

Carol Standard Convent Ichi

Catering Craft Practice SS2

Procedure for plate and silver service of meal.

1. Greet customers and check if they have reservation.if not allocate a table for them. Assist with the customers coat or bag if required
2. Seat the customer down and place napkin or serviette over his lap.
3. Take order for aperitif and serve immediately.
4. Resentment card to customers, guest first and host last.
5. Offer bread and butter.
6. Take the food order from the host and read it back for confirmation.
7. Take the wine order from the wine list and also read it back for confirmation. In both menu card and wine list advice the customer properly.
8. Adjust the cover for service of first course and second course (main dish).
9. Serve wine before food.Present it to the host to check properly before opening. Serve the host first or any of the customer as directed by the host.
10. Serve plated first course from the right of the customer, starting from ladies and host last.if it is silver service, do the service from the left.Serve cold food first, then hot food and offer accompaniment.
11. Top wine and water glasses from time to time and remove empty glasses when necessary.
12. After the first course ,clear the table and remove accompaniments using correct stacking techniques and lay table for the main course.
13. Serve the main course.
14. After the main course, the table is cleared again and cover laid for the sweet course.
15. Plated sweet course is served from the right while silver service of sweet course is from the left.
16. Clear table after sweet course and take order for hot beverages.
17. While the hot beverage is being prepared another order for digestive will be taken.

18. Serve the drink first, then tea/ coffee/ other beverages are served along with petit-fours.

19. Present the bill

on a side plate.

20. See the customers off assisting with their coats and bags.

21. Clear down the table and relay for another service.

Advantages of Plate service/ American Service

1. It is an easy and quick method of table service.

2. It helps the waiter in controlling portions of food served to guests.

3. It gives opportunity to garnish food attractively.

4. It does not require special skill.

5. It is not a very expensive method of food service.

Disadvantages of plated service.

1. It can give room for food wastages.

2. The guest may not be satisfied since the portioning is according to the waiter's desire.

3. Food may be cold since the three courses may be plated at the same time.

4. It is not a personalized service.

Advantages of silver/ English service method

1. The guest can help to determine the quantity he can finish, therefore no food wastage.

2. Dishes are usually served piping hot.

3. Courses are served one by one.

4. The guests are

comfortable and relaxed.

5. It is an elegant form of service and gives personalized service to the guest.

6. The service is graceful and attractive.

Disadvantages of silver service

1. There is large investment in silver equipment.
2. It takes a lot of time and energy in serving just one guest.
3. Waiters require special skill to do the service effectively.

Characteristics of Gueridon Service

Gueridon Service is an enhanced form of table service. It is normally found in establishment with an a la carte menu and higher levels of service. It is more costly as it requires higher level of service skills, the use of more expensive and elaborate equipment and large service area to allow for the movement of the trolleys. The definition of the term Gueridon is a moveable service table or trolley from which food may be served. Gueridon Service indicates serving food onto the customer's plate from a Gueridon using spoon and fork. It has the following characteristics

1. The guest sees the dishes as they are presented from the kitchen on the loaded tray.
2. Certain preparations and the service of food are done in the presence of the customer.
3. Carving, jointing and filleting of food are done in the presence of the customer.
4. Flambeing (preparation and finishing of food) is done inside the restaurant.
5. Gueridon Service is a team work of the chef and commis.

Advantages of gueridon service

1. It brings into view the actual process of preparation.
2. Some customers enjoy watching their food prepared hygienically and skillfully in their presence.
3. Chefs exhibit their skills which act as a selling aid to the hotel.

Disadvantages of gueridon service

1. It is the most expensive table service in terms of equipment and utensils.
2. It requires skill therefore not all cooks can do gueridon service.
3. It requires a lot of space.
4. It wastes time and energy.

TRAY SERVICE

This type of service is used in room service, hospital service, home delivery, airline, railway and bar services. All crockeries, cutleries, foods and drinks must be well laid on a tray. They must be served at a correct temperature making sure that everything is complete before they are taken to the customers. The positioning of the items on the tray should be well laid to avoid spillage and accident.

