



**Skills for Employment Investment Program (SEIP)**

**COMPETENCY-BASED LEARNING MATERIAL  
FOR  
FOOD AND BEVERAGE SERVICE  
(STUDENT GUIDE)**

**(TOURISM AND HOSPITALITY SECTOR)**

**Finance Division, Ministry of Finance Government of the  
People's Republic of Bangladesh**

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The Competency-based Learning Material (Student Guide) for Food and Beverage Service is a document, aligned to its applicable competency standard, for providing training consistent with the requirements of industry in order for individuals who graduated through the established standard via competency-based assessment to be suitably qualified for a relevant job.

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## How to Use this Competency-based Learning Material

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Welcome to the competency-based learning material for Food and Beverage Service for use in Hotel and Tourism Sector works. These modules contain training materials and learning activities for you to complete in order to become competent and qualified as a skilled worker.

There are six (6) modules that make up this course which comprises the skills, knowledge and attitudes required to become a skilled worker including:

1. Apply food safety procedures
2. Perform opening – closing activities for restaurants
3. Apply Product Knowledge on Food and Beverage Service
4. Prepare table for service
5. Provide in-room dining
6. Provide Food and Beverage Service

As a learner, you will be required to complete a series of activities in order to achieve each learning outcome of the module. These activities may be completed as part of structured classroom activities or simulated workplace demonstrations.

These activities will also require you to complete associated learning and practice activities in order to gain the skills and knowledge needed to achieve the learning outcomes. You should refer to **Learning Activity** pages of each module to know the sequence of learning tasks and the appropriate resources to use for each task.




This page will serve as the road map towards the achievement of competence. If you read the **Information Sheets**, these will give you an understanding of the work, and why things are done the way they are. Once you have finished reading the Information Sheets, you will then be required to complete the **Self-Check Quizzes**.

The self-check quizzes follow the Information Sheets in this learning guide. Completing the self-check quizzes will help you know how you are progressing. To check your knowledge after completion of the Self-Check Quizzes, you can review the **Answer Key** at the end of each module.

You are required to complete all activities as directed in the **Learning Activity and Information Sheet**. This is where you will apply your newly acquired knowledge while developing new skills. When working, high emphasis should be laid on safety requirements. You will be encouraged to raise relevant queries or ask the facilitator for assistance as required.

When you have completed all the tasks required in this learning guide, formal assessment will be scheduled to officially evaluate if you have achieved competency of the specified learning outcomes and are ready for the next task.

## List of Icons

Icon Name	Icon
Module content	
Learning outcomes	
Performance criteria	
Contents	
Assessment criteria	
Resources required	
Information sheet	
Self-check Quiz	
Answer key	
Activity	
Video reference	
Learner job sheet	
Assessment plan	
Review of competency	

## Module 1: Apply food safety procedures

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### MODULE CONTENT

**Module Descriptor:** This module covers the knowledge, skills, and attitudes required to apply food safety procedure. It specifically includes interpreting procedures for food safety, interpreting food and beverage storage procedure and maintaining a clean environment.

**Nominal Duration:** 40 hours



#### Learning Outcomes:

Upon completion of this module, trainee/student will be able to:

- 1.1 Interpret procedures for food safety.
- 1.2 Interpret food and beverage storage procedure.
- 1.3 Maintain a clean environment.



#### Performance Criteria

- 1 Relevant documents are identified and used according to organizational requirements.
- 2 Food safety policies and procedures are followed.
- 3 All food hazards and critical control points are identified.
- 4 Food safety monitoring process is interpreted and followed.
- 5 Food and beverage storage conditions are selected as per specific food and beverage type.
- 6 Food and beverage are stored as per environmental conditions
- 7 Storage food and beverage are controlled temperatures and frozen items is ensured remain during storage.
- 8 Equipment, surface and utensils is cleaned and sanitized as per workplace standard procedure
- 9 Appropriate containers are used.
- 10 Chipped and broken items are disposed and reported.
- 11 Food handling areas are maintained by avoiding animals and pests as per workplace procedures.



#### Learning Outcome 1.1- Interpret procedures for food safety.



#### Contents:

- Relevant documents.
- Food safety policies and procedures
- Food hazards and critical control points
- Food safety monitoring





### Assessment Criteria:

1. Relevant documents are identified and used according to organizational requirements.
2. Food safety policies and procedures are followed.
3. All food hazards and critical control points are identified.
4. Food safety monitoring process is interpreted and followed.



### Resource Required:

Students/trainees must be provided with the following resources:

- PPE: Apron, Gas Mask, Gloves, Safety shoes, Face mask, Goggles, Ear plugs, Scarf
- Required tools and equipment
- Required materials
- Cleaning agent
- Relevant workplace documents and instructions
- Paper
- Pen



### Learning Activity 1.1.1

Learning Activities	Resources / Special instructions / References
Interpret procedures for food safety.	<ul style="list-style-type: none"> <li>• Information sheets: 1.1.1</li> <li>• Self-Checks: 1.1.1</li> <li>• Answer keys: 1.1.1</li> <li>• <a href="https://doi.org/10.1016/S0740-0020(95)80084-0">https://doi.org/10.1016/S0740-0020(95)80084-0</a></li> <li>• <a href="https://en.wikipedia.org/wiki/Food_safety">https://en.wikipedia.org/wiki/Food_safety</a></li> </ul>



### Information Sheet 1.1.1

**Learning Objective:** Trainee will be able to Interpret procedures for food safety in a workplace.

**Relevant documents:**

Food and beverage services sector contributes a great deal to the profits in hospitality industry. With the increase in importance of business meetings, a range of personal and social events, a large number of customers visit catering establishments frequently. The food and beverage professionals tirelessly work to intensify customers' experience through their service.

The F&B Services providing businesses deliver food and beverages to their customers at a particular location (on-premise) such as hotel, restaurant, or at the customer's intended premises (off-premise).

### **Food safety policies and procedures:**

The Food Act 1984 aims to **reduce the incidence of foodborne illness** by ensuring that food manufactured, transported, sold, prepared and stored is safe, unadulterated, fit for human consumption and will not cause food poisoning. The five key principles of food hygiene, according to WHO, are:

- Prevent contaminating food with pathogens spreading from people, pets, and pests.
- Separate raw and cooked foods to prevent contaminating the cooked foods.
- Cook foods for the appropriate length of time and at the appropriate temperature to kill pathogens.
- Store food at the proper temperature.
- Use safe water and safe raw materials.

### **Food hazards and critical control points:**

To transform the traditional, largely qualitative hazard analysis critical control point (HACCP) system into a fully quantitative one, critical control points (CCPs) have been defined as 'operations (practices, procedures, processes, etc.) at which control should be exercised to achieve a quantifiable reduction in a hazard, or its stabilization, that leads to an acceptable, safe food product. An approach is presented here that permits identification of appropriate quantitative CCPs. It is based on a list of operations that are known to reduce or stabilize microbial populations in food processing. The relevant operations are determined for a particular food product. Then, it is established whether or not they can be utilized to reduce or stabilize a potential hazard. If their effect is not nullified by a subsequent operation, and if the hazard is controlled in a quantifiable and desired manner, quantitative CCPs can be identified. Examples of CCPs may include:

- Thermal process,
- Chilling,
- Chemical testing.
- Biological hazard detection.
- Formulation control,
- Testing product for physical hazards

### **Food safety monitoring process:**

Food safety monitoring is the mechanism by which we regularly check to see that food safety hazards are under control procedures are being correctly implemented and food safety compliance is followed. This type of monitoring is deeply embedded in food safety legislation around the world. HACCP & food safety plans

- Conduct a hazard analysis.
- Identify critical control points.
- Establish critical limits.
- Establish monitoring procedures.
- Establish corrective actions.
- Establish verification procedures.
- Establish record-keeping procedures.

#### **Individual Activity:**

Interpret procedures for food safety in a workplace.



### Self-Check Quiz 1.1.1

Write the correct Answer for the following question?

1. What are food safety procedures and policies?
2. What are the critical control points (CCPs)?
3. What steps need to be taken in a food safety monitoring process?



### Answer Key 1.1-1

1. The five key principles of food hygiene, according to WHO, are:
  - Prevent contaminating food with pathogens spreading from people, pets, and pests.
  - Separate raw and cooked foods to prevent contaminating the cooked foods.
  - Cook foods for the appropriate length of time and at the appropriate temperature to kill pathogens.
  - Store food at the proper temperature.
  - Use safe water and safe raw materials.
2. The critical control points (CCPs) are:
  - Thermal process,
  - Chilling,
  - Chemical testing.
  - Biological hazard detection.
  - Formulation control,
  - Testing product for physical hazards
3. HACCP & food safety plans-
  - Conduct a hazard analysis.
  - Identify critical control points.
  - Establish critical limits.
  - Establish monitoring procedures.
  - Establish corrective actions.
  - Establish verification procedures.
  - Establish record-keeping procedures.



## Learning Outcome 1.2- Interpret food and beverage storage procedure.



### Contents:

- Food and beverage storage conditions
- Store food and beverage as per environmental conditions
- Control temperatures of storage food and beverage and ensure frozen items.



### Assessment Criteria:

1. Food and beverage storage conditions are selected
2. Food and beverage are stored
3. Storage food and beverage are controlled temperatures and frozen items is ensured



### Resource Required:

Students/trainees must be provided with the following resources:

- Required PPE, tools and equipment.
- **Food:** Perishable items, Non-perishable items, and
- **Beverage:** Fresh fruit, Ice cream, Canned juice, soft drink and Water



### Learning Activity 1.2.1

Learning Activities	Resources / Special instructions / References
Interpret food and beverage storage procedure.	<ul style="list-style-type: none"> <li>• Information sheets: 1.2.1 to 1.2.2</li> <li>• Self-Checks: 1.2.1 to 1.2.2</li> <li>• Answer keys: 1.2.1 to 1.2.2</li> <li>• <a href="https://study.com/academy/lesson/food-beverage-storage-options-dry-refrigerated-frozen.html">https://study.com/academy/lesson/food-beverage-storage-options-dry-refrigerated-frozen.html</a></li> </ul>



## Information Sheet 1.2.1

**Learning Objectives:** Trainee will interpret food and beverage storage procedure.

**Food and beverage storage conditions**

There are three types of food storage options: dry storage refers to the storing of items which don't require a climate-controlled environment; refrigerated storage is defined as foods that require storage at a cool temperature, but not a freezing temperature; and frozen food storage, which are foods that are required.

Maintain dry storage temperatures between 50° and 70° F. Freezers must keep food frozen solid with an internal temperature of 0° F at most. Keep temperatures between 32° and 40° F in refrigeration units to prevent bacterial growth. Hot storage must keep food at a minimum of 140° F.

**Five (5) principles of safe food storage-**

- a) Keep high-risk food at 5 °C or below or above 60 °C to avoid the temperature danger zone and food poisoning.
- b) Store raw foods below cooked foods.
- c) Store food in suitable, covered containers.
- d) Avoid refreezing thawed foods.
- e) Check and observe the use-by dates on food products.
- f) Take special care with high-risk foods.

**Food and beverage are stored as per environmental conditions:**

Raw food and cooked food should be stored separately in the fridge. Bacteria from raw food can contaminate cold cooked food, and the bacteria can multiply to dangerous levels if the food is not cooked thoroughly again. Always store raw food in sealed or covered containers at the bottom of the fridge.

Food and supplies in dry storage areas should be stored 6" off the floor, away from walls, and kept at a temperature between: 50 to 70 degrees F at a humidity around 50%. ... An air temperature of 45 degrees F or below and kept in cold storage until they are used.

**Storage food and beverage are controlled temperatures and frozen items is ensured remain during storage:**

Always store perishable foods in the refrigerator at 40 °F or below or in the freeze at 0 °F or below. You can find refrigerator and freezer storage information, a cold storage chart at Basics for Handling Food Safely.

We recommend storing carbonated drinks in a cool, dark place for maximum freshness. The pantry is a great choice especially if you have a large stock that will otherwise take up too much space in the fridge. Here, unopened soda can last 6-9 months past its best-before date.

**Individual Activity:**

Watch the video on Food & Beverage Storage Options: Dry, Refrigerated & Frozen  
<https://study.com/academy/lesson/food-beverage-storage-options-dry-refrigerated-frozen.html>





### Self-Check Quiz 1.2.1

Check your understanding by answering the following questions:

1. What are the 3 types of food storage and how are they used?
2. What are 5 principles of safe food storage?
3. In which conditions must the food be stored?
4. How should food and supplies be stored in a dry storage area?
5. What temperature should food be stored at?
6. How do you store soft drinks?



### Answer Key 1.2.1

1. There are three types of food storage options: dry storage refers to the storing of items which don't require a climate-controlled environment; refrigerated storage is defined as foods that require storage at a cool temperature, but not a freezing temperature; and frozen food storage, which are foods that are required.
2. Five (5) principles of safe food storage-
  - a. Keep high-risk food at 5 °C or below or above 60 °C to avoid the temperature danger zone and food poisoning.
  - b. Store raw foods below cooked foods.
  - c. Store food in suitable, covered containers.
  - d. Avoid refreezing thawed foods.
  - e. Check and observe the use-by dates on food products.
  - f. Take special care with high-risk foods.
3. Raw food and cooked food should be stored separately in the fridge. Bacteria from raw food can contaminate cold cooked food, and the bacteria can multiply to dangerous levels if the food is not cooked thoroughly again. Always store raw food in sealed or covered containers at the bottom of the fridge.
4. Food and supplies in dry storage areas should be stored 6" off the floor, away from walls, and kept at a temperature between: 50 to 70 degrees F at a humidity around 50%. ... An air temperature of 45 degrees F or below and kept in cold storage until they are used.
5. Always store perishable foods in the refrigerator at 40 °F or below or in the freeze at 0 °F or below. You can find refrigerator and freezer storage information, a cold storage chart at Basics for Handling Food Safely.
6. We recommend storing carbonated drinks in a cool, dark place for maximum freshness. The pantry is a great choice especially if you have a large stock that will otherwise take up too much space in the fridge. Here, unopened soda can last 6-9 months past its best-before date.



