. Service methods vary. In this cases banquet/function 'catering' refers to the organization of service rather than a specified service method.

EVALUATION

- Enumerate the five basic types of service
- Explain single point service

SUB- TOPIC2: FACTORS INFLUENCING FOOD SERVICE./ FOOD SERVICE SEQUENCE

The service of food and beverages may be carried out in many ways depending on a number of factors. The factors include:

- The type of establishments
- The time available for the meal
- The type of menu presented
- The site of the establishment
- The type of customer to be serve
- The cost of the meal served

There are some factors that influence the meal experience. These factors include:

FOOD AND DRINK:-The range of on offer, type and variety; availability of special items; the quality.

LEVEL OF SERVICE: Method of service; speed of service, reliability, booking facility, acceptance of credit cards, availability of credit facilities.

LEVEL OF CLEANLINESS AND HYGIENE:- The cleanliness and hygiene of equipment,

premises and staff.

VALUE FOR MONEY/PRICE:- Perception in the customers mind of the value of the product (not just the food and the drink) related to the price one is prepared to pay at the time.

ATMOSHPERE:- A fairly intangible concept but contributed by aspects such as décor, lighting, heating, furnish, acoustics, other customers and attitude to staff.

All these factors contribute to the meal experience of the guest.

Food service process is done in a sequence and this forms the links between the customer and the food production area; the stillroom, the cashier and other departments. This process or sequence is a series of stages in the service of food and beverages.

FOOD SERVICE SEQUENCE

- a. Preparation for service
- b. Taking customer food and beverages orders
- c. Service of food and beverages
- d. Clearing
- e. Billing
- f. Dishwashing
- g. Clearing following service

For each of these stages there are variety of methods by which they may be carried out. The choice of methods for the individual stage depends much on the factors that influence the meal experience.

Normally, a customer enters a 'food service' area, orders or selects his/her choice (he pays either at this point or later). Food and beverage are then consumed, after which the area is cleared.

EVALUATION

- List the factors that influence the meal experience of a customer
- Enumerate four factors that determine the way food and beverage service may be carried out
- Mention the 'food service' sequence.

General Evaluation: Objective

1. Factors that influence the meal experience include
 - a) Food and meat available; b) value of currency; c) value of currency; d) level of service
2. Food service is carried out in a
 - a) Sequence; b) Group; c) Set; d) process
3. Factors that affect service of food and beverage include all except
 - a) Type of menu; b) type of establishment; c) cost of meal; d) value for money
4. All are types of service except.....
 - a) Gueridon; b) a-la-carte; c) Take away; d) Room service
5. In Silver/English food presentation is from ?
 - a) Food flasks; b) food flats; c) food mats; d) food carts

ESSAY TEST

- Mention the factors that influence the meal experience
- List the sequence in food and beverage service
- In not less than five sentences explain 'Service in-situ' with two examples as a method of food service.
- Write the sub-divisions of Table Service.
- Discuss the sub-divisions of single point service.

PRE-READING ASSIGNMENT

Read about the service of various dishes

WEEKEND ACTIVITY

Enumerate six method of service of foods

WEEK FIVE (5)

DATE:.....

SUBJECT: Catering craft

TOPIC: Types of services-s definitions of table covers and types of cover and the make-up wares for each cover. E.g. flat ware, hollow ware, glass wareetc.

Sub-topic 1: Definition of table covers/ Types of Covers

Covers refer to two foodservice operations, according to the context in which it is being used:

- 1) when discussing how many a restaurant or dining room will seat, or how many customers will be attending a certain cocktail party, we refer to the total number of customers concerned as so many covers. Take for instance, a restaurant or dining room will seat a of 100 covers (customers or guest); or there will be 300 covers (customers) at a cocktail or wedding party: or this table will seat a party of six covers (customers)
- 2) When laying a table in readiness for service there are a variety of place settings that may be laid according to the type of meal and service being offered. We refer to this place setting as a certain type of cover being laid. In other words, a cover refers to all necessary cutlery, crockery, glassware and linen required to lay a certain type of place setting for a specific dish or meal. There are covers for a-la-carte refers to the place set for a customer on the table.

LAYING OF COVERS

When deciding on laying of covers, there are two basic service considerations. The first is where cutlery for the meal is to be laid prior to the start of the meal and for all the courses that are to be served. The first approach is known as the ‘**a-la-carte cover**’, and the second is known as the ‘**table d’hote cover**’.