SELF SERVICE

Another name for self service is cafeteria service. Here the customer enters the service area ,selects food items on a tray ,carries the food himself away. Examples of self-service method include:

1. Counter service.
2. **Supermarket service.**
3. **Cocktail service.**

Counter service: in counter service the customers stand in queue(lines),the customers collect crockeries and cutleries,dish out their food, carry them on trays and sit down to eat.Payment of food is done before the customers sit down to eat.

Supermarket service :In supermarket service ,food items are also collected with tray or food baskets. Payments are made to the cashier according to the items collected.

Cocktail service : in cocktail service only snacks and drinks are available. The customer collects the snack and drink by himself ,pays to where applicable and eats while standing up.

Advantages of self service.

1. It saves time and energy as service is faster.
2. It is comfortable for serving large population of customers.
3. It reduces wastage since guests take only what they need.
4. There are no special skills needed for the service.
5. Few staff is required for the service.
6. There is increased food safety because of reduced food handlers.
7. Customers can make better choices when food is displayed than when menu card is used because some customers are ignorant of some dishes.
8. Visual display can help customers try new dishes.

Disadvantages of self service.

1. Greedy customers can be wasteful.
2. Excessive rush of customers may cause customers to stand for a long time before being served.

Automatic vending

This is selling things using vending machine. The method of payment may be by coins ,money card and banknotes or free vend. It can be used to provide service and facilities or consumables. In catering vending is used to provide consumables such as meals ,confectionery, hot and cold beverages, tobacco and alcoholic drinks.

Advantages of automatic vending

1. It relieves pressure of work for staff.
2. It reduces wastage.
3. Food items are served very fresh.
4. It helps in portion control.
5. It helps to reduce cost of labour.
6. It offers varieties of food items both hot and cold.
7. It is easy to maintain.

Disadvantages of automatic vending

1. It lacks the feeling of attention given to customers by waiters.
2. The speed in attending to customers is not fast when compared with cafeteria service.
3. The establishment is exposed to risk of being vandalized and losing money.
4. It requires daily maintenance and cleaning.
5. Cost and time spent on repairs is much.
6. The machine is subject to electricity supply.

Factors to consider before purchasing a food vending machine.

1. Ease of cleaning for hygienic purpose.
2. Ease of restocking the mentioned.
3. Physical dimension.
4. Maintenance
5. The quantity of sales expected in a day.
6. Ingredients capacity the machine can hold before restocking.
7. The capital available for purchasing the machine.

8. The cost of training staff in the use of the machine.

Assisted service

This is the combination of self service and table service. The customers are served part of the meal at a table and the customers complete the rest through the display of food. It is used where there are large population of customers to attend to. Examples of assisted service method are (1.)buffet (2)Calvary

Buffet : The customer collects the tray, crockery and cutlery and selects food and drink from the display of food available and eats the food on a laid table. The waiter may assist by dishing food onto customer's plate. It is a common service used in today's outdoor catering for functions like wedding.

Calvary : In Calvary service some part of the food are served to seated customers while other parts are collected by the guest. It is often used in breakfast service of large population of customers in a hurry to attend conferences ,meetings ,business or for banqueting service.

Single point service:

In single point service the customer enters ,orders the food at a single point ,carries the food on a tray to the dining or takes it away. Examples are as follows :(I) take away,(ii) fast food (iii)drive - thru,(IV) vending (v)kiosk (vi)bar .

Takeaway : in takeaway method the customer collects the food from a single point and consumes the food off the premises.

Fast food : in fast food the customer collects the food from a single point but he may or may not consume it in the premises.

Drive -thru In drive -thru the customers are served in their cars. Payments are done and customers drive to the collection centre to collect the food paid for.

Vending method : Here food and beverages are served through an automatic vending machine.

Kiosk method : In some big companies kiosk is used to provide food for the customers in outstations. It is normally carried out during peak periods examples are celebration days such as valentine day ,Christmas day, Independence day ,Easter day etc.

Bar method : In bar service order is taken drink is served and payment made. Consumption should be in the licensed premises.

Specialised service method : This is a service method whereby services are provided to customers in areas not primarily designed for service. That is the food is served where the customer is located or where he is found. Examples of specialised service method are:

(I). Tray service

(ii) Trolley service

(iii) Home delivery

(iv) Room service

(vi). Lounge service

Tray service

Customers are served using tray. This type of service can be used to serve food in aeroplane, ship, train and hospitals.