### **Learning Outcome 1.3- Maintain a clean environment**



#### **Contents:**

- Clean and sanitize equipment, surface and utensils.
- Use containers
- Dispose chipped and broken items and report.
- Food handling areas.



#### **Assessment Criteria:**

1. Equipment, surface and utensils is cleaned and sanitized
2. Appropriate containers are used.
3. Chipped and broken items are disposed and reported
4. Food handling areas are maintained by avoiding animals and pests



#### **Resource Required:**

Students/trainees must be provided with the following resources:

- Required PPE, tools and equipment
- Documents
- Cleaning agent
- Chinaware
- Glass ware
- Earth ware



#### **Learning Activities 1.3.1**

<b>Learning Activities</b>	<b>Resources / Special instructions / References</b>
Maintain a clean environment	<ul style="list-style-type: none"> <li>• Information sheets: 1.3.1 to 1.3.2</li> <li>• Self-Checks: 1.3.1 to 1.3.2</li> <li>• Answer keys: 1.3.1 to 1.3.2</li> <li>• <a href="https://edis.ifas.ufl.edu/publication/FS077">https://edis.ifas.ufl.edu/publication/FS077</a></li> <li>• <a href="https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_quick_guide.htm">https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_quick_guide.htm</a></li> <li>• <a href="https://www.foodandbeverageknowledge.com/2021/01/food-and-beverage-service-equipment.html">https://www.foodandbeverageknowledge.com/2021/01/food-and-beverage-service-equipment.html</a></li> </ul>



## Information Sheet 1.3.1

**Learning Objective:** Trainee will be able how to maintain a clean environment.

### **Cleaning:**

Cleaning is the complete removal of food soil using appropriate detergent chemicals under recommended conditions. It is important that personnel involved have a working understanding of the nature of the different types of food soil and the chemistry of its removal.

### **Cleaning Methods:**

Equipment can be categorized with regard to cleaning method as follows:

- **Mechanical Cleaning:** Often referred to as clean-in-place (CIP). Requires no disassembly or partial disassembly.
- **Clean-out-of-Place (COP):** Can be partially disassembled and cleaned in specialized COP pressure tanks.
- **Manual Cleaning:** Requires total disassembly for cleaning and inspection.

### **Sanitization:**

It is important to differentiate and define certain terminology:

- **Sterilize** refers to the statistical destruction and removal of all living organisms.
- **Disinfect** refers to inanimate objects and the destruction of all vegetative cells (not spores).
- **Sanitize** refers to the reduction of microorganisms to levels considered safe from a public health viewpoint.

Appropriate and approved sanitization procedures are processes, and, thus, the duration or time as well as the chemical conditions must be described. The official definition (Association of Official Analytical Chemists) of sanitizing for food product contact surfaces is a process which reduces the contamination level by 99.999% (5 logs) in 30 sec.

The official definition for non-product contact surfaces requires a contamination reduction of 99.9% (3 logs). The standard test organisms used are *Staphylococcus aureus* and *Escherichia coli*.

General types of sanitizations include the following:

- **Thermal Sanitization** involves the use of hot water or steam for a specified temperature and contact time.
- **Chemical Sanitization** involves the use of an approved chemical sanitizer at a specified concentration and contact time.

### **Containers**

Materials that have traditionally been used in food packaging include glass, metals (aluminum, foils and laminates, tinplate, and tin-free steel), paper and paperboards, and plastics.



### Chipped and broken items are disposed and reported

They can also be broken and then spun to smooth the edges for use as gravel. You may also consider using broken ceramics and crockery to make a mosaic artwork. If these are not viable options, then broken and chipped items should be wrapped and placed into your waste to landfill bin (red or blue lid).

If dishes are broken, or have bad chips, cracks or stains, toss them. Wrap any sharp edges or pieces in newspaper, place them in a plastic bag, label them as “broken glass,” and throw them away. Broken glass is never recyclable because it's a hazard for sanitation workers to handle it.



### Food handling areas:

Keep all food off the floor in sealed containers that are not accessible by pests. Block off all holes in the premises that may afford access to rodents with a hard, gnaw resistant material. Block all gaps under doors and fit pest screens to doors and windows that may be left open.

Basic practices to prevent access to food and water are:

- keep doors closed when not in use;
- remove spillages quickly;
- keep garbage storage areas clean and containers shut;
- garbage containers should be bird proof;
- remove any standing water where possible;



#### **Individual Activity:**

- Watch the slide players; <https://slideplayer.com/slide/4419928/>



### **Self-Check Quiz 1.3.1**

Check your understanding by answering the following questions:

1. What is the cleaning method?
2. Why sanitization is important?
3. Could you explain general sanitization?
4. Which materials are used as containers of food and beverage?
5. How do you dispose of broken or chipped glassware?
6. How do you dispose of broken dishes?
7. How do food handlers avoid pests?
8. How can you control pests in the food processing area?



## Answer Key 1.3.1

1. The Cleaning methods are-
  - a. Mechanical Cleaning: Often referred to as clean-in-place (CIP). Requires no disassembly or partial disassembly.
  - b. Clean-out-of-Place (COP): Can be partially disassembled and cleaned in specialized COP pressure tanks.
  - c. Manual Cleaning: Requires total disassembly for cleaning and inspection.
  
2. Sanitization is important to differentiate and define certain terminology:
  - Sterilize refers to the statistical destruction and removal of all living organisms.
  - Disinfect refers to inanimate objects and the destruction of all vegetative cells (not spores).
  - Sanitize refers to the reduction of microorganisms to levels considered safe from a public health viewpoint.
  
3. General types of sanitizations include the following:
  - Thermal Sanitization involves the use of hot water or steam for a specified temperature and contact time.
  - Chemical Sanitization involves the use of an approved chemical sanitizer at a specified concentration and contact time.
  
4. Materials that have traditionally been used in food packaging include glass, metals (aluminum, foils and laminates, tinplate, and tin-free steel), paper and paperboards, and plastics.
  
5. They can also be broken and then spun to smooth the edges for use as gravel. You may also consider using broken ceramics and crockery to make a mosaic artwork. If these are not viable options, then broken and chipped items should be wrapped and placed into your waste to landfill bin (red or blue lid).
  
6. If dishes are broken, or have bad chips, cracks or stains, toss them. Wrap any sharp edges or pieces in newspaper, place them in a plastic bag, label them as "broken glass," and throw them away. Broken glass is never recyclable because it's a hazard for sanitation workers to handle it.
  
7. Keep all food off the floor in sealed containers that are not accessible by pests. Block off all holes in the premises that may afford access to rodents with a hard, gnaw resistant material. Block all gaps under doors and fit pest screens to doors and windows that may be left open.
  
8. Basic practices to prevent access to food and water are:
  - keep doors closed when not in use;
  - remove spillages quickly;
  - keep garbage storage areas clean and containers shut;
  - garbage containers should be bird proof;
  - remove any standing water where possible;



## Assessment Plan

Module-1	Written test	Performance test	Observation	Oral test	Portfolio	Third party report	Discussion	Project	Weekly/Final report	Remarks
LO-1	√		√	√			√			
LO-2	√		√	√			√			
LO-3	√		√	√			√			



## Review of Competency

### Final Checklist

For the performance criteria of the module apply food safety procedure is given below:

Performance Criteria	Yes	No
1. Relevant documents are identified and used according to organizational requirements.	<input type="checkbox"/>	<input type="checkbox"/>
2. Food safety policies and procedures are followed.	<input type="checkbox"/>	<input type="checkbox"/>
3. All food hazards and critical control points are identified.	<input type="checkbox"/>	<input type="checkbox"/>
4. Food safety monitoring process is interpreted and followed.	<input type="checkbox"/>	<input type="checkbox"/>
5. Food and beverage storage conditions are selected as per specific food and beverage type.	<input type="checkbox"/>	<input type="checkbox"/>
6. Food and beverage are stored as per environmental conditions	<input type="checkbox"/>	<input type="checkbox"/>
7. Storage food and beverage are controlled temperatures and frozen items is ensured remain during storage.	<input type="checkbox"/>	<input type="checkbox"/>
8. Equipment, surface and utensils is cleaned and sanitized as per workplace standard procedure	<input type="checkbox"/>	<input type="checkbox"/>
9. Appropriate containers are used.	<input type="checkbox"/>	<input type="checkbox"/>
10. Chipped and broken items are disposed and reported.	<input type="checkbox"/>	<input type="checkbox"/>
11. Food handling areas are maintained by avoiding animals and pests as per workplace procedures.	<input type="checkbox"/>	<input type="checkbox"/>

Now, I feel ready to undertake my formal competency assessment.

Signed:

Date:

## Module 2: Perform opening-closing activities for restaurant

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### MODULE CONTENT

**Module Descriptor:** This module covers the knowledge, skills, and attitudes required to perform opening-closing activities for restaurant. It specifically includes preparing tools, equipment and premises, preparing restaurant for service and carrying out closing tasks.

**Nominal Duration:** 32 hours



### Learning Outcomes:

After completing this module, trainee/student must be able to:

- 2.1 Prepare tools, equipment and premises.
- 2.2 Prepare restaurant for service.
- 2.3 Carry out closing tasks.



### Performance Criteria

1. Occupational Safety and Health (OSH) is followed as per workplace standard
2. Tools, equipment and facilities are identified for service.
3. Tools and Equipment are cleaned and prepared for service.
4. Dining/restaurant area is cleaned and checked for cleanliness prior to service.
5. Daily opening checklist is collected as per job requirement.
6. Service stations are stocked with supplies for service
7. Restaurant set up is performed in accordance with workplace standards and booking requirements
8. In-house guest list is collected as per requirement
9. Mise-en-place are performed as per job requirement
10. Equipment is turned on and kept ready in the dining area
11. Condiments and sauce bottles are refilled
12. Menu and daily special items are collected from chef.
13. Soiled cutlery, crockery, glassware and others equipment are cleaned and stored in the designated area.
14. Soiled linen is sent to laundry and fresh linen is collected.
15. Waste food is disposed as per standard procedure.
16. Inventory is maintained as per level.
17. Requisition is prepared for the next day.
18. Electrical appliances are switched off as required.
19. Door and window are locked if required.



## Learning Outcome 2.1 Prepare tools, equipment and premises.



### Contents:

- Occupational Safety and Health (OSH).
- Tools, equipment and facilities.
- Clean tools and equipment.
- Clean and check dining/ restaurant area.



### Assessment Criteria:

1. Occupational Safety and Health (OSH) is followed.
2. Tools, equipment and facilities are identified.
3. Tools and Equipment are cleaned and prepared.
4. Dining/restaurant area is cleaned and checked for cleanliness prior to service.



### Resource required:

Students/ trainees must be provided with the following resources:

- Service tray stands
- Food Display
- Refrigerators/chillers
- Coffee makers/machines
- Toaster
- Juicer
- Ice machine
- Air condition
- Sound system
- Point of sales (POS)
- Furniture
- Service equipment
- Telephone/Intercom
- Napkins
- Menu folders
- Order slips
- Condiments
- Toothpicks
- Table cloth/ placemats
- Cruet set (Salt and pepper shakers)
- Ala carte
- Buffet set-up
- Pre-set menu
- Breakfast
- Lunch
- Dinner
- Dry foods
  - Coffee
  - Sugar
  - Milk
- Drinks
- Unused linen
- Table accompaniments and condiments



## Learning Activities 2.1.1

Learning Activities	Resources / Special instructions / References
Prepare tools, equipment and premises.	<ul style="list-style-type: none"> <li>• Information sheets: 2.1.1</li> <li>• Self-Checks: 2.1.1</li> <li>• Answer keys: 2.1.1</li> <li>• Job sheet: 2.1.1</li> <li>• Job sheet: 2.2.1</li> <li>• Specification sheet: 2.1.1</li> </ul>



## Information Sheet 2.1.1

**Learning Objectives:** Trainee will prepare tools, equipment and premises.

### Introduction: Observe OSH

Before you begin to prepare to open and then close for restaurant, you must check your work area for potential hazards, wear PPE and wash your hands thoroughly using soap and clean water.

### PPE: Personal Protective Equipment

It is most important that people working in the restaurant should wear suitable clothing and footwear. As a host, server, or valet in the restaurant industry, choosing the right footwear and clothing can help keep you comfortable and protect you from slips and falls, burns and scalds, and sprains and strains. Suitable clothing must be;

- Protective
- Washable
- Light/Weight
- Strong
- Absorbent

### Foot Protection

The footwear you wear must be appropriate for the type of work you do and be maintained in good condition.

- To prevent slips, trips, and falls on floors SIIG With food, water, grease, or oil, wear footwear with slip-resistant soles.

### Hand protection

- When handling hot dishes, plates, or trays, use hand protection such as hand wash, dry cloths, gloves, tissue

### Protective clothing

- If you work inside the restaurant, for example serving apron, napkin, trouser, wear appropriate clothing and footwear for the conditions.

**Waiters Friend:** A type of corkscrew having a folding design and including a small blade resembling

a pocket knife.

**Pad and Pencil:** Pad and pencil are important for taking order from guest.



### Introduction

Staff working in a food and beverage facility will be responsible for checking the food and beverage area prior to opening/service to ensure its cleanliness and, where required, taking corrective action. Keeping your restaurant area clean means:

- No food poisoning
- Happy customer
- Good word of mouth
- Return guest
- More money in your pocket

### Cleaning

Dining and eating area cleanliness is necessary for safety reasons and to maintain the overall appearance of the establishment. **Dust and clean** from top to bottom. **Mop** all tiled areas to establishment standards.

**Vacuum carpeted areas** from entrance to the restaurant, right up to the kitchen entrance/exit doors.



### Floor Plan/Table Positioning

The floor plan of any restaurant is dictated by the number of covers required and the style and type of service being offered. Key points for consideration:

- Positioning** of each table to allow sufficient space between tables for the movement of service staff and guests' comfort.



**Space** between tables to allow for guests wishing to have private conversations e.g, courting couple, business dinner etc.

**Table positions** are free from kitchen noise and the coming and going of service staff.

**Minimum space** between two tables is 1.8 metres.

**Minimum space** between the back of the chairs on one table to the next is 0,9 metres **Minimum space** between the table and a wall or other construction is 0,45 metres.

