

SSS1 CATERING NOTE

FOOD AND BEVERAGE SERVICE PERSONNEL

The food and beverage service personnel is a person that takes food and beverages orders from the guest and serves it to the guest. They are the staff that works in the food and beverage department of an hospitality industry. They include:

1. Sales manager
2. Banqueting conference manager
3. Administration office manager
4. Dispense bar staff
5. Banqueting head wine waiter
6. Banqueting wine waiter
7. Permanent service staff
8. Waiter
9. The Announcer (De aboyeur), etc.

FUNCTIONS OF FOOD AND BEVERAGE SERVICE PERSONNEL

1. **Sales Manager**
 - a) The main role of the sales manager is to promote the functioning facilities of the food and beverage industry.
 - b) He is expected to respond quickly to any request by the client or customers.
2. **Banqueting conference manager**
 - a) He/She is responsible for administration including meeting prospective clients and discussing the arrangements for the menu, plan, cost and toast masters.
 - b) He/She communicates concerning the date of a function, number expected and any other details that might be required by a particular department.

3. Administration office manager

- a) He works with the manager and takes instructions from them.
- b) He is responsible for handling all incoming and outgoing mails.
- c) He ensures that information about a function is passed to the relevant department.

4. Banqueting head wine waiter

- a) He is responsible for organising and employing banqueting wine waiter.
- b) He allocates wine waiter stations and discuss the services they need to render with them.

5. Waiter

- a) He is directly involved in the service of food.
- b) He fetches and carries little services like serving of vegetables, sauces, etc.

6. The Announcer (de aboyeur)

- a) He is in charge of announcing menu requested by waiter to the kitchen during service.
- b) He uses a big board called the offboard which shows the food that are available and the ones that are not available.

7. Debrasseur

This is a learner or an apprentice on industrial attachment wishing to take up food service as a career.

- a) They may help during preparation.
- b) He refills the sideboard during service
- c) He fetches and carries items as directed
- d) He helps in clearing.

8. The Cashier.

The Cashier is responsible for billing, payments and ledger accounts for the food and beverage operations. He prepares bills for food and drinks.

ATTRIBUTES OF FOOD AND BEVERAGE SERVICE PERSONNEL

1. They should be clean from head to toe, in and out.
2. They should be punctual to work.
3. They should treat their customers with respect and never argue with them.
4. They should be honest and transparent.
5. They must have pleasant personality.
6. They should be loyal to the management .

FOOD SERVICE

Food service is simply the preparation, serving, delivery of ready to eat foods.

TYPES OF FOOD SERVICE.

1. Table service
2. Assisted service
3. Self service
4. Single point service
5. Specialized service

1. TABLE SERVICE

This is a service of food and beverages to a customer at a laid table. It is also known as waiter service. Table service is divided into six different groups namely:

- a. Silver/ English service
- b. Family service
- c. Plate/ American service
- d. Butler/ French service
- e. Russian service
- f. Gueridon service

- a) **Silver/ English service:** another name for silver service is English service and it originates from England. The waiter collects the food in a big food dish or bowl, then using a serving spoon and fork the food is served into guest's plate.
- b) **Family service:** this is combination of plate and Russian style. The main food is plated in the kitchen while the vegetables are laid on dishes for customers to serve themselves.
- c) **Plate/ American service:** another name for plate service is American service and it originates from America. In this type of service, food is plated from the kitchen, the waiter collects the food plated from the kitchen and serve to the guest.
- d) **Butler/ French service:** another name for butler service is french service and it originates from France. Here, food is presented before the customers individually for customers to serve themselves.
- e) **Russian service:** this method originates from Russia. Table is laid with food on dishes for customers to serve themselves.
- f) **Gueridon service:** food is served onto the customer's plate using serving spoon and fork. The waiter in charge of this service will be knowledgeable and skillful to do the work of carving, filleting, jointing on a side table or trolley in the presence of the guest.

2. **ASSISTED SERVICE**

This is a combination of table service and self service. Some part of the meal are served to the customers who are seated, others collect other parts. It is used in breakfast service. Examples are buffet service method, carvery service method.

3. **SELF SERVICE**

It is a type of service where customers serve themselves. Examples of self service include cafeteria/ counter service, supermarket service, cocktail service.

4. **SINGLE POINT SERVICE**

Examples of single point service methods include fast food, vending, kiosks, take away, drive thru. One common thing with single point service is that customers are served at a single point. The customers may take the food away or consume it on the premises. Examples of single point service method company are Mr Biggs, Crunchies, etc.

5. **SPECIALIZED SERVICE**

Examples of specialized service method are tray service, home delivery, room service method, lounge service, trolley service.

FACTORS TO CONSIDER IN CHOOSING FOOD SERVICE METHODS.

1. Cost of the meal to be served
2. Type of menu to be served
3. Type of customer to be served as well as their population.

4. Type of establishment
5. Site of the establishment
6. Time available for the meal
7. Facilities and space available for service.

TABLE LAYING

Table laying is the layout of the table for eating and drinking in such a way that all the eating materials are provided in their correct places. It is a process of setting a table.

It means the arrangement of tableware or table appointment (plates, glasses, cutlery) for each person who will be eating a meal.

Types of table laying

1. Formal table laying
2. Informal table laying

Formal table laying : this is necessary during specific occasion such as dinner parties and also popular in the standard hotel.

Characteristics of formal table laying

- i. The service of waiter and waitresses are required.
- ii. The tables are usually set or laid before the arrival of the guest.
- iii. Individual plates and cutleries are usually provided.

Informal table laying: this is mostly used at home, no much protocol is observed before eating and drinking.

Characteristics of formal table laying

- i. Table may not be laid or set before eating and drinking.

- ii. The important cutleries that are needed for use are usually provided. Food could be served in a tray and not necessarily served on a table.

TABLE COVER

A cover refers to all necessary crockery, cutlery, glassware and linen are required to lay a certain setting for a specific dish or meal.

A cover refers to the place set for a person on the table which contains the table mat, glasscup, side plate and table napkin for each person.

TYPES OF COVER

1)Basic Cover: the table is laid simple, though other crockeries and cutleries may be laid as the service continues depending on the dishes to be served.

2)A la carte cover: it is the same with basic cover. The differences may include using decorative napkin folds, crockeries, cutleries and glass wares. Other crockeries and cutleries may be laid as the service progress, depending on the dishes to be served.

3)Table d'hote cover: the cutlery for the whole meal will be laid before the first course is served.

4)Continental breakfast cover:only breads, butter, preserves, coffee or tea are served. Covers are laid based on the items to be served.

5)Full breakfast basket cover: it consists of a number of courses usually three or four from the choice of dishes available for breakfast.

SERVIETTE FOLD

This is the artistic folding of serviette cloth in order to make it attractive and appealing to the guest. They add to the general appearance of the restaurant. Simple folds are better than complex folds and also saves time in folding.

Types of Serviette folding

1. Cone fold
2. Triple wave
3. Bishop's mitre
4. Rose fold
5. Cock comb
6. Goblet fan fold
7. Square fold
8. French fold
9. Fanned bow fold, etc.

TIPS: You can browse the internet to see what these folds look like for better understanding.

CATERING SERVICE PRINCIPLES

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 a 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.
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.