Room service: Customers are served food and beverages inside their hotel rooms.

Home delivery: food and beverages are delivered to customers in their homes according to what they ordered and paid for.

Lounge service: Customers are served in the hotel lounge

Factors to consider in choosing food service method.

1. Cost of the meal to be served.
2. Type of customers to be served as well as their population.
3. Type of menu to be served.
4. Type of the establishment.
5. Site of the establishment.
6. Turnover of customers expected.
7. Facilities and space available for the service.
8. Time available for the meal.

Food service sequences

1. Preparation for Service.
2. Taking bookings.
3. Greeting, directing and seating guests.
4. Taking food and beverage orders.
5. Serving food.
6. Serving beverages.

7. Clearing during service
8. Billing.
9. Payment
10. Dish washing
11. Clearing after service.

Cover

Cover refers to the number of customers a table or a dining room or restaurant can accommodate. Cover can also be referred to as all the necessary crockeries ,cutleries,glassware and linen required to lay a certain setting for a specific dish or meal . That is a place set for a customer in readiness for service.

Types of covers

- (I). Basic cover
- (ii) a la carte cover
- (iii). Table d' hotel cover
- (IV) continental breakfast cover
- (v). Full breakfast cover

Basic cover :the table is laid simple though other crockeries and cutleries may be laid when the service begins.

A la carte cover: the same with basic cover .The difference being that decorative napkin folds crockeries ,cutleriesbglassware may be used . Other crockeries,cutleries,arelaid when the service commences according to the dishes ordered for or to be served.

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

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

Full breakfast cover: the cover is laid depending on the number of courses to be served for the breakfast.

Items for laying the various types of covers.

Basic cover	A la cartebcover	Table d'hote cover	Continental breakfast cover	Full breakfast cover

joint knife ,joint fork, side plate ,side knife ,napkin, water glass ,wine glass.	fish plate ,fish knife,fish fork ,side plates ,side knife, napkin ,water glass ,wine glass ,joint knife ,joint fork.	fish plate ,fish knife, fish fork ,side plate ,side knife ,napkin ,wine glass ,water glass, sweet fork, sweet spoon	Teacup / saucer,teaspoon, milk jug /hot water jug ,side plate ,side knife,napkin ,tea strainer ,coffee or teacup ,butter dish, preserve dish, sugar basin	tea cup /saucer ,tea spoon,, milk jug,/hot water jug, side plates ,side ,knife ,napkin ,tea strainer ,coffee or tea pot ,sugar basin and tong,,butter dish preserve dish ,sweet spoon,sweet fork,joint knife ,joint fork ,fish knife ,fish fork

Technical skills required in laying a cover

1. clean and polish the tables and chairs before spreading the correct size of tablecloth.
2. Cutlery must be laid consistently 1.25 cm from the edge of the table.
3. The first item to be laid in a table d'hote cover is napkin or side plates in the centre of the cover.
4. The first item to learn on a la carte cover is the fish plate in the centre of the cover.
5. Lay cutlery from the inside to the outside of the cover.
6. Knives and spoons are kept at the right hand side.
7. Side fork is kept on the left-hand side.
8. Cruet set is kept on top left hand side corner of the cover.
9. **All covers must be laid directly opposite each cover.**
10. **Ensure even spacing of cover.**
11. **Polished glass should be kept at the top right-hand side of the cover.**
12. **A simple floral decoration should be placed on top centre of the table.**

Basic technical skills basic

Technical skills are specially used for table service and assisted service which involve waiting on the guests. It can also be used in other services when necessary. There are six basic technical food and beverage service skills.

1. Holding and using serving spoon and fork :This skill is used in silver service .It involves positioning the service fork on top of the service spoon. The waiter specialises in this with continuous practice and service over years.

2.Carrying glasses.: Glasses are carried by hand or on a service salver for clearing dirty glasses from a service area. Clean glassware is always handled by the stem. The wine goblets are positioned between alternate fingers and other hand should be free to steady oneself in case of emergency .Service salverb can be used in carrying clean glasses by positioning the service sarver on the palm of the hand.