**Chairs** should not be facing a wall, toilets or kitchen.

**Chairs** should be away from sideboards, plants, doors, or other impediments and hindrances.



## □ **Setting the Mood**

Setting the right mood for each service is important. The mood/atmosphere should reflect the time of day, location and desired effect. Key points to remember:

**Lighting** - bright during the day and subdued and/or candlelight in the evenings.

**Background music** - unobtrusive, appropriate for the occasion, B mixture of instrumental and romantic ballads, sung or played by various artists.



**Decor** - plays an important role in setting the right mood for a diverse range of customers.

**Temperature** - adjust the temperature depending on the outside temperature, cool down or heat the room.

### ***Cutlery, Linen, Crockery and Equipment for Service Linen***

Most traditional, up-market and hotel restaurants Still use linen to create the right mood and to project an image of a fine dining restaurant. If Linen is used the service staff would need to take note of the following points:

**Overlays or slip cloths** are placed on top of the base cloth.



**Under-lays** are placed under the base cloths to pad the table, resulting in a excellent finish and feel.



and slip table with

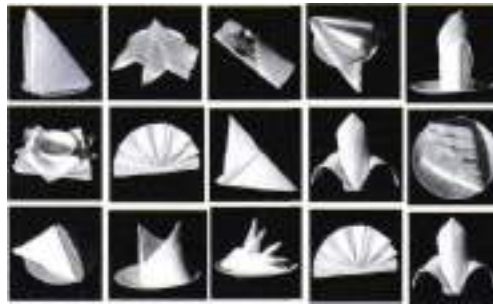


**Napkins/serviettes** are often

made



from the same material as the tablecloth. Linen napkins present a professional image to diners.



**Prepare cutlery**

A wide range of cutlery can be used in a food and beverage facility: the following are commonly used items:

<b>Cutlery Chart</b>	
Large Knife Main course	Large Spoon Serving.
Small Knife — Entree course, buttering, pate, cheese and fruit	Medium Spoon Desserts and pasta.
Steak knife Steak	Soup Spoon (round) - Soup.
Fish Knife Fish (and some seafood items) Lifting delicate items	Small Spoon (tea) Teas, coffee, prawn cocktails, ice cream, sugar cups and sorbets.
Cheese Knife	Parfait Spoon (long handle) Desserts and ice cream.

<b>Cutlery Chart</b>	
Carving knife- Slicing roast and cutting large items	Escargot Tongs — Snails.
Bread Knife- Slicing bread and rolls	Lobster Picks Lobster/crayfish.
Large Fork- Main course and serving	Lobster Cracker Lobster/ crayfish
Small Fork- Entree, pasta, salad, dessert and fruit	Gateau Slice Cakes and flans
Fish Fork- Oysters and prawn cocktails	Ladle- Soup and sauces

**Prepare crockery**

The type of crockery used by an establishment can vary depending on the menu items offered, the style of service provided and the required image the property wishes to create. Crockery may be „badged with the name of the venue, or be unbadged. Standard types of crockery are:






Crockery Chart	
Side Plate	Cappuccino Set
Fruit Plate	Tall Tea Cup
Dessert Plate	Stackable Set
Entrée Plate	Coffee Set
Main Plate	Saucers
Show Plate	Tea Pot
Platter	Coffee Pot
Soup Bowl	Consommé Bowl
Breakfast Bowl	Bouillon Cup
Cloche/Dome	Salad bowl
Soup Tureen	Salt and Pepper Grinders

**Check and prepare equipment for service**

Various pieces of equipment need to be used during the service of a meal shift, and all these should be checked for cleanliness and correct operating efficiency before service sessions commence. Number of equipment's are using in food service industry. It includes:

Sugar Bowl	Sauce Boat
Milk Jug	Escargot Plate
Bud Vase	Oyster Plate

Various pieces of equipment need to be used during the service of a meal shift, and all these should be checked for cleanliness and correct operating efficiency before service sessions Commence. Number of equipment's are using in food service industry. It includes

Coffee machines	
Tea making facilities	
Bain-maries	
Toasters	
Cash register station	



### Self-Check Quiz 2.1.1

1. What are the areas need to be cleaned in dining/restaurant areas for food and beverage service?
2. Write down some Personal Protective Equipment (PPE) for food and beverage service personnel
3. What is the minimum space between tables?
4. What is the minimum between the back chairs on the table to the next?
5. What is the minimum space between the table & wall or other constrain?
6. **Overlays or slip cloths** are placed on top of the base cloth
  1. False 2. False
7. **Under-lays** are placed under the base and slip cloths to pad the table, resulting in a table with an excellent finish and feel
  1. False 2. False
8. **Napkins/serviettes** are often made from the same material as the tablecloth. Linen napkins present a professional image to diners
  1. False 2. False
9. List some cutleries which is used in the restaurant
10. List some crockery for restaurant service



## Answer Sheet 2.1.1

1. What are the areas need to be cleaned in dining/restaurant areas for food and beverage service?
  - Dust and clean from top to bottom
  - Mop all tiled areas to establishment standards
  - Vacuum carpeted areas from entrance to the restaurant, right up to the kitchen entrance/exit doors
  - Positioning of table and chairs
  
2. Write down some Personal Protective Equipment (PPE) for food and beverage service personnel
  - Foot protection
  - Hand protection
  - Hand clothing
  - Napkins
  
3. What is the minimum space between tables?  
(a) 2.9            (b) 1.8            (c) 1.9            (d) 1.7
  
4. What is the minimum between the back chairs on the table to the next?  
(a) 0.8            (b) 1.8            (c) 0.9            (d) 0.7
  
5. Minimum space between the table & wall or other constrain is: .45 meters  
(a) 0.45 (b) 0.70 (c) 0.25 (d) 0.21
  
6. Overlays or slip cloths are placed on top of the base cloth  
(a) True            (b) False
  
7. Under-lays are placed on top of the base and slip cloths to pad the table, resulting in a table With an excellent finish and feel  
(a) True            (b) False
  
8. Napkins/serviettes are often made from the same material as the tablecloth. Linen napkins present a professional image to diners  
(a) True            (b) False
  
9. List some cutleries which is used in the restaurant
  - Join Knife
  - Join Fork
  - Soupspoon
  - Fish fork
  - Dessert spoon
  - Steak knife
  - Teas spoon
  - Soup ladle
  
10. List some crockery for restaurant service
  - Bread and butter plate
  - Main Service plate
  - Soup bowl
  - Coffee pot
  - Tea pot
  - Saucer
  - Coffee set
  - Entrée plate
  - Sauce boat



## Job Sheet 2.1.1

Identification of tools and equipment for restaurant services

	<p>Name:</p>  <p>Function:</p>
	<p>Name:</p>  <p>Function:</p>
	<p>Name:</p>  <p>Function:</p>
	<p>Name:</p>  <p>Function:</p>
	<p>Name:</p>  <p>Function:</p>



## Job Sheet 2.2.1

### How to check dining area for service

The dining room is typically the first area patrons see when they enter a restaurant. Many visitors may decide to leave if the dining room appears unsanitary. The following areas need to check before the operation.

- Cleaning
- Floor Plan Table Positioning
- Setting the Mood
- Cutlery, Linen, Crockery and Equipment for Service
- Linen
- Prepare cutlery
- Prepare crockery
- Check and prepare equipment for service

### Specification Sheet-2.1.1

<b>PPE (Personal Protective Equipment)</b>	<b>Quantity</b>
Waiters Shoe	1 pair
Apron	1 pc
Napkin	1 pc
Waiters Dress	1 pc

<b>Tools, Equipment &amp; Utensils</b>	<b>Quantity</b>
Large knife	As required
Large spoon	As required
Small knife	As required
Medium spoon	As required
Fish knife	As required
Small knife	As required
Cheese knife	As required
Caring knife	As required
Escargot tongs	1 pc
Bread knife	1 pm
Large fork	As required
Small fork	As required

Gateau slice	As required
Side plate	As required
Cappuccino set	As required
Fruit plate	As required
Tall tea cup	As required
Dessert plate	As required
Entrée plate	As required
Main plate	As required
Show plate	As required





## Learning Outcome 2.2 Prepare restaurant for service.



### Contents:

- Daily opening checklist.
- Service stations
- Restaurant set up
- In-house guest list
- Mise-en-place
- Equipment
- Condiments and sauce bottles
- Menu and daily special items



### Assessment Criteria:

1. Daily opening checklist is collected.
2. Service stations are stocked with supplies
3. Restaurant set up is performed in accordance with workplace standards
4. In-house guest list is collected
5. Mise-en-place are performed
6. Equipment is turned on and kept ready in the dining area
7. Condiments and sauce bottles are refilled
8. Menu and daily special items are collected from chef.



### Resource Required:

Students/trainees must be provided with the following resources:

- Service tray stands
- Food Display
- Refrigerators/chillers
- Coffee makers/machines
- Toaster
- Juicer
- Ice machine
- Air condition
- Sound system
- Point of sales (POS)
- Furniture
- Service equipment
- Telephone/Intercom
- Napkins
- Menu folders
- Order slips
- Condiments
- Toothpicks
- Table cloth/ placemats
- Cruet set (Salt and pepper shakers)
- Ala carte
- Buffet set-up
- Pre-set menu
- Breakfast
- Lunch
- Dinner
- Dry foods
  - Coffee
  - Sugar
  - Milk

- Drinks
- Unused linen

- Table accompaniments and condiments



### Learning Activities 2.2.1

Learning Activities	Resources / Special instructions / References
<b>Prepare restaurant for service</b>	<ul style="list-style-type: none"> <li>• Information sheets: 2.2.1</li> <li>• Self-Checks: 2.2.1</li> <li>• Answer keys: 2.2.1</li> <li>• Job Sheet 2.2.1</li> <li>• Specification sheet 2.2.1</li> </ul>



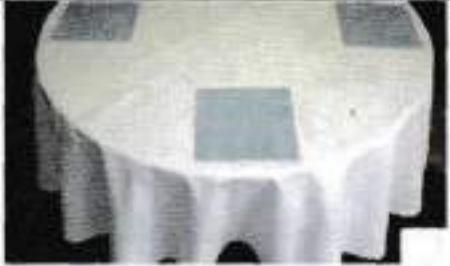


## Information Sheet 2.2.1

**Learning Objectives:** Trainee will prepare restaurant for service.

### Cover

One of the terms very often used in the hospitality industry is a cover. There are two definitions of a cover used in a restaurant service environment: **A la carte setting**

In a la carte dining, you don't not know what the customers will order and therefore a standard setting (cover) is used and adjusted once the customer's order is taken. When a restaurant is busy the tables have to be reset as they are vacated.

01 Centre Guide	The serviette is called the centre guide	
<i>Main Knife</i>	Lay the Main knife into position about 3cm to the right of the serviette and 1cm in from the edge of the table, facing the cutting edge to the left.	
03 <i>Main Fork</i>	Place the main fork 3cm to the left of the serviette and 1 cm in from the edge of the table	

## □ Table d'hote setting

A table d'hote menu is a menu that has a set price for a number of courses. „Table d'hote means,, table of the host. The setting for this menu would be:

01 Centre Guide	Place the serviette as the Centre guide
02 Main Knife	Lay the main knife into position about 3cm to the right of the serviette and 1cm in from the edge of the table
03 Main Fork	Lay the main fork 3cm to the left of the serviette and 1cm in from the edge of the table
04 Fish Knife	Place the fish knife to the right of the main knife, leaving a 1.5cm distance between the handles
05 Fish Fork	Place the fish for to the left of the main fork, leaving a 1.5 cm meters distance
06 Soup Spoon	Place the soup spoon to the right of the knife, leaving 2.5 cm distance
07 Side Plate	Position the side plate 1.5cm to the left of the fish fork
08 Side Knife	Place the side knife to the right-hand side on the side plate to allow room for a bread roll (facing the cutting edge to the left side)
09 Dessert Spoon	Place the spoon sideways (horizontally) 6cm above the centre guide, facing the handle to the right
10 Dessert Fork	Lay the dessert fork sideways (horizontal) 2.5cm underneath the dessert spoon, facing the handle to the left. Ensure the ends are lined up with one another
11 Glasses	Champagne glass with soup, white wine glass with fish, red wine glass with lamb and dessert glass with chocolate cake. These are placed above the spoon
12 Serviette Fold	Fold the serviette in the desired shape and position it in the centre of the cover
13 Table Accompaniments	Place table accompaniments. cruets, vase etc. on the table according to house policy

## □ Function settings

Settings for functions may be simple working lunches through to elaborate weddings. The hospitality industry can deliver a range of different function styles for customers including:

- Breakfasts
- Lunches
- Dinners
- Seminars, workshops and conferences
- Cocktail parties

- General parties- birthdays, celebrations of various sorts
- Weddings/receptions
- Anniversaries
- 21<sup>st</sup> birthday parties
- Product launches and distributor functions
- School formal, annual dinners and dinner dances
- Annual general meetings
- Training seminars

#### **Daily specials**

Every food and beverage establishment will have a specific focus in which most or all of its dishes centred around. This could include specific:

- Themes
- Cuisines
- Specials of the day
- Promotions
- Favorites or popular items.

Nationally the setting selected and range of crockery, cutlery and crockery chosen will reflect these dishes.

#### **Side station or Dummy Waiter**

The side station is also called the dummy waiter or service console. This is a very important Piece of furniture in a restaurant. It is used by the service staff for keeping all the service equipment at one place.

The following service equipment can be stored in a side station.

- Salvers
- Creamers
- Wine chiller and stand
- Coffeepots
- Teapots
- Ice buckets and tongs
- Fingerbowls
- Cruet sets
- Sugar bowl and tongs
- Soup ladles
- Butter dishes
- Bottle and wine openers
- Cigar cutters
- Breadbaskets

#### **Mise-en-place of tools for service**

Mise-en-place, the French term means to “putting in place” is attributed to the preparation of a work place for ultimate smooth service. It is widely used in the food and beverage service department in everyday hotel operations. Before service commences, the staff should ensure that the station is in total readiness to receive guests. Butter, condiments and accompaniments for service should be kept ready for use when needed.