A-la-carte cover: This cover has a principle that the cutlery for each course will be laid just before each course is served

(Diagram)



- Fish plate (center of cover)



- side knife

- | | |
|--------------|---------------|
| - Fish knife | - Napkin |
| - Fish fork | - Water glass |
| - Fish plate | - Wine glass |

The A-la-carte cover, there should not, at any time during the meal, be more cutlery on the table than is required by the customer at that time. If decorative cover plates are used for an 'a la carte' cover, it is common for the course plates to be placed on this plate.

(Diagram)



- | | |
|---------------|---------------|
| - Joint knife | - sweet spoon |
| - Fish knife | - side plate |
| - Soup spoon | - side knife |
| - Joint fork | - napkin |
| - Fish fork | - water glass |
| - Sweet fork | - wine glass |

After the above covers have been laid, the table lay-up should be completed by the addition of the following items. Cruets, table numbers, table decorative, ash-trays (depending on the smoking policy of the establishment)

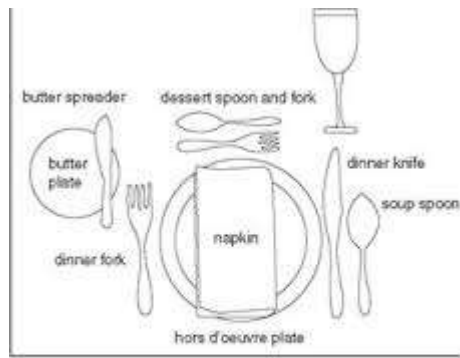


FIGURE 2-2 French Service Cover: Serveware in French service includes a butter plate, butter spreader, hors d'oeuvre plate, napkin, dinner fork, dinner knife, soup spoon, dessert fork and spoon, and water or wine glass.

EVALUATION:

- Explain the meaning of cover
- What cutlery, glassware, crockery and line are required for Table d'hote cover?
- Explain the following terms: a-la-carte, table d'hote and hors-d'oeuvre
- What is the principle of 'a-la-carte' cover?

SUB-TOPIC 2: TABLE LAYING (Rules of laying)

Laying covers for table service is slightly different from laying the table for service. Table laying includes clothing-up the table. Cutlery is laid 1.25cm or ½ inch from the edge of the table. After polishing, the glasses, they are placed upside down at the right hand corner of the cover. Once the covers have been laid the table accompaniments should be placed on the table according to the custom of the establishment.

Cutlery (spoons, fork, table knife) should laid from a service plate or salver, or use a service cloth to hold the items being laid in the service cloth, giving a final polish before setting the items on the table. Some wear white gloves when laying cleaned and pre-polished tableware on to the tables in order to avoid finger marks. When laying a cover, the cutlery should be laid from the inside to the outside of the cover. It is for even spacing of the cover and lessens the need to handle the items laid more than is necessary. Badged crockery should be placed in a way that the badge or crest is at the head or top of the cover.

If an a-la-carte cover is being laid, then the first item set on the table should be the fish plate in

the center of each cover. If it is table d'hôte, then the first item to be set on the table should be the napkin or side plate in the center of each cover, it would be moved to the left-hand side of the cover once all the cutlery had been laid. The reason of initially placing something in the center of the cover is to ensure that covers are exactly opposite one another and that the cutlery of each cover are the same distance apart.



EVALUATION

- Why is it that something is placed initially in the center of the cover when laying the table?
- What is the approximate space left at the edge of the table when laying the cutlery
- Why do the service staff wear gloves when laying cleared and pre-polished tableware onto the tables?

General Evaluation

Objective Test

1. The consideration of where cutlery for the meal is to be laid before each course is served is for is...
 - a) Hors-d'oeuvre; b) a-la-carte; c) table d'hôte d) entrée
2. Where the cutlery for meal is to be laid prior to the start of the meal and for all the courses that are to be served, it is known as.....
 - a) Hors-d'oeuvre b) a-la-carte c) table d'hôte d) entrée
3. Hors-d'oeuvre is same as.....course of the meal
 - a) Fish b) second c) third d) fourth
4. A variety of approaches to what is laid for 'a-la-carte' form of service include all these except?

- a) Using large decorative cover plates and a side plate only; b) Replacing the fish knife and fork with a joint knife and fork; c) a classic or basic lay-up d) the principle that the cutlery for the whole meal will be laid before the first course is served.
- 5. One of these is not a definition of cover?
 - a) The place set for a person on the table; b) To cover the courses and dishes with a large white napkin in order to indicate that all precautions had been taken to avoid the poisoning of guest; c) the total number of customers concerned; d) All necessary cutlery, crockery, glassware and linen required to lay a certain type of place setting for a specific dish or meal

ESSAY TEST

1. Distinguish between 'A-la-carte' and Table d'hôte cover
2. Enumerate the table laying rules

WEEKEND ACTIVITY

Identify the cutlery, crockery, glassware and linen for table d'hôte covers

WEEK SIX (6)

DATE-----

TOPIC: TYPES OF SERVICES.