3. Carrying plates :plates can be carried in a stack using both hands or using tray. When carrying plates to be placed on the customer's table the plate is held at the left hand and the right hand is used to lay the plates on the table.

4. Special hand positioning of plates by experience waiter: first plate should be held firmly on the fore-arm ,then the third and fourth finger should be used in holding the second plate.

5. Using a service plate :a service plate is a large joint plate with napkin up on it. It is used for the following purposes.:

I. To carry clean glasses and remove dirty glasses from a customer 's table

II. To place clean cutlery to and from a customer's table.

III. The place clean plates on the table.

IV. To place clean cups and saucer on the table.

V. To provide an under flat when silver serving vegetables.

6. Using large tree . Trays are used for:

I. Room service

II. Carry equipment

III. Clearing tables.

IV. Carrying food from the kitchen.

V. Cleaning sideboards.

The correct method for carrying an oblong tray is to position the tray lengthwise on the fore-arm and support the tray with the other hand.

Table Appointment

Table appointment are equipment and clothings used to set a table. Examples are table linens, flatware, hollowwar, silverware and center piece

Uses of table appointment

1. To cover unattractive spots.
2. To serve as a heat pad.
3. To make a table look attractive.
4. To prevent wares from making noise.

Centre Piece

These are objects upon which interest and attention focuses. They draw attention of people towards them. They can be made of fresh fruit ,vegetables, flowers ,dry plants ,candles. They should be proportionate to the size of the dining table. They should not cover guest from viewing

Table manners

These are acceptable behaviour put up while eating. **Some acceptable table manners are:**

- 1. Start eating after everyone has been served.**
- 2. Use serving fork and spoon to dish out food.**
- 3. Do not speak with food in your mouth.**
- 4. Eat quietly and slowly.**
- 5. Take small bite of food at a time.**
- 6.; Do not cross your hand over somebody's food to collect serving dish.**
- 7. Keep your elbows off the table.**
- 8. Start eating with the outermost cutlery and move towards the plate.**
- 9. Sneeze away from the dining table.**
- 10. Do not make noise with your chewing.**
- 11. Take part in conversation do not take over.**

Table setting/ Laying

In laying a cover , an item or napkin is placed at the centre of the cover to ensure even distance and that covers are placed opposite one another .Placement of cutlery is 1.25 cm from the edge of the table. The cutlery should be laid from inside to the outside for easy spacing and less handling of items .The table is completed with cruet, table numbers and decorations. A place setting for a cover (guest) should be 60 cm.

Laying tablecloths

A well laid table brings out the appearance and beauty of the restaurant. The table cloths should be clean ,crisp, with well starched linen cloth. It should be handled as little as possible . To lay a table cloth:

1. Place the table and chairs in the correct position to avoid wobbling.
2. Use the correct size of the table cloths to ensure that the cloth covers the corners of the table very well.
3. The laundry should have a particular way of ironing the linen.

Stages of laying a table cloth

_____Place your thumb on top of the inverted folds with the index and third fingers either side of the middle fold.

_____spread your arms to the width of the table

_____position it over the edge of the opposite side of the table where you are standing.

_____let go off the middle fold and open the cloth drawing it towards you until the table is covered.

_____check that the cloth is even on all sides.

_____make adjustments if necessary.

The following should be seen in a well laid table.

1. The corners of the cloth should be over the legs of the table.
2. The overlap should be even all round the table.
3. The crease (line) of the tablecloth should all run in the same direction.
4. If two tablecloths are used the overlap should face away from the entrance of the room.

Mis_en_place In The Restaurant

Mis_en_place means pre preparations . It involves all the duties to be carried out before the actual service begins. The station head waiter draws the duty roster.The daily duties in the restaurant include:

1. Check the booking for reservations.
2. Clean the floor, brush the surroundings and empty waste bins.
3. Polish the swing doors, windows glasses ,sideboards and all furniture.
4. Collect linen from the housekeeping department ,lay tablecloths and fold serviettes.
5. Switch on the hot plate and clean silvers.
6. Distributes the cruet to the table and accompaniments to the sideboard.
7. Place itemfor service in the sideboard.
8. Clean the bar ,Polish glasses and clean up the equipment.
- 9.Prepare the stillroom and replace all used items_____ melba toast, butter, coffee ,tea ,milk etc.
10. Clearing up ,crumbing down and switching off the hot plates.
11. Return all silver cruets and accompaniment to the appropriate place.
12. Put away all used equipment ,empty and clean all trolleys and returned to their appropriate places.