### Self-Check Quiz 2.2.1

1. What do you mean by mise-en-place?
2. What are the utensils are used for a-la-carte setting?
3. What are the utensils used for table d'hote setting?
4. List some functions in the restaurant service
5. List out some side stations tools



### Answer Key 2.2.1

1. What do you mean by mise-en-place?

Answer: Mise-en-place, the French term means to “putting in place” is attributed to the preparation of a work place for ultimate smooth service.

2. What are the utensils are used for a-la-carte setting?

- Centre guide
- Main knife
- Main fork
- Side plate
- Glasses

3. What are the utensils used for table d’hote setting?

- Centre Guide
- Main Knife
- Main Fork
- **Fish Knife**
- Fish Fork
- Soup Spoon
- Side Plate
- Side Knife
- Dessert Spoon
- Dessert Fork
- Glasses
- Serviette Fold
- Table Accompaniments

4. List some functions in the restaurant service

- Breakfasts
- Lunches
- Dinners
- Seminars, workshops and conferences

- Cocktail parties
  - General parties — birthdays, celebrations of various sorts
  - Weddings/receptions
5. List out some side stations tools
- Salvers
  - dreamers
  - Wine chiller and stand



### Job Sheet-2.2.1

#### Prepare the restaurant for service

When discussing how many guests a restaurant or dining room will seat or how many guests will be attending a certain function, the guests are referred to as covers or pax (passengers - guests). When the covers are confirmed or how many guest will be covered then time to prepare the cutlery, flatware, crockery, glassware and linen necessary to lay a certain type of Single place setting for a specific type of service.

These are

- A la carte setting
- Table d'hote setting
- Function settings
- Daily specials

#### Specification Sheet-2.2.1

For A-la-carte menu	Quantity
Centre guide	As required
Main knife	As required
Main fork	As required
Side plate	As required
Glasses	As required

For table d'hote setting	Quantity
Centre Guide	As required
Main Knife	As required

Main Fork	As required
Fish Knife	As required
Fish Fork	As required
Soup Spoon	As required
Side Plate	As required
Side Knife	As required
Dessert Spoon	As required
Dessert Fork	As required
Glasses	As required
Serviette Fold	As required
Table Accompaniments	As required
Serviette Fold	As required

<b>For side station tools</b>	<b>Quantity</b>
Salvers	As required
Creamers	As required
Wine chiller and stand	As required
Coffee pots	As required
Teapots	As required





## **Learning Outcome 2.3 Carry out closing tasks.**



### **Contents:**

- Soiled cutlery, crockery, glassware and others equipment are cleaned and stored
- Soiled linen is sent to laundry and fresh.
- Waste food is disposed.
- Inventory is maintained.
- Requisition.
- Electrical appliances are switched off.
- Door and window.



### **Assessment Criteria:**

1. Soiled cutlery, crockery, glassware and others equipment are cleaned and stored in the designated area.
2. Soiled linen is sent to laundry and fresh linen is collected.
3. Waste food is disposed.
4. Inventory is maintained.
5. Requisition is prepared for the next day.
6. Electrical appliances are switched off as required.
7. Door and window are locked if required.



### **Resources Required:**

Students/trainees must be provided with the following resources:

- Service tray stands
- Food Display
- Refrigerators/chillers
- Coffee makers/machines
- Toaster
- Juicer
- Ice machine
- Air condition
- Sound system
- Point of sales (POS)
- Furniture
- Service equipment
- Telephone/Intercom
- Napkins
- Menu folders
- Order slips
- Condiments
- Toothpicks
- Table cloth/ placemats
- Cruet set (Salt and pepper shakers)
- Ala carte
- Buffet set-up
- Pre-set menu
- Breakfast
- Lunch
- Dinner
- Dry foods
  - Coffee
  - Sugar
  - Milk
- Drinks
- Unused linen
- Table accompaniments and condiments



## Learning Activities 2.3.1

Learning Activities	Resources / Special instructions / References
Carry out closing tasks	<ul style="list-style-type: none"><li>• Information sheets: 2.3.1</li><li>• Self-Checks: 2.3.1</li><li>• Answer keys: 2.3.1</li><li>• Job Sheet-2.3.1</li><li>• Specification Sheet-2.3.1</li></ul>



## Information Sheet 2.3.1

**Learning Objectives:** Trainee will carry out closing tasks.

### **Cleaning glassware, crockery and cutlery**

You may or may not be required to clean dishes, glasses etc. that have been used as part of the service process. There is a wide variation between premises in this regard. Other properties will require you to undertake the entire cleaning process for crockery, cutler, glassware etc.

### **Glasses and glassware**

The basic procedure is to use a glass washing machine with the procedure being:

- Empty glasses and other containers of all contents
- Load the glasses into a glass washing tray. They have to be put in upside down Points to note regarding the glass washing machine are:
- The correct wash cycle is chosen— where options exist
- No slices of lemon etc. are allowed to block up the plug hole in the glass washing machine

### **Crockery and cutlery**

Most premises use a dish washing machine to wash crockery and cutlery and machine specific training be provided to you on the job.

The basic cleaning procedure is:

Remove visible food debris. For example, scrape the plates

- Rinse warm water to remove loose dirt
- Wash with a detergent
- Rinse again to remove the detergent and debris



The procedure for washing eating utensils and dishes by machine is as follows:  
Scrape and rinse items prior to stacking in trays. USA the right racks for the right items

- Wash for a minimum of 60 seconds at a temperature between 66°C and 71 °C
- Rinse for a minimum of 10 seconds at a temperature of at least 77°C.
- In some circumstances there will be no dishwashing machine. This is common 1n small Businesses, and it is quite legal to use a double bowl sink providing certain requirements are observed.
- A thermometer must be on hand to check water temperature



### Self-Check Quiz-2.3.1

1. Steps to maintaining a clear and clean restaurant?
2. What are the stages of cleaning crockery and cutlery
3. What are the points to remember when washing glasses?



### Answer Key-2.3.1

1. Why need to maintain clean and clear restaurant?

Once all the main end of shift tasks have been completed, it is now time to ensure that the Service area and items are clean and tidy for the next shift.

2. What are the stages of cleaning crockery and cutlery

- Rinse with warm water to remove loose dirt
- Wash with a detergent
- Rinse again to remove the detergent and debris
- Apply a sanitizer. Sanitizers are chemicals designed to kill bacteria
- Rinse to remove the sanitizer
- Allow to air dry.

3. What are the points to remember when washing glasses?

- The correct wash cycle is chosen
- No slices of lemon etc. are allowed to block up the plug hole in the glass washing machine
- The temperature of the water being used is a minimum of 70°C
- The machine is being supplied with the appropriate glass washing detergent, appropriately diluted (where applicable).



### Job Sheet-2.3.1

- What are the steps to maintaining a clear and clean outlet?
- Regularly clean and maintain the premises
  - Control pests and vermin
  - Implement a daily cleaning schedule
  - Maintain and clean
  - Maintain food or beverage preparation and service areas at the highest hygiene
  - Follow correct food storage procedures
  - Follow correct garbage removal procedures
  - Follow your workplace no smoking requirements
  - Do not smoke in food preparation and storage areas.

### Specification Sheet-2.3.1

Equipment	Quantity
Cleaning	As required
Sink	1 pc
Dish washer	1 pc
Napkin	As required
Hot water	As required
Jar (hot water)	As required
Scrubber	As required
Garbage bin	As required
Cutlery, Crockery, Dishwasher rack	As required



**Assessment Plan:**

Module-2	Written test	Performance test	Observation	Oral test	Portfolio	Third party report	Discussion	Project	Weekly/Final report	Remarks
LO-1	✓		✓	✓			✓			
LO-2	✓		✓	✓			✓			
LO-3	✓		✓	✓			✓			



## Review of Competency

### Final Checklist

Below is your performance criteria checklist for module **perform opening and Closing procedure of Restaurant**.

Assessment Performance Criteria	Yes	No
1.1 Occupational Safety and Health (OSH) is followed as per workplace standard	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Tools, equipment and facilities are identified for service.	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Tools and Equipment are cleaned and prepared for service.	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Dining/restaurant area is cleaned and checked for cleanliness prior to service.	<input type="checkbox"/>	<input type="checkbox"/>
2.1 Daily opening checklist is collected as per job requirement.	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Service stations are stocked with supplies for service	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Restaurant set up is performed in accordance with workplace standards and booking requirements	<input type="checkbox"/>	<input type="checkbox"/>
2.4 In-house guest list is collected as per requirement	<input type="checkbox"/>	<input type="checkbox"/>
2.5 Mise-en-place are performed as per job requirement	<input type="checkbox"/>	<input type="checkbox"/>
2.6 Equipment is turned on and kept ready in the dining area	<input type="checkbox"/>	<input type="checkbox"/>
2.7 Condiments and sauce bottles are refilled	<input type="checkbox"/>	<input type="checkbox"/>
2.8 Menu and daily special items are collected from chef.	<input type="checkbox"/>	<input type="checkbox"/>
3.1 Soiled cutlery, crockery, glassware and others equipment are cleaned and stored in the designated area.	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Soiled linen is sent to laundry and fresh linen is collected.	<input type="checkbox"/>	<input type="checkbox"/>
3.3 Waste food is disposed as per standard procedure.	<input type="checkbox"/>	<input type="checkbox"/>
3.4 Inventory is maintained as per level.	<input type="checkbox"/>	<input type="checkbox"/>
3.5 Requisition is prepared for the next day.	<input type="checkbox"/>	<input type="checkbox"/>
3.6 Electrical appliances are switched off as required.	<input type="checkbox"/>	<input type="checkbox"/>
3.7 Door and window are locked if required.	<input type="checkbox"/>	<input type="checkbox"/>

Now, I feel ready to undertake my formal competency assessment.

Signed:

Date:

## Module 3: Apply food safety procedure

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### MODULE CONTENT

**Module Descriptor:** This unit covers the knowledge, skills, and attitudes required to apply product knowledge on food and beverage service. It specifically includes identifying the product, collecting information on food and beverage and sharing information with guests.

**Nominal Duration:** 35 hours



### Learning Outcomes:

After completing this module, trainee/student must be able to:

- 3.1 Identify the product.
- 3.2 Collect information on food and beverage.
- 3.3 Share information with guests.



### Performance Criteria

1. Types of menu are defined
2. Dishes names and pronunciations in the menu are identified
3. Ingredients of dishes are recognized as per menu
4. Sauces and accompaniments are recognized
5. Common food allergens are identified to prevent serious health consequences
6. Information about the food items is explain and described
7. Information on different types of food and beverage is collected
8. Current knowledge on food and beverage is developed and maintained as required by the job.
9. Guests are assisted on selection of food and beverage items based on workplace policy.
10. Suitable combinations of food and beverages are offered and recommended.
11. Guest questions are responded politely and correctly on menus and drink lists.
12. New items are recommended to regular guests to encourage them to try other items in the menu.
13. Suggestive sale skills are applied as required.





### **Learning Outcome 3.1 Identify the product.**



#### **Contents:**

1. Types of menu
2. Dishes names and pronunciations in the menu
3. Ingredients of dishes
4. Sauces and accompaniments
5. Common food allergens.



#### **Assessment Criteria:**

1. Types of menus are defined
2. Dishes names and pronunciations in the menu are identified
3. Ingredients of dishes are recognized
4. Sauces and accompaniments are recognized
5. Common food allergens are identified



#### **Resource Required:**

Students/trainees must be provided with the following resources:

- Personal Protective Equipment (PPE)
- Tools and equipment
- Menu
- Paper
- Pen



#### **Learning Activity 3.1.1**

Learning Activities	Resources / Special instructions / References
Identify the product	<ul style="list-style-type: none"> <li>• Information sheets: 3.1.1</li> <li>• Self-Checks: 3.1.1</li> <li>• Answer keys: 3.1.1</li> <li>• <a href="https://en.wikipedia.org/wiki/Dish_(food)">https://en.wikipedia.org/wiki/Dish_(food)</a></li> <li>• <a href="https://www.fda.gov/food/buy-store-serve-safe-food/food-allergies-what-you-need-know">https://www.fda.gov/food/buy-store-serve-safe-food/food-allergies-what-you-need-know</a></li> </ul>



## Information Sheet 3.1.1

**Learning Objectives:** Trainee will identify the product from menu.

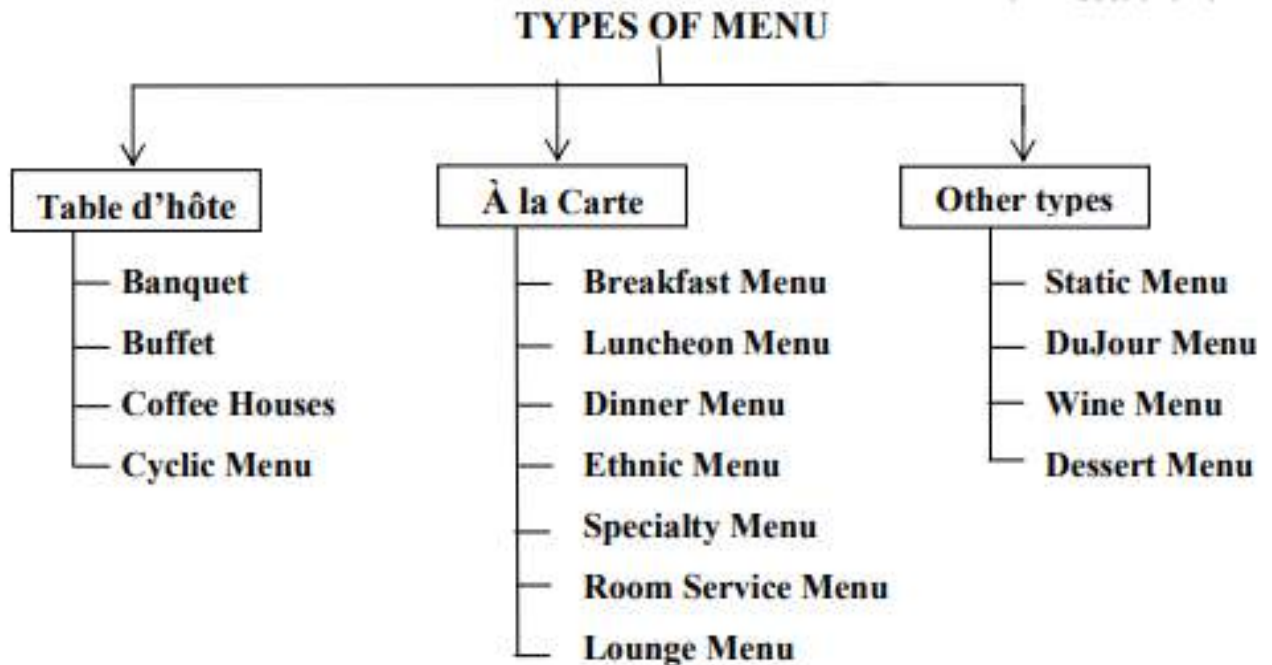
### ☐ Menu

A menu is a presentation of detailed lists of food items that are served in restaurant or hotel. A menu in any food service organization is considered as the most important planning control tool to run a food service operation. If a menu is developed with appropriate planning following food trend and featuring best possible options for the food lovers then the menu can contribute in all sectors of hotel. A well-planned menu also can ensure proper utilization of hotel resources (ex-food, labor, equipment, and facilities).