SUB-TOPIC 1: Pre service preparation/ Table linen.

Meaning of Pre-service preparation: It involves all the duties to be carried out before the actual service begins. In other words, it means preparation for service. The head waiter draws a duty roster showing the jobs to be completed before service and duty to be done at the end of the service.

The daily duties in the restaurant can be stated as follows:

1. Check the booking for reservations.
2. Clean the floor, brush the surrounding and empty waste bins.
3. Polish the swing doors, glasses, sideboards and all furniture.
4. Collect linen from the house keeping department, lay table cloth and fold serviettes.
5. Switch on the hot plate and clean silver.
6. Distribute the cruet to the tables and accompaniments to the sideboards.
7. Place items for service in the sideboards.
8. Clean the bar, polish glasses and clean cocktail equipment.
9. Prepare the still room and replace all used items-melba toast, butter, coffee, milk, tea etc.
10. Clearing up, crumbling down and switch off the hot plate.

11. Return all silver cruets and accompaniments to the appropriate place.
12. Put away all used equipment, empty and clean all trolleys and return to their appropriate places.

VARIOUS LINENS USED IN A RESTAURANT ARE AS FOLLOWS:

LINENS	USES.
Table cloths	Used for covering the table to beautify it.
Buffet cloth	Long cloth for covering buffet tables
Trolley cloths	Used in covering the trolley
Side board cloths	Used in covering the sideboard
Tea cloth	Used in drying item after washing
Glass cloth	Used in drying glass wares
Serviette	A piece of cloth or paper used at protecting your cloths and in cleaning your lips and fingers.
Sip cloths	Used in covering the dirty part of a table cloths

EVALUATION.

1. Define pre- service preparation?
2. State five daily duties in the restaurant.
3. Mention three various linens and state their uses.

SUB-TOPIC2: Different types of napkin folds.

NAPKINS FOLDS.

There are many forms of napkins (or serviette) fold to be found in use in the food and beverage service area. Some are intricate in their detail while others are simpler. The simpler folds are used in every day service of the more complex and difficult folds may only be used on special occasions, such as luncheons, dinners and weddings. There are three main reasons why the simple folds are better than the more complex ones.

1. The napkin, if folded correctly, can look good and odd to the general appearance of the room, whether it is a simpler or complex fold.

2. A simpler fold is perhaps more hygienic as the more complex fold involves greater handling to complete. In addition it's appearance, when unfold to spread over the customers lap is poor as it often has many creases.
3. The complex fold takes much more time to complex properly than a very simple fold.

Many of the napkins fold have special names, for examples:

1. Cone
2. Bishops mitre
3. Rose
4. Cockscomb
5. Triple wave
6. Fan
7. Candle
8. Square.

1. CONE

PROCEDURE:

- a. Open a napkin out length ways in front of you.
- b. Take the top left corner and fold it diagonally on to the right end of the center line
- c. Fold the bottom square onto the top triangle
- d. Take the two points at the top-right corner, by placing your hand inside the napkin, and fold them back towards you as far as possible.
- e. Pull the base out so that it is circular and place it in the center of the cover.

BISHOPS' MITRE

- a. Lay the napkin out flat in front of you
- b. Fold it in half, straight side to straight side
- c. Take the top right corner and fold it down to the center of the bottom line
- d. Take the bottom left corner and fold it up to meet the feet the top line
- e. Turn the napkin over so that the folds are now facing down.
- f. Take the top line (edge) and fold it down to meet the base line(bottom edge) leaving the two peaks pointing away from you.
- g. Take the bottom hand right side and fold it under the flap on the left side, make sure it tucks right under the flap for a snug fit.

- h. Turn it completely over.
- i. Again take the bottom hand right side and fold it under the flap on the left side. Now stand the napkin up by pulling the side of the base out until it is circular in shape.