Mis_ en_ place for dispense bar

1. Open the bar doors and windows.
2. Clean bar silver wares.
3. Wipe down bar tops.
4. **Clean the shelves and floors.**
5. **Restock the bar with beverages.**
6. **Prepare ice bucket ,wine coolers ,service trays, water jug and wine basket.**
7. **Clean and polish the glass wa res .**
8. **Check pads and wine list.**
9. **Arrange all the bar equipment for service.**

Sideboard

A sideboard is a piece of furniture that stands at the side of a dining room. The sideboard is used by a waiter to hold all the equipment and items required during service of a meal.The equipment displayed on the sideboard for service include:

I. Serving spoons and forks.

II. Service flat plates

III. Sweet and fish plates

IV. Butter dish

V. Check pad on service plates.

VI. Assorted condiments

VII. Joint knives and plates.

VIII. Soup spoon

IX. Tea and coffee spoons

X. Sweet spoons and forks

XI bread basket

XII. Coffee and tea saucers.

XIII. Water jug

XIV. Hot plates

XV. Under flats.

XVI. Trays

XVII. Soup and sauce ladders

XVIII. Saucer for consommé cups.

Linen used in restaurant and their uses

Linen	Uses
Table cloth	Used to cover the table to beautify it
Buffet cloths	Long cloths use for covering buffet table
Trolley cloths	Used in covering the trolley
Sideboards cloths	Used for covering the sideboard
Tea cloths	Used for drying items after washing

Glass cloths	Used for drying glassware
Serviette	All piece of cloth or paper used for cleaning lips and fingers after meal
Slip cloths	Used in covering the data part of tablecloths

Crockery

All glazed table ware are termed crockery. Crockery is referred to as chinaware. They include flat ware ,examples are plates ,suacer and the serving flats ,cups and bowls example are tea and coffee cups, soup and sweet bowl and serving dishes ,hollowware __examples are pots and vases.

Types of crockery

1. Bone chinaware
2. Hotel earthenware
3. Stoneware
4. Porcelains

Tableware :These include all items of flatware ,cutlery and hollow ware used at table for service.

Classes of tableware

1. Flatware : In catering trade , flat ware means all forms of spoon and fork as well as serving flats.
2. Cutlery refers to knives and other cutting implements
3. Holloware consists of any item apart from flatware and cutlery. Examples are teapot ,milk jug ,sugar basins and serving dishes.

Although traditionally flatware include spoons and forks and cutlery refers to knives.The modern usage of these terms have changed. All spoons , forks and knives used as eating implements are now referred to as cutlery.

Points to consider when purchasing flatware and cutlery

1. The type of menu and service offered.
2. The maximum and average seating capacity.
3. The peak demand period turnover
4. The washing-up facilities and their turnover

Silverware's: these are table wares that are silver plated. Their life span depends on the weight of the silver deposited.

Plastic Ware : plastic or ceramic materials are also used as tableware. They are cheap but may not be kept for a long time.

Glassware :these are items made of glass used in food and beverage service area.

Glassware	Uses
Cocktail glass	It is used for cocktail drink
The flute	Used for sparkling wine
The tulip	Used for champagne
Brandy balloon	Used for brandies
Paris goblets	Used for various wines
Elgin	Used for sherries
Beer (large glass)	Used for beer
Beer (straight)	Used for beer
The saucer	Used for champagne cocktail
Rocks	Used for whisky
Slim gin	Used for gin
Low ball	Used for spirits (whisky ,liquor)

Different serviette or napkin folds

Napkin folds add to the beauty of a restaurant. The different napkin folds are:

Cone ,triple waves,Bishop's mitre ,Rose ,candle fan,cock' s comb ,square, boat or canue ,fanfold.

Uses of table napkins

1. To protect the dress 2. To wipe mouth 3. To make table attractive

General service conventions

These are traditional and acceptable ways of doing things in food and beverage service area .The standard and the reasons of using them abound. These include:

1. Start silver service of food from the left hand side of the customer.
2. Plate service from the right-hand side of the customer.
3. All beverages(drinks)should be served from the right hand side of the customer.
- 4.Start to serve customers from the right-hand side of the host and serve the host last.
5. Women should be served first.
6. Serve wine before food.
7. Cold food should be served first before hot food.
8. Take order from the host.
9. Hold glasses or cups at the base or by the hand.
10. Always use standard table laying.
- 11.Set the table prepare service area in sequence before meal service commences.
12. Do not lean over customers.
13. Use checklist for service requirements to avoid for getting a very important thing.
- 14.Doilies/dishpapers /under plate should be used when serving dishes for protection, ease and safety.
15. Cover all cuts and sores with waterproof dressing.
- 16.Do not chew your fingers ,touch your hair and nose when doing service.
17. Use trays, service salver and trolley to help service.
- 18.Clearing is done from the right-hand side of the customer.
19. Work hygienically and safely as part of a team.
20. Pass other staff members by moving from their rights.

Accompaniments :these are items offered with certain dishes to assist in improving the taste flavour and for the enrichment of the dishes. Some food accompaniments ,description and uses are as follows:

Accompaniment	Description	Uses
Vinaigrette	Combination of oil and vinegar or lemon juice with seasonings.	For salad dressing

Mayonnaise	Combination of oil and egg yolk , flavoured with vinegar herbs and seasoning.	For salad dressing and poached fish
Tartar sauce	Mayonnaise based sauce with addition of lemon juice	For a deep fried fish
Tomato ketchup	Tomato ,vinegar and sweetening	For grills ,burgers and fish
Mint sauce	Vinegar-based sauce with chopped mint and sweetening.	For roast lamb.
Horseradish sauce	hot tasty sauce made from horseradish root that can be creamed down.	For roast,beef ,chicken Maryland and coldfish
Cocktail sauce	mayonnaise based sauce made with addition of tomato	For roast beef chicken and cold fish
Chili sauce	Hot sauce made from chili	4 Chinese dishes
Apple sauce	Apple puree slightly sweetened and served hot or cold.	For roast pork ,duck and goose.
Cumberland sauce	Sweet and sour sauce made from Orange ,lemon juice and redcurrant	For game dishes
Tobacco	Hot spicy peppery sauce	For oyster and other seafoods
Peri-Peri sauce	Hot chilli sauce of Portuguese or African origin	For chicken , prawns and crayfish
Soya sauce	Dark brown sauce made from soya beans	4 Chinese dishes
Mustard sauce	Warm sauce made from mustard seeds	For grilled Herring meat and fish dishes
French sauce	dressing made from oil ,vinegar or lemon juice ,mustard and herbs	For salad dressing
Crouton	Small cubes of fried or toasted bread	Garnish for soup and salad dishes

Walnut sauce	Made from walnuts	For cold meat
Refined salt	Ground table salt	For table shaker seasoning
Cranberry sauce	Sauce made from cranberry ,can be served hot or cold	For roast ,turkey
Worcestershire sauce	Blend of spices , fruits in vinegar	For tomato sauce ,salad dressing ,Scottish broth ,irishstew seafood cocktail

Uses and Advantages of food accompaniment

1. They assist in improving the flavour of food.
2. The increase the nutritive value of food.
3. They contribute to the attractiveness of food.
4. The increased appetite for food.
5. They add colour to dishes.
6. They provide moisture to hard foods.
7. They add pleasant spicy sharp taste to food.

Table accompaniments

These items used to complete setting of table to make it attractive and comfortable to use. Table accompaniment include:

1. Set of cruets eg pepper, salt ,mustard shaker and the spoons.
2. Ash tray
3. Table number
4. Napkin fold
5. Napkin holder
6. Menu card ,wine list
7. Floral table decoration (flower)
8. Melba dish
9. Butter dish

10. Rolls basket

11. Peppermill

12. Glass

13. Toothpick

14. Side plate

15. Cutlery

Okongwu Blessing N

Subject Teacher

Stay Safe