A menu usually varies in respective to any business's particular mission and food service nature. But whatever the type of food service establishments, every menu must be formed with careful planning and implementation of those planning in order to meet the guests' needs and to achieve competitive advantage within the budgetary restrictions of the food service operation.

### ☐ Types of Menus

Even though menu could be offered in different ways in different food service organization, but traditionally 2 types of food menus are offered in food operation: the table d'hôte and the à la carte. Other menus are usually adaptations of these of 2 types of menus. In short here are the different types of Menus;



☐ **A-la-carte (Individual item)**



A la carte menu refers to **when a diner orders one type of dish that is separate from a plate of an original menu**. The term carries the meaning of going opposite of the menu.

☐ **Table d’hote (Fixed menu)**

In restaurant terminology a table d’hôte (French pronunciation: [tabl. dot]; lit. 'host's table') menu is a menu where **multi-course meals with only a few choices are charged at a fixed total price**. Such a menu may be called prix fixe ("fixed price"). There are different types of menu;



**Buffet:**

By definition, a buffet is **a meal where guests serve themselves from a variety of dishes set out on a table or sideboard** (from "Food Lover's Companion"). And restaurants who offer catering services use buffets as an efficient way to feed a large number of guests.



**Banquet menu**

Banquet menus list food selections for banquets, which are festive dinners that celebrate special occasions. Typically, banquets serve a **single type of appetizer and dessert** and allow guests to select their choice of main course.



**Cafeteria menu**

The definition of a cafeteria is a self-service restaurant where you select and pay for food yourself, or a dining area where meals can be purchased or brought from home. **The big room with a lunch line and tables where kids eat their lunches while at school** is an example of a cafeteria. The items of the food are served in the cafeteria is listed is called the Cafeteria menu.



**Takeaway menu**

A takeaway is **hot cooked food** that you buy from a shop or restaurant and eat somewhere else. **a restaurant where food is ordered and made and is then taken away to be eaten** at home or elsewhere. **a conclusion to be made based on presented facts or information** : a main point or key message to be learned or understood from something experienced or observed The takeaway is clear: cats are a growing environmental concern because they are driving down some native bird populations.

## ☐ Beverage list

A drink (or beverage) is a liquid intended for human consumption. In addition to their basic function of satisfying thirst, drinks play important roles in human culture. Common types of drinks include plain drinking water, milk, juice and soft drinks. Traditionally warm beverages include coffee, tea, and hot chocolate. Caffeinated drinks that contain the stimulant caffeine have a long history.




- Water.
- Milk.
- Soft drinks.
- Juice and juice drinks.
- Beer.
- Cider.
- Wine.
- Spirits





## ☐ Dish

A dish in gastronomy is a specific food preparation, a distinct article or variety of food ready to eat or to be served. A dish may be served on tableware, or may be eaten in one's hands.

Instructions for preparing a dish are called recipes. Some dishes, for example a hot dog with ketchup, rarely have their own recipes printed in cookbooks as they are made by simply combining two ready-to-eat foods.

	
<b>Wooden and Composite Platters</b>	Each <i>wooden or composite serving board</i> has a unique finish and its own unique grain which adds to its rustic character. These stylish wooden platters will have your customers talking long after they have finished their meal!
<b>Ingredients</b>	Mixed rice and meat dish, a variant of pilaf.
	
<b>Rice Dish</b>	This is a list of rice dishes from all over the world, arranged alphabetically. Rice is the seed of the monocot plants <i>Oryza sativa</i> (Asian rice) or <i>Oryza glaberrima</i> (African rice).
<b>Ingredients</b>	Mixed rice and meat dish, a variant of pilaf.

	
<b>Vegetable Dish</b>	<b>A type of food with vegetables.</b> Vegetable dishes can be so appetising, tasty, easy and simple to cook.
<b>Ingredients</b>	Eggplant dishes, Legume dishes, Creamed Spinach and Parsnips, Eggplant Parmesan with Crisp Bread Crumb Topping, Smoky Glazed Asparagus, Warm Spaghetti-Squash Salad, Cheese-Stuffed Grilled Peppers, Caramelized Broccoli with Garlic, Layered Eggplant, Zucchini and Tomato Casserole.
	
<b>Beef Dish</b>	A type of food with vegetables. Vegetable dishes can be so appetizing, tasty, easy and simple to cook.
<b>Ingredients</b>	Various types of cooked beef

## ❑ Food Allergens

A food allergy is when the body's immune system reacts unusually to specific foods. Although allergic reactions are often mild, they can be very serious. Symptoms of a food allergy can affect different areas of the body at the same time. Some common symptoms include: an itchy sensation inside the mouth, throat or ears.

1. **Dairy:** This is found in butter, cheese, cream, milk powders, yoghurt and foods glazed with milk. Cow's milk allergy affects around 3-6% of infants and young children and causes many health problems. It frequently takes many months to be diagnosed. The enzyme lactose is the cause of the allergic reaction. Many children outgrow a milk allergy and this allergy is uncommon in adults.
2. **Beef:** Meat from any kind of mammal beef, lamb, pork, goat, and even whale and seal can cause an allergic reaction. While meat allergy is uncommon, more cases have been reported in the past few years and the numbers continue to rise due to increased recognition of the diagnosis.
3. **Nuts:** The allergens responsible for nut allergy are diverse and include the seed storage proteins (vicilins, legumins, albumins), plant defense related proteins and profilins. Nut allergic individuals often react to several different nuts, suggesting that cross-reactivity between nut allergens is a common phenomenon.
4. **Sea food:** A seafood allergy is when the body's immune system mistakes seafood as harmful. For some people who are allergic, seafood can cause life-threatening reactions. If you are allergic to one type of seafood, you may not be allergic to another.

5. **Gluten:** Gluten is a protein found in grains, such as wheat, barley and rye. Some people are allergic to wheat, but that is not the same as a gluten allergy. Gluten allergy is a misleading term commonly confused with wheat allergy, or sometimes celiac disease.

### **Other Common allergies**

Less is known about soy and wheat allergies than the more common allergies discussed above. Likewise, little is known about fish, shellfish, and tree nut allergies, except that they're generally lifelong disorders.

### **Diagnosing a food allergy**

The way food allergies are diagnosed usually depends on the severity of symptoms.

If your symptoms are mild, a doctor may recommend keeping a food diary to record all of the foods you eat or drink to pinpoint the culprit. Another way to diagnose a mild food allergy is to remove certain foods from the diet and then slowly reintroduce them to find out if symptoms return.

In the case of more severe allergies, skin or blood tests can identify egg, milk, nut, and shellfish allergies.

### **Treatment Options**

As with other types of allergies, avoidance is often the best medicine. Anyone with a food allergy should be careful when purchasing food at a supermarket or restaurant to make sure there are no traces of the allergen.

Mild symptoms may not require any treatment at all, or a simple over-the-counter antihistamine may resolve the symptoms.

For more serious allergic reactions, a doctor may prescribe steroid medications. Steroids may have serious side effects and shouldn't be used for more than a few days at a time.



### **Self-Check Quiz 3.1-1**

Check your understanding by answering the following questions:

1. What are the types of menu?
2. What is A la carte menu?
3. What are the Table d'hote (Fixed menu)?
4. Write down the beverage list?
5. What are the different between dish and recipes?
6. What Are Major Food Allergens?



## Answer Key 3.1-1

1. Type of 8 menu you should know about-
  - À La Carte. In French, à la carte literally means "by the menu". ...
  - Du Jour Menu. Du jour means "of the day", and the term isn't limited to soups or cocktails. ...
  - Cycle Menu. ...
  - Prix Fixe Menu. ...
  - Table d'hôte. ...
  - Beverage Menu. ...
  - Dessert Menu. ...
  - Wine Captain's Books.
  
2. A la carte menu refers to when a diner orders one type of dish that is separate from a plate of an original menu. The term carries the meaning of going opposite of the menu.
  
3. The Table d'hote (Fixed menu) are Buffet, Banquet menu, Cafeteria, Take way.
  
4. The beverage list are-
  - Water.
  - Milk.
  - Soft drinks.
  - Juice and juice drinks.
  - Beer.
  - Cider.
  - Wine.
  - Spirits
  
5. A dish in gastronomy is a specific food preparation, a "distinct article or variety of food", ready to eat or to be served. A dish may be served on tableware, or may be eaten in one's hands. Instructions for preparing a dish are called recipes.
  
6. Major Food Allergens are-
  - Milk.
  - Eggs.
  - Fish (e.g., bass, flounder, cod)
  - Crustacean shellfish (e.g., crab, lobster, shrimp)
  - Tree nuts (e.g., almonds, walnuts, pecans)
  - Peanuts.
  - Wheat.
  - Soybeans.



### Learning Outcome-3.2 Collect information on food and beverage.



#### Contents:

1. Information about the food items
2. Information on different types of food and beverage
3. Maintain food and beverage



#### Assessment Criteria:

- 1.1 Information about the food items is explain and described
- 1.2 Information on different types of food and beverage is collected
- 1.3 Current knowledge on food and beverage is developed and maintained



#### Resources Required:

- Relevant documents
- Personal Protective Equipment (PPE)
- Required food and beverage items
- Tools and equipment
- Menu
- Paper
- Pen



#### Learning Activities 3.2.1

Learning Activities	Resources / Special instructions / References
Collect information on food and beverage.	<ul style="list-style-type: none"> <li>• Information sheets: 3.2.1 to 3.2.2</li> <li>• Self-Checks: 3.2.1 to 3.2.2</li> <li>• Answer keys: 3.2.1 to 3.2.2</li> <li>• <a href="https://setupmyhotel.com/train-my-hotel-staff/f-and-b/591-types-of-f-b-service.html">https://setupmyhotel.com/train-my-hotel-staff/f-and-b/591-types-of-f-b-service.html</a></li> <li>• <a href="https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_hygiene_and_safety.htm">https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_hygiene_and_safety.htm</a></li> </ul>





## Information Sheet 3.2-1

**Learning Objectives:** Trainee will collect information on food and beverage

### Information about the food items

This is a categorically-organized list of foods. Food is any substance consumed to provide nutritional support for the body. It is produced either by Plants or Animals, and contains essential nutrients, such as carbohydrates, fats, proteins, vitamins, or minerals. The substance is ingested by an organism and assimilated by the organism's cells in an effort to produce energy, maintain life, or stimulate growth.

### Cooking Method

We all love to eat home-cooked food and we'd want our children to enjoy home-cooked meals as well. To encourage your children to eat home-cooked food, you'd have tried new recipes, but did you ever try new methods of cooking? If not, then you must try now and impress your family members, especially your kids. If you search for various recipes in cookery books or online but don't understand a lot of the cooking terminology, then we are here to help. Read this article to learn about the basic cooking methods and techniques that are used in the kitchen.



**Grilling** is the method of cooking food over direct heat. The food is exposed to the flames and the heat comes from the coals underneath the grate. You can grill over an open flame or in a grill pan. Grill grates are used, and the food that is grilled usually has charred lines on it.

#### **Searing**

Searing refers to browning of food. Seared food has a brown and caramelised appearance from the outside. Food can be seared when small amounts of fat are used over high heat to give the outside a caramelized appearance, while the inside is not cooked through. Searing fish or meats is quite common.

#### **Steaming**

For steaming, food is placed in a steamer which is kept over hot liquid. The steam cooks the food but the water or liquid being used for steaming does not come in contact with the food itself.



#### **Boiling**

When food that is cooked in water reaches 100° Celsius, it is in the boiling stage. In this method, the food is completely immersed in water and boiled until soft and tender.



**Sautéing**

To sauté food is one of the most common steps that we follow while cooking anything. Food is cooked in very little oil or fat until it turns tender. This is usually done in a pan and the food is cooked over medium to high heat.



**Poaching**

In order to poach food, it needs to be submerged in water that is between 71° Celsius and 82° Celsius. The food remains in the water until it is completely cooked.



**Broiling**

Broiling requires the source of heat to come from the top and mostly ovens are used to broil. The setting can be adjusted to broil so that the top heat source is the only one that comes on. However, while broiling, one must keep an eye on the food, as it cooks very



fast.



**Baking**

Baking simply means cooking food items (usually uncovered) in an oven using dry heat. This method of cooking is used for foods like bread, cakes, cookies, muffins, lasagna, etc.

**Roasting**

This method is similar to baking as it involves the use of an oven to cook the food. Mostly, meats or vegetables are roasted. Food is cooked until it turns beautiful golden brown.

**Blanching**

Blanching and boiling are almost the same, but in blanching, the food is par-cooked, then it is submerged in an ice bath to stop the cooking process.



**Stewing**

Stewing is similar to braising. The ingredients are first seared then cooked in liquid.



**Deep-frying**

Deep-frying means cooking the food in hot oil or fat. The food is cooked until its colour turns to golden. It is crispy on the outside, and the inside is cooked completely.

**Braising**

Similar to searing, the ingredients are seared then cooked in water. Foods that are usually braised are high in protein like pot roasts.



**Shallow-frying**

Here the oil only reaches to about half-an-inch up the pan and food is cooked on one side first, before being turned over to the other side so it can be completely cooked.



**Barbecue**

Barbecuing requires food like meats and briskets to be cooked for long and slowly over a spit that is fuelled with the smoke produced from either coal or wood.

**1. Which Cooking Method is Best for Retaining Nutrients?**

Steaming is a good way to retain nutrients. By steaming the food, the water-soluble vitamins are also retained, which otherwise are lost in the other cooking processes.

**2. Why is Baking Healthier Than Frying or Grilling?**

Grilling doesn't use much fat and is often done over an open flame on a grill grate or a grill pan. Food is prone to sometimes burning and also produces carcinogens, which is a cancer-



causing agent. Frying is done in oil or fat, and if the temperatures reach a higher point, it can also cause carcinogens. Since baking does not cause carcinogens to form and it also retains more water-soluble vitamins, it is considered to be a healthier alternative.

**□ Food and beverage service types**

There are many different types of food and beverage service types or procedures, but the major category of the food service is 1) Plate Service, 2) Cart Service, 3) Plater Service, 4) Buffet Service and 5) Family style service. Below is the list of different type of food and beverage service followed by hotel, resorts, restaurants, fast food establishments etc.

**1. Table Service / What is a Table service?**

- Table service is considered as a border category of service style which consists of English Service, American Service, Pre plated Service Etc.
- In this type of f&B service, the guest is seated at the table with laid cover and orders from the menu.
- The guest has to be greeted with an eye contact and a warm welcome.
- The server or waiter should normally address the guest by sir or madam.
- If the server knows the guest name then they should address the guest by their Surname and title.
- Assist the guest in seating as per the number of persons or any special requests.
- While seating the guests the least desirable areas like the tables near to side stations, kitchen, dishwashing area etc. to be only offered is all other tables are full.
- The menu to be presented after opening to the women first, then the host and clockwise for other guests.
- Special attention to be given to kids.
- When serving the guest orders the server or waiter should have a good understanding of who ordered what dishes.



**2. English Service / What is an English Service / Family Style F&B Service? English service requires the food to be placed on large platters or in large bowls.**

- These food portions are then delivered to the guest's table by waiters/servers.
- Once the host checks and approves the food the same is placed on the table.
- The guests then pass the food around the table and serve themselves.
- In some cases, the host may also ask the waiter



to serve the food.

- This is a common type of F&B service style as the ease of service and waiters shouldn't be highly skilled.
- The Family style F&B service is easy to implement.
- The servers or waiters shouldn't be that much skilled.
- This type of service also requires little dining area or space. There is a higher or rapid table turnover rate with this type of service.
- One of the major disadvantages of the family style service is the difficulty to control the portion sizes.
- This is because the last guest who gets served may not get enough item if other guest had taken more.

### **3. French Service / What is a French service? French Service is a very detailed and highly skilled type of service.**

- It is very elaborate and expensive type of service.
- The chefs demonstrate culinary skill, by preparing meals in front of the guests.
- Normally all fine dining restaurants follow this type of service.
- VIP's and VVIP's are also given this kind of service style.
- Plated entrees are served from the right, all other courses from the left.
- Beverages are served from the right.
- French Service style is very expensive because it involves professional waiters to the server properly and slowly.
- The ambience and decor of the restaurant are always in high luxury.
- All diners are given the individual attention and they enjoy.



### **4. Silver Service / What is a Silver service?**

- The service style is similar to the French Service and Guèridon Service.
- The difference is an elaborate sterling silverware is used for the food and beverage service.
- Due to the fact that silver cutlery and crockery are expensive, EPNS (Electroplated Nickel Silver) service ware is used most commonly in hotels and restaurants.
- Only fine dining or speciality restaurants use silverware due to the high investment and maintenance cost.
- In this kind of service, the food and beverages are served in silver cutlery and cookery.
- The table is normally set with sterling silverware.
- All food is portioned into silverware from the kitchen itself.
- The silver platters are kept is the table side station normally with hotel plates.
- During serving the waiter present the food to the host for approval and serves to the guests.
- A service spoon and fork is used for serving.



### 5. American Service / What is an American / Pre-plated service?

- One of the most common and widely accepted kinds of food and beverage service.
- The servers take guests orders in the dining area.
- The order is sent to kitchen staff via KOT (Kitchen Order Ticket).
- Food is prepared and pre-plated in the kitchen itself by the chef.
- The server or bus person bring the food to the restaurant and placed on side stands.
- Pre-plated food is then served to the guests by the server.



### 6. Russian Service / What is a Russian service? Similar to the French Service but faster and less expensive.

- Display and presentation are the major part of this service.
- Whole joints, poultry, game, fish etc are elaborately garnished and dressed.
- After presenting to the guest the server or waiter portions or carve them and serve to the guests.
- Normally only one server is required per table.
- No extra space is required for the equipment like the French F&B service type.
- Ideally suited for banquet service with the fixed menu.



### 7. Cart Service / What is a Guèridon Service / Cart Service?

**In this type of F&B Service partially cooked food from the kitchen is brought to the service area in a Guèridon trolley.**

- The Gueridon troll has a portable heating unit for completing the cooking process.
- A wide variety of fish, meat and poultry is either cooked or flamed (flambéed) in the trolley.
- Chef du rang is responsible for taking orders, serving drinks and preparing food at the table.
- In a large hotel, Commis du rang assists the Chef du rang.
- Both the Chefs should know how to use a spoon and fork for serving the cooked food to the guest.
- The prepared food should be garnished as per the standards before serving.
- This type of F&B service can be only implemented



on a well-planned and designed dining room.

- The Food is always served from the right-hand side of the guest.
- All the fixtures furniture, layout etc should be compatible with the elegant service style offered.
- Gueridon Type of F&B service provides highly personalized guest service.
- High level of customer satisfaction as the dishes are prepared, carved or flamed in their presence.
- Good merchandising device.
- The average Spending power is high.

#### 8. Snacks Bar Service / What is a Snack bar service?

- A Tall stool is placed on a counter so the guest may order and eat at the counter itself.
- A menu card is presented or the guests can choose the food directly from the display counter.
- In some restaurants, the available items are simply displayed on a blackboard or LCD monitor.
- This kind of service is normally followed in BAR and Pubs.



#### 9. Self Service / What is a Self Service?

- In this type of Food and Beverage Service the guest/customer is required to help himself/herself.
- Normally food is either kept on a counter or buffet.
- The customer picks up the required food from the buffet.
- Payment is either done prior to the food pickup or after food is picked up.



- The layout for such F&B service type should be done for free guest flow.

#### 10. Buffet Service / What is a Buffet Service? Buffet service displays food in a chafing dish on counters or tables.

- Guests or customers help themselves to pick up as many and as many items, they would like to eat.
- Plate and cutlery (fork and spoon) is kept at the starting of the buffet counter.
- There are servers behind the counter who helps the guests with serving the food from the chafing dish to the plate.
- Buffet can be a simple food spread to very elaborate food, beverage, starters, dessert, salad presentation.
- The staff should consistently keep the buffet containers full.
- In some kind of buffet setup like sit-down buffet serves to serve the food to the guest sitting the



table.

- There are on the spot cooking in some buffet counter eg. counters which cook the displayed fish or meat, or counters for pasta etc.
- Guest are also allowed to replenish any item they prefer.
- Special attention and planning are required for buffet layout.
- The recommended number of guests one a buffet counter can server is 70 - 75.
- The number of buffet counter and the banquet layout to be decided as per the total min guaranteed guests who will attend the party.
- This type of service is recommended for large gathering or party.
- The banquet staff should maintain cleanliness and order during buffet service.

### 11. Cafeteria Service / What is a Cafeteria Service?

- This type of service is generally used in Canteens, Industries, Staff Cafeterias etc.
- Has limited or fixed menu.
- The pricing may or may not be at a subsidized rate.
- Entry to such cafeteria may be restricted to authorized people only.
- There is limited space with basic facilities.
- Clearance of the used plates and soon is done by the guest itself
- Narrow tables with high tables are often placed to save space.



### 12. Single Point Service / What is a Single point service?

- The guest pays for the food and beverage over the counter.
- From the same counter, he/she receive the food and beverage.
- Most of the fast food, takeaways, Kiosk, drive through etc. are examples.
- Automated vending machines are also considered as single point F&B service.



### 13. Room Service - What is a Room Service / In Room Dining Service?

- This type of f&b service as per the name suggest is provided in the guest room.
- The room service menu should match with the guest needs, expectations and hotels operations.
- Guest makes food and beverage order from the room telephone, interactive television or hotels mobile app.
- Maximum of the room service orders in a hotel is for breakfast.
- For small orders the room service tray is properly laid out is used for serving the guest.
- For large orders, a room service trolley is used for serving.





## 14. Take Away Service / What is a Take Away Service?

Similar to the single point style of F&B service.

- Take away orders are received either over the counter, driveway, telephone, website or mobile app.
- Payments are either made in advance via online payment or paid by cash at the time of order pickup.
- All Fast-food restaurant provide take away option.
- Automated Kiosk is also used for selecting and ordering takeaways.
- The automated vending machine is also used for this type of service.



### □ Importance of Hygiene in F&B Service

F&B services have direct access to guests' health through food and beverages. The working staff handles every food and drink item closely that the guest is going to eat. Hence, if these services do not follow proper practices of hygiene and sanitation, the guests might get foodborne diseases such as food poisoning, nausea, diarrhea, or vomiting.

Food contamination can occur through unwashed vegetables, uncooked meat, soft cheeses, and unpasteurized milk. If the food preparation and serving equipment used in F&B Services are not clean, then they become primary source of food contamination.

### □ Types of Food Contaminations

There are three main sources of food contamination –

**Physical** – This is accidental in nature and is caused by employee carelessness. The major culprits are air, dust, smoke, and dirt. To prevent this, food must be properly covered and stored.

**Biological** – This contamination is caused by pathogens and microorganisms such as bacteria, molds, parasites, and fungi.

**Chemical** – It is accidental contamination of food caused by cleaning solvents, pest control sprays, or other chemicals used in entire food production chain. This food contamination occurs when utensils or other tableware are not wiped dry after washing them using cleaning liquids. It also takes place when the food is not stored properly when pest control chemicals are sprayed.



Physical



Biological



Chemical

### □ Hygiene Concerns of F&B Services Staff

- Personal hygiene is essential when one handles the food or beverage that the other is going to consume. The service staff must follow the given basic principles –
- It is said that the hygiene starts from home. Perform your daily cleanliness regime without any excuses.
- Wash hands and arms immediately –
  - When you come from toilet.

- When you sneeze, blow nose, yawn, or cough covering your mouth with hands.
- After eating food, tobacco, or touching animals.
- After you touch hair, scalp, skin, or any body-opening.
- Wash hands with mild cleansing soap and warm water; not merely with running water.
- Wipe sweat often.
- Do not smoke or eat tobacco while working.
- Cover cuts, burns, or wounds on the skin.
- Keep hair and nails trimmed.
- Try using hand gloves as much as possible. Kitchen staff must use toque.
- Do not work when facing cold, cough, or any other contagious diseases. Inform your superior staff if you are not well.
- Do not touch ready-to-eat food directly. Always use gloves, serving tongs deli papers, or forks to handle such food.
- Do whatever required to let not your skin, body fluids, or any clothes you are wearing to come into contact with food or food containers.
- Ensure a clean uniform.
- Do not wear loose jewelry. Avoid wrist jewelry.

#### ☐ **Hygiene Concerns of F&B Services Business**

- Any food business must be concerned about –
- Training all food handling and service staff with a detailed knowledge of food and equipment hygiene and safety.
- Ensuring food handlers and servers not to handle food in case of contamination possibility.
- Supplying hand-washing facilities with soap, running hot water, and paper towels for its staff.

#### ☐ **Food Safety Concerns**

- Every F&B Services business must also be concerned about food safety and adhere to safety of food and beverage it serves. It must ensure –
- Marking Date on Food – The perishable ready-to-eat food refrigerated for more than 24 hours must be clearly marked at the time of preparation to indicate the date by which the food should be consumed.
- Storing of Food – Hot and cold foods and beverages need to be stored at the right temperature. The food temperature measuring devices must be accurate.
- Cleaning Equipment – The area and facilities allocated for cleaning food preparation and service equipment must be large enough to immerse the utensils and sanitize them.
- Limiting Cross-Contamination – Storing raw food such as raw meat or vegetables from cooked food is essential to avoid cross-contamination of the food.
- Employing FSS – The F&B Services businesses must employ at least one Food Safety Supervisor depending upon the business size.

#### ☐ **Safety of F&B Services Staff**

Hygiene and safety of food starts right from selecting raw material carefully, preparing food with health and safety cautiousness, and serving it in the clean environment.

The service staff must –

- Attend duty in clean and tidy uniform.
- Wear less jewelry while working. This avoids entangling articles and calling for trouble.
- Be aware of the equipment and their appropriate application.
- Be careful of handling hot food and beverages.
- Clear spillages on the floor immediately.
- Never run in the workspace.



### Self-Check Quiz 3.2.1

Check your understanding by answering the following questions:

**Write the name and uses of the hand tools as given below:**

1. What are 5 food products?
2. What are the 7 methods of cooking for build your culinary skills?
3. What are the types of food and beverages?
4. What are the 4 main objectives of food and beverage service?
5. How many types food Contamination?
6. What are the Safety of F&B Services Staff?



### Answer Key 3.2.1

1. The five food groups are Fruits, Vegetables, Grains, Protein Foods, and Dairy.
2. If you want to build your culinary skills, start by practicing and perfecting these 7 fundamental cooking methods.
  - Steam.
  - Blanch.
  - Sear.
  - Braise.
  - Poach.
  - Roast.
  - Grill.
3. Food and Beverage:
  - Beverage. Companies in this segment produce carbonated and noncarbonated soft drinks, bottled water, ice, and alcoholic beverages.
  - Dairy. ...
  - Fruits and Vegetables. ...
  - Grain. ...
  - Meat, Poultry, and Seafood. ...
  - Sugar and Confectionery.
4. Food and Beverage Service Objectives
  - To satisfy the following needs – ...
  - To provide high quality food and beverages.
  - To provide friendly and welcoming atmosphere.
  - To provide professional, hygienic, and attentive service.
  - To impart value for money.
  - To retain the existing customers and to bring in new ones
5. Food contaminations are-
  - Physical
  - Biological
  - Chemical

6. Safety of F&B Services Staff must-

- Attend duty in clean and tidy uniform.
- Wear less jewelry while working. This avoids entangling articles and calling for trouble.
- Be aware of the equipment and their appropriate application.
- Be careful of handling hot food and beverages.
- Clear spillages on the floor immediately.
- Never run in the workspace.



**Learning Outcome 3.3 Share information with guests.**



**Contents:**

- Selection of food and beverage items
- Combinations of food and beverages
- Guest questions are responded politely and correctly
- New items are recommended to regular guests to encourage
- Suggestive sale skills



**Assessment Criteria:**

1. Guests are assisted on selection of food and beverage items
2. Suitable combinations of food and beverages are offered and recommended
3. Guest questions are responded politely and correctly on menus and drink lists.
4. New items are recommended to regular guests to encourage them.
5. Suggestive sale skills are applied as required.



**Resource Required:**

Students/trainees must be provided with the following resources:

- food and beverage items
- Personal Protective Equipment (PPE)
- Tools and equipment
- Menu
- Paper
- Pen



### Learning Activities 3.3.1

Learning Activities	Resources / Special instructions / References
Share information with guests	<ul style="list-style-type: none"><li>• Information sheets: 3.3-1 to 3.3-2</li><li>• Self-Checks: 3.3-1 to 3.3-2</li><li>• Answer keys: 3.3-1 to 3.3-2</li><li>• <a href="https://www.berkeley-scott.co.uk/how-to-recommend-dishes-to-customers/">https://www.berkeley-scott.co.uk/how-to-recommend-dishes-to-customers/</a></li><li>• <a href="https://en.wikipedia.org/wiki/Combination_meal">https://en.wikipedia.org/wiki/Combination_meal</a></li><li>• <a href="https://setupmyhotel.com/train-my-hotel-staff/how-to-define-sop-in-hotels/f-and-b-service-sop/613-how-to-take-beverage-order.html">https://setupmyhotel.com/train-my-hotel-staff/how-to-define-sop-in-hotels/f-and-b-service-sop/613-how-to-take-beverage-order.html</a></li></ul>



### Information Sheet 3.3.1

**Learning Objectives:** Trainee will share information with guests

#### Selection of food and beverage items

People in hospitality jobs in restaurants are often called on to suggest what their customers should try from the menu.

Being given the chance to help someone pick out a meal is a nice responsibility – but it can lead to some nervousness. What if the customer doesn't like what they have?

If you're a waiter or waitress, perhaps you use some of the following techniques to help suggest the right things with flair?

#### Check with your superiors in advance

It may be that you've been given a list of specials or other dishes which are ripe for promotion on a certain day. It's worth asking your employer what they think you should be saying when a customer asks for advice on what to pick. You may well have been given training in this already.

Specials are ripe for recommendation as they are not always on the menu, so even a long-time customer may get something new and exciting from this selection.

#### Check if they have dietary requirements

Often, waiting staff dive into a recommendation without checking whether the guest has any special dietary requirements. It's a waste of time offering steak to a vegetarian, for example, unless they're on the verge of a lapse!

Why not try double checking if there's anything you should know before you recommend a dish, by saying something like 'do you have any special requirements?'. You'll also have to know your menu well, to know which dishes are, for example, gluten or meat free, so you can point them out to the customer!

## Memorize ingredients

It will leave a great impression if you have a clear idea what goes into each menu item – and don't have to duck into the kitchen to ask!

## Try it!

Most of the time, there will be chances to try the food you're serving if you work in a restaurant. For example, you might be able to eat from the menu on your break. Try to get a sense of the whole menu. If you want to be really professional, make a note of what you think of each dish you try, and how it tastes. This way, you'll be able to give really personal recommendations.

## Sound knowledgeable

Knowing about your product will help you sound like you're knowledgeable when you discuss things with the customer. You don't want to come across as out of your depth when they ask you a question – it will make a far more professional impression if you seem like you're fully aware of the products your employer offers and can help them navigate the menu with ease. To increase the professional effect, why not practice explaining different dishes when you have time spare?

## Combinations of food and beverages

Suitable combinations of food and beverages are offered and recommended. A combination meal, often referred as a combo-meal, is a type of meal that typically includes food items and a beverage. They are a common menu item at fast food restaurants, and other restaurants also purvey them.

Combination meal, often referred as a combo-meal is a type of meal that typically includes food items and a beverage. They are a common menu item at fast food restaurants, and other restaurants also purvey them. Combination meals may be priced lower compared to ordering items separately, but this is not always the case. A combination meal is also a meal in which the consumer orders items à la carte to create their own meal combination.



The casada is a common type of lunch combination meal in Costa Rica and Panama.

Fast food combination meals typically include a main item (French: entrée) such as a hamburger, a side dish such as fries, and a beverage such as a soft drink. Other types of restaurants, such as fast-casual restaurants also offer combination meals.



Combination meals may be priced lower compared to ordering the items separately, and this lower pricing may serve to entice consumers that are budget-minded. A 2010 study published in the Journal of Public Policy & Marketing found that some consumers may order a combination meal even if no price discount is applied compared to the price of ordering items separately. The study found that this behavior is based upon consumers perceiving an inherent value in combination meals, and also suggested that the ease and convenience of ordering, such as ordering a meal by number, plays a role compared to ordering items separately. This study also found that the presence of combination meals encourages consumers to increase meal portion size by



supersizing their meals.

A combination meal can also comprise a meal in which separate dishes are selected by consumers from an entire menu, and can include à la carte selections that are combined on a plate. A fast food combination meal can contain over 1,300 calories (5,400 kJ). Fast food restaurants sometimes offer a means to order larger portions of food within the format of the combination meal, such as supersizing.

## **Guest questions are responded politely and correctly**

### **1. Preparation for taking Beverage Orders:**

- Make sure you are well groomed and tidy.
- Make sure you know the items on the beverage list and knowledge about any happy hours.
- If guests are celebrating a special occasion such as a birthday, anniversary or other celebration, they may want to have wine or champagne with their meals.
- Know which drink goes in which glasses - Learn about Type of Glasses used in Bar.
- Prepare your order pad or Handheld device which can capture following details.
- Date.
- Your name.
- Table number.
- The number of guests.
- Make sure your pen is working.

### **2. Approach the table:**

- Approach the table to take the beverage order within three minutes of the guest being seated.
- Stand on the right-hand side of the guest where possible or at the end of the table.
- Greet the guest, remember to use the guest name where known.
- Present the beverage list, from the right side hand, make sure it's clean and tidy.
- Smile genuinely.
- Establish good eye contact.
- Maintain good posture.
- Give the guest enough time to look at the beverage list or to decide.

### **3. Make suggestions/ recommendations:**

- Know which wines will go well with certain foods.
- Suggest specialties, signature beverages, or premium brands, water, snacks to go with the drinks when appropriate.
- A minimum of one recommendation is to be made per order (new table).
- Find out the guests preference for service, for example, "on the rocks", "with soda", "with tonic water" or "straight up" etc.
- "May I get you one of our signature Gin or how about a glass of Chardonnay?"
- Suggest the most popular call brands when a guest does not specify the brand.
- Suggest a specialty drink if a guest is not sure what to order..

### **4. Take the order:**

- Excuse me Mr Bond what may I bring you to drink?"
- Always speak clearly at all times.
- Always take orders from women first, then men.
- Write order on the guest check or order taking pad or handheld device according to how the guests are seated.
- Follow a clockwise direction.
- Assign a number to each chair at a table, the chair number one on each table is typically the

one closest to the door or some other landmark in your restaurant.

- Write the order for the guest in chair number one on the first line of the order pad.
- Always use standard beverage abbreviation.
- Listen carefully to each guest orders and repeat the order and details.
- Do not interrupt the guest.

#### 5. Repeat the order:

- Speak slowly
- Speak clearly and politely repeating the order back to the guest.

#### 6. Leaving the table:

- Always say thank you and Smile genuinely.
- Maintain good eye contact.
- Take beverage list(s) or menu with you.

#### 7. How to Deny alcohol service to intoxicated guests?

- Tactfully tell guests that you care about their safety and can't serve them alcohol.
- Do not make accusations, judge the guests or argue.
- Suggest nonalcoholic drinks and food instead.
- Tell your manager whenever you deny someone alcohol service.

#### New items are recommended to regular guests to encourage

- Start by Teasing the Items on Social Media.
- Include The New Menu Items in a Promo.
- Offer Free Samples.
- Send Emails/a Newsletter.
- Take Customers Behind the Scenes.
- Ask Customers to Share the Love.
- Contact Influencers.
- Announce the New Dishes on Your Website.



#### Suggestive sale skills

Suggestive selling (also known as add-on selling or upselling) is a sales technique where an employee asks a customer if they would like to include an additional purchase or recommends a product which might suit the client. Suggestive Selling Techniques That Work

- Welcome Customers with a Hook & Focus on New Products. ...
- Connect Customers with Personalized Statements. ...
- Give Customers Product Knowledge Statements. ...
- Suggest Complementary Items & Share the Best Features. ...
- Tell Customers About Exclusive Events, Promotions & News.





### Self-Check Quiz 3.3.1

Check your understanding by answering the following questions:

1. How do you suggest food to the guest?/ How to recommend dishes to customers?
2. What is food and beverage combination?
3. How would you respond to a guest who complains about his or her food?
4. How do you promote a new item on the menu?
5. What are the suggestive selling technique?



### Answer Key 3.3.1

1. I recommend dishes to customers
  - Check with your superiors in advance. It may be that you've been given a list of specials or other dishes which are ripe for promotion on a certain day. ...
  - Check if they have dietary requirements. ...
  - Memorise ingredients. ...
  - Try it! ...
  - Sound knowledgeable.
2. Suitable combinations of food and beverages are offered and recommended. A combination meal, often referred as a combo-meal, is a type of meal that typically includes food items and a beverage. They are a common menu item at fast food restaurants, and other restaurants also purvey them.
3. Apologize to the customer for the problem, empathize with his situation and assure him you will act immediately to address his complaint. This is not the time to worry about who is to blame or to make excuses. Remain calm and try to keep the situation from escalating. Thank the customer for pointing out the problem.
4. I promote new items on the menu following activities-
  - by Teasing the Items on Social Media.
  - Include The New Menu Items in a Promo.
  - Offer Free Samples.
  - Send Emails/a Newsletter.
  - Take Customers Behind the Scenes.
  - Ask Customers to Share the Love.
  - Contact Influencers.
  - Announce the New Dishes on Your Website
5. Suggestive Selling Techniques That Work
  - Welcome Customers With a Hook & Focus on New Products. ...
  - Connect Customers With Personalized Statements. ...
  - Give Customers Product Knowledge Statements. ...
  - Suggest Complementary Items & Share the Best Features. ...
  - Tell Customers About Exclusive Events, Promotions & News.



**Assessment Plan:**

Module-3	Written test	Performance test	Observation	Oral test	Portfolio	Third party report	Discussion	Project	Weekly/Final report	Remarks
LO-1	✓		✓	✓			✓			
LO-2	✓		✓	✓			✓			
LO-3	✓		✓	✓			✓			



## Review of Competency

### Final Checklist

For the performance criteria of the apply product knowledge on food and beverage service is given below:

Performance Criteria	Yes	No
1. Types of menu are defined	<input type="checkbox"/>	<input type="checkbox"/>
2. Dishes names and pronunciations in the menu are identified	<input type="checkbox"/>	<input type="checkbox"/>
3. Ingredients of dishes are recognized as per menu	<input type="checkbox"/>	<input type="checkbox"/>
4. Sauces and accompaniments are recognized	<input type="checkbox"/>	<input type="checkbox"/>
5. Common food allergens are identified to prevent serious health consequences	<input type="checkbox"/>	<input type="checkbox"/>
6. Information about the food items is explain and described	<input type="checkbox"/>	<input type="checkbox"/>
7. Information on different types of food and beverage is collected	<input type="checkbox"/>	<input type="checkbox"/>
8. Current knowledge on food and beverage is developed and maintained as required by the job.	<input type="checkbox"/>	<input type="checkbox"/>
9. Guests are assisted on selection of food and beverage items based on workplace policy.	<input type="checkbox"/>	<input type="checkbox"/>
10. Suitable combinations of food and beverages are offered and recommended.	<input type="checkbox"/>	<input type="checkbox"/>
11. Guest questions are responded politely and correctly on menus and drink lists.	<input type="checkbox"/>	<input type="checkbox"/>
12. New items are recommended to regular guests to encourage them to try other items in the menu.	<input type="checkbox"/>	<input type="checkbox"/>
13. Suggestive sale skills are applied as required.	<input type="checkbox"/>	<input type="checkbox"/>

Now, I feel ready to undertake my formal competency assessment.

Signed:

Date:

## Module 4: Apply food safety procedures

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### MODULE CONTENT

**Module Descriptor:** This module covers the knowledge, skills, and attitudes required to prepare table for service. It specifically includes selecting and collecting cutlery, crockery and table items, arranging cutlery, crockery and table accomplishment for laying table and maintaining a clean environment.

**Nominal Duration:** 40 hours



#### Learning Outcomes:

After completing this module, trainee/student must be able to:

- 4.1 Select and collect cutlery, crockery and table items.
- 4.2 Arrange cutlery, crockery and table accomplishment for laying table.
- 4.3 Maintain a clean environment



#### Performance Criteria

1. Cutlery, crockery, glassware and table items is identified and collected as required
2. Types of table service is identified as per job requirement
3. Cleanliness and availability of table items are checked and confirmed as per standard operating procedure
4. Table is laid as per job requirement
5. Linen is placed on the table as per standard operating procedures
6. Center place, vase, cruet set, ashtray is placed on the table as per workplace standard
7. Cutlery and crockery are placed on the table as per the required service.
8. Other table items are placed on the table if required.



#### **Learning Outcome 4.1 Select and collect cutlery, crockery and table items.**



#### Contents:

- Cutlery, crockery, glassware and table items
- Types of table service



**Assessment Criteria:**

1. Cutlery, crockery, glassware and table items is identified and collected
2. Types of table service is identified
3. Cleanliness and availability of table items are checked and confirmed



**Resource Required:**

Students/ trainees must be provided with the following resources:

**Cutlery**

- Small knife and fork for appetizer
- Soup spoon
- Fish knife and fork
- Dinner (large) Knife and fork
- Butter knife
- Tea spoon
- Dessert Spoon and fork

**Crockery**

- Bread and butter plate
- Dinner plate
- Dessert plate
- Soup bowl and saucer
- Tea cup and saucer
- Sauce pot
- Curry bowl
- Milk pot
- Lemon/ butter container

**Table items**

- Linen
  - Table cloth

- Silencer
- Runner
- Napkin/serviette
- Frill/skirting
- Cruets
- Ashtray
- Flower vase
- Table number

**Types of Service**

- Silver service
- American service
- Russian service
- English service
- French service
- Guerdon service

**Other services**

- Buffet service
- Cafeteria service
- Counter service
- Grill service
- Take away service



**Learning Activity 4.1.1**

Learning Activities	Resources / Special instructions / References
Select and collect cutlery, crockery and table items	<ul style="list-style-type: none"> <li>• Information sheets: 4.1.1</li> <li>• Self-Checks: 4.1.1</li> <li>• Answer keys: 4.1.1</li> <li>• Job Sheet 4.1.1</li> <li>• Specification sheet 4.1.1</li> <li>• <a href="http://hotelstudies.in/types-of-table-service/">http://hotelstudies.in/types-of-table-service/</a></li> </ul>



## Information Sheet 4.1.1

**Learning Objectives:** Trinee will select and collect cutlery, crockery and table items in a workplace.

### **Cutler, Crocker & table items are select**

We know that small details can make a big difference to your event, so we have three different sets of cutleries for you to choose from including Princess, Luxor and Elegance cutlery. We also have a huge array of table accessories and serving tools to suit all manner of food service. Select from items such as vases, salt and pepper shakers, table stands and table numbers. We can even provide a three-tiered high tea cake stand, as well as various serving tools, food warmers, plus

Our crockery comes in a variety of shapes, both traditional and modern, including flat soup bowls, rice bowls, oval platters and a range of salad bowls in different sizes. There are tea cups and saucers and milk jugs, salt and pepper shakers, as well as dinner plates, side plates and serving dishes.

### **Cleaning and Sanitizing**

- Cleaning an item means washing it with soap and water. Cleaning is essential to a healthy workplace, but it doesn't kill all the Bacteria and microorganisms.
- Sanitizing kills bacteria. Sanitizing is done after washing with a chemical sanitizer to ensure that the item is free of bacteria.
- All equipment in your facility must be cleaned and sanitized after use without exception

### **HYGIENE**

- Dirty clothing can spread bacteria so try to stay as clean as possible.
- Wash your hands for a full 20 seconds with soap and hot water before and routinely during your shift as well as after you have

Finished work. You can't wash your hands too much in the food service business.

- Whenever possible, wear disposable gloves. They need to be changed routinely to avoid cross contamination between products.
  - Don't wear jewelry at work as it too be a source of contamination.

### **Type of Table services**

What is Table Service and Types of Table Service?

In this type of service, the guests enter the dining area and take seats. The waiter offers them water and menu card. The guests then place their order to the waiter. The table is covered in this service. It is grouped into the following types.

#### **1. English or Family Service**

Here, the host contributes actively in the service. The waiter brings food on platters, shows to the host for approval, and then places the platters on the tables. The host either makes food portions and serves the guests or allows the waiter to serve. To replenish the guests' plates, the waiter takes the platters around to serve or to let the guests help themselves. This is a common family service in specialty restaurants where customers spend more time on premise.



## 2. American or Plate Service

The food is served on guest's plate in the kitchen itself in predetermined portion. The accompaniments served with the food, the color, and the presentation are determined in the kitchen. The food plates are then brought to the guest. This service is commonly used in a coffee shop where service is required to be fast.



## 3. Silver Service Style

In this service, the food is presented on silver platters and casseroles. The table is set with sterling silverware. The food is portioned into silver platters in the kitchen itself. The platters are placed on the sideboard with burners or hot plates. At the time of serving, the waiter picks the platter from hot plate and presents it to the host for approval and serves each guest using a service spoon and fork.



#### 4. French Service

It is very personalized and private service. The food is taken in platters and casseroles and kept on the table of guests near their plates. The guests then help themselves. It is expensive and elaborate service commonly used in fine dining restaurants.



#### 5. Gueridon Service Style

In this service, partially cooked food from the kitchen is taken to the Gueridon Trolley for cooking it completely. This partial cooking is done beside the guest table for achieving a particular appearance and aroma of food, and for exhibiting showmanship. It also offers a complete view of food. The waiter needs to perform the role of cook partially and needs to be dexterous



Individual activity

Table services are identifying from the link  
<http://hotelstudies.in/types-of-table-service/>





### Self-Check Quiz- 4.1.1

1. What is the most important part of good service?
2. Which technique are applied for table setup?
3. Fill in the gaps with appropriate words:
  - A Service standards procedure depends on .....
  - Which procedures are applied for welcoming guests .....
  - ..... is very important for server.
  - It might be a .....all about server when provide information for guests.
4. What is Table Service and Types of Table Service
5. How many table service are available?



### Answer Key 4.1.1

1. What is the most important part of good service?

Ans. To ensure that the customer perception level is achieved the customer is often treated as an inconvenience. This approach needs to be eradicated and establishments need to regain the trust of the customer.

2. Which technique are applied for table set up?

Ans. In one of our Retail Operations the selected candidate will provide customer service within the parameters of departmental standards with regard for speed of service and customer satisfaction. The incumbent will be responsible for all levels of customer service. Will prepare the food requirements of a standard menu with concern for quality, appeal, presentation, sanitation, safety, and cost. Basically, it also depends on different kinds of service.

3. Fill in the gaps with appropriate words:

- A service standards procedure depends on techniques.
- Which techniques are applied for welcoming guest's standard service?
- Serving standards knowledge is very important for service.
- It might be a clear concern all about server when provide integration for guests.

4. In this type of service, the guests enter the dining area and take seats. The waiter offers them water and menu card. The guests then place their order to the waiter. The table is covered in this service.

5. Table services are-

- a. English or Family Service
- b. American or Plate Service
- c. Silver Service Style
- d. French Service
- e. Gueridon Service Style



## Job sheet: 4.1.1

### Cutlery, crockery, and table items

#### Procedure:

1. Service standard must be follow for check 1n guest
2. General mission to understand for serving guest
3. Guests are king, so the guest priority must full fill by server
4. Might know the restaurant service standards for keeping the guest required
5. Cutlery, crockery and table items are arrange in systematic way
6. Priority of guest's desire

#### Specification Sheet 4.1: Cutlery, crockery, and table items

To complete the above task, you will need to following equipment and ingredients

PPE (Personal Protective Equipment)	Quantity
Waiter uniform	1 pc
Waiter cloth	1 pc
Waiter shoes	1 pair
Pad	1 pc
Pencil	1 pc
Lighter	1 pc
Bottle opener	1 pc

Cutlery, crockery, and table items	Quantity
Water goblet	As required
Wine glass	As required
White wine glass	As required
Red wine glass	As required
Champaign glass	As required
Rock glass	As required

Whiskey glass	As required
Service plate	As required
Quarter plate	As required
Batter plate	As required

Side plate	As required
Service spoon	As required
Service fork	As required
Service knife	As required
Butter knife	As required
Dessert knife	As required
Dessert fork	As required
Table linen	As required
Table top	As required



## Learning Outcome 4.2 Arrange cutlery, crockery and table accomplishment for laying table



### Contents:

- Required Cutlery, Crockery and Table items
- Lay table
- Different types of service



### Assessment Criteria:

1. Table is laid as per job requirement
2. Linen is placed on the table as per standard
3. Center place, vase, cruet set, ashtray is placed on the table
4. Cutlery and crockery are placed on the table
5. Other table items are placed on the table



### Resource Required:

Students/ trainees must be provided with the following resources:

#### Cutlery

- Small knife and fork for appetizer
- Soup spoon
- Fish knife and fork
- Dinner (large) Knife and fork
- Butter knife
- Tea spoon
- Dessert Spoon and fork

#### Crockery

- Bread and butter plate
- Dinner plate
- Dessert plate
- Soup bowl and saucer
- Tea cup and saucer
- Sauce pot
- Curry bowl
- Milk pot
- Lemon/ butter container

#### Table items

- Linen
  - Table cloth

- Silencer
- Runner
- Napkin/serviette
- Frill/skirting
- Cruets
- Ashtray
- Flower vase
- Table number

#### Types of Service

- Silver service
- American service
- Russian service
- English service
- French service
- Guerdon service

#### Other services

- Buffet service
- Cafeteria service
- Counter service
- Grill service
- Take away service



## Learning Activities 4.2.1

Learning Activities	Resources / Special instructions / References
Arrange cutlery, crockery and table accomplishment for laying table.	<ul style="list-style-type: none"> <li>• Information sheets: 4.2.1</li> <li>• Self-Checks: 4.2.1</li> <li>• Answer keys: 4.2.1</li> <li>• Job sheet 4.2.1</li> <li>• Specification sheet 4.2.1</li> </ul>



## Information Sheet 4.2.1

**Learning objectives:** After reading this information sheet, you will be able to apply intra and interpersonal skills to interact with people by providing service on your work.

### Personality

Personal development includes activities that improve awareness and identity, develop talents and potential, build human capital and facilitate employability, enhance quality of life and contribute to the realty.

Personality has to do with individual differences among people in behavior patterns, cognition and emotion. Different personality theorists present their own definitions of the word based on heir

### Arrangement of Fine dining

- Expand your own desk to this can deep authority and also cover along with cloth, fabric and also lace covering. Arrange the tables and chairs and other furniture's to ensure that all your guests feature enough halls to be comfortable with no bumping elbows to his seatmate. Find a tasteful, modern plan regarding one centerpiece. Place candles at every single side associated with your own centerpieces and lighting people after your own guests' entrance on the dinner hall.
- Set an elegant charger around the table in front of every single chair; remain certain that its drawing will be arranged right-side-up. Where settling should be concerning two weights in the table's edge.

Set up glasses at a harmful angle above the dinner knife, for the drinking water glass around the best and then wine eyeglasses following, with order regarding their particular going intake. As an alternative, assist one's beverage pairings to individual training

### Table Setting & Decorations

- It is considered much more enjoyable to serve and eat food a pleasantly arranged table. The way in which food is served can vary according to the number of people being served, the space available, the type of food being eaten, and the type of occasion.
- The amount of china (crockery) and cutlery on the table will depend upon the number of courses being served.

## ❑ Clothing tables and folding napkins

### Table linen

- As you are probably already aware, not all restaurants use tablecloths as part of their table setting. Some restaurants use plastic coverings, others have placemats or just the bare tables.
- These are determined by the type and theme of the restaurant.
- Hand Position. Place the table cloth over the end of the table releasing only the bottom finger
- Pull the table cloth towards you releasing the cloth as you do. Pull the table cloth into the correct position.

Therefore, any non-visible bacteria on napkin during folding will be transferred to the guests

## ❑ Laying tables for service

### ❑ Table setting

The table setting in any restaurant is determined by the style of cuisine it serves. This means that the type of food served will have a bearing on the type of cutlery used. In a Chinese or Japanese restaurant, for example, chopsticks are also provided as the food is generally cut into bite size pieces before cooking. However, forks are also provided to cater for guests who may not know how to use chopsticks.



## ❑ Definition and types of covers

- The word 'cover' in dining room terms refers to the place setting for one guest.
- Most western style restaurants use one of two basic covers for their table setting. These are:

A la carte cover;

- Table d'hote or set menu cover.
- French
- English and Family
- American
- Buffet

Pre-set service



- Self-serve cafeteria
- Reception service

#### **A la carte cover**

This cover is used for an a la carte menu which means a menu that has individually priced dishes.

Laying an a la carte cover:

1. Put the side plate down to mark the cover position.
2. Lay the fish knife and fork.
3. Place the wine glass above the tip of the knife.
4. Place the water glass slightly to the right and behind the wine glass.
5. Move the side plate to the left.
6. Place side knife on side plate (1/3 to the right of the plate).
7. Place the napkin.

#### **Table d'hote or set menu cover**

When table d'hote menus are used for banquets or functions, the table d'hote or set menu cover for setting tables is also used. When setting this type of cover, you will need to know the dishes on the menu as the cutlery requirements for each of the courses are included in the cover setting.

The tableware for this menu cover includes:

- soup spoon;
- fish knife and fork or entree knife and fork
- main course knife and fork;
- entree fork and spoon for dessert (variations exist);
- side plate;
- side knife or small knife
- wine glasses;
- napkin;
- Centre pieces.

#### **Family-style (English) Service**

Guests are seated. Large serving platters and bowls are filled with foods in the kitchen and set on the dining tables by servers. Guests help themselves from a lazy Susan or they pass the foods to each other. Occasionally, a host would carve the meat.



#### **Buffet Service**

Foods are arranged on tables. Guests usually move along the buffet line and serve themselves.

When their plates are filled, guests take them to a dining table to eat. Servers usually provide beverage service at tableside. A very elegant buffet would have servers carry guests' plates to the tables for them.

#### ☐ **Cafeteria Service**

Similar to a buffet. Guests stand in line, but do not help themselves. They are served by chefs and/or servers from behind the buffet line. This is a way to control portion sizes. Sometimes the inexpensive items, such as salads, will be self-service, and the expensive meat items will be served by an attendant.

#### ☐ **Plated (American) Service**

Guests are seated. Foods are pre-portioned in the kitchen, arranged on plates and served by servers from the left. Beverages are served from the right. Used dishes and glasses are removed from the right. This is the most functional, common, economical, controllable and efficient type of service. However, if foods are plated too far in advance, they could run together, discolour, otherwise lose culinary quality.

#### ☐ **Pre-set Service**

Food that is already on the dining tables when