ROSE

- a. Unfold the napkin and lay it on a square table
- b. Fold the corners into the center of the napkin
- c. Fold the corners into the center of the napkin for the second time.
- d. Turn the napkin over so that all the corners folded into the center are underneath
- e. Fold the corners into the center once more.
- f. Hold the four center parts down by means of an upturned wine goblet.
- g. Holding the Paris goblet steady, place your hand under each corner and pull up a folded corner of the napkin (petal) on to the bowl of the glass. You now have four petals showing. Now place your hand under the napkin, but between each of the petals, and raise a further four petals. Place on an under plate



EVALUATION

1. State three reasons why the simple folds are better than the more complex ones.
2. Mention four names of the napkins folds.
3. State the procedure of how the cone shape is formed.

GENERAL EVALUATION

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1. Which of these is a basic technical skill?

a) using a service plate b) com cone c) Table service d) all of the above.

2. Which of these is use for serving and also used for cleaning joint

a) pot b) goblet c) service salver d) glass plate

3) Which of these is a simple napkin fold on dining table

a) bishops mitre b)housekeeper's cut c) wing end d)bishop dress code.

THEORY PART

1. Explain six steps of laying the table cloth.
2. State the order to service in a cafeteria/ counter.

WEEKEND ACTIVITY

Identify the cutlery, crockery, glassware and linen for table d'hote covers

WEEK EIGHT (8)

DATE-----

TOPIC: TYPES OF SERVICES-TABLE LINEN.

SUB-TOPIC1: EQUIPMENT USED IN TABLE SERVICE.

CROCKERY

Crockery must blend with the general decoration of the establishment. There are various classification of crockery. They are as follows:

Bone china

Hotel earthenware

Stoneware

Porcelain

Some manufacturer tends to give trade names to their crockery. Some examples of these names are: vitrified, vitrock, vitrex, vitreous, vitresso, ironstone and steelite.

TABLE WARES

Tables wares are wares used in the table for service. They are classified into three namely:

Flat ware: These involves all forms of spoons and fork.

Cutlery: These refers to knives and all other cutting implements

Hollow ware: These consists of any item, apart from flat wares and cutlery e.g. teapots, sugar basin, butter dish, preserve dish, cruets, milk jug and serving dishes.

Silver ware: This refers to table ware that are silver plated. The length of life depends on the weight of silver deposited and the length of life of the silver.

There are three standard grades.

Full standard----- 20yrs (durable life span)

Tripe plate----- 25yrs

Quadruple plate----- 30yrs

Plain silver plates are popularly used instead of patterned. White or milk color silver plates are used.

Stainless steel: Stainless steel table wares are available in a variety of grades. These include high polish finish, dull finish and non-reflective finish. These depend on the degree of the iron incorporated.

Plastic: Plastic or ceramic materials are also used as table wares. They are cheap but may not be kept for a long time. Examples of glass wares and their uses.

GLASSWARE	USES
Cocktail glass	For cocktail drink
The flute	For sparkling wine
The tulip	For champagne
Brandy ballon	For brandis
Paris globlet	For various wines
Elgin	For sherry
Beer(larger glass)	For beer
Beer (straight)	For beer
The saucer	Champagne cocktail
Rocks	Whisky



EVALUATION

1. Mention four(4) equipments used in table service.
2. State the uses of these glass ware.

Glassware	Uses
The tulip	
Elgin	

The saucer	
The flute	

SUB-TOPIC2: CATERING SERVICE PRINCIPLE

- 1. Silver service of food is from the left hand side of a customer.**
- 2. Serve plate from the right hand side of a customer.**
- 3. Serve all beverages (alcoholic and non-alcoholic drinks) from the right hand side of the customer.**
- 4. Start service from the right hand side of the host and serve the host last.**
- 5. Serve women first.**
- 6. Serve wine before food.**
- 7. Serve cold food before hot food.**
- 8. Take order from the host not his guest.**
- 9. Hold glasses or cups at the base or by the handle.**
- 10. Use standard laying of table.**
- 11. Lay the table before a meal begins and prepare service areas in sequence.**
- 12. Avoid leaning over customers.**
- 13. Use checklist for service requirements to avoid forgetting a very important thing.**
- 14. Use doilies/ dish papers on under plate (liners).**
- 15. Cover cuts and sores with waterproof plasters or dressing.**
- 16. Avoid contact between fingers and mouth, hair and nose. Exhibit good personal habits.**
- 17. Use trays, service salvers and trolley to aid service.**
- 18. Clearing is done from the right hand side of the customer.**
- 19. Work hygienically and safely as part of a team.**

EVALUATION

State ten(10) catering service principles.

GENERAL EVALUATION

THEORY

- 1. State five factors to consider in choosing food and beverage service method.**
- 2. Explain the triple wave procedure for napkin fold.**
- 3. Explain table ware, its classification and state its uses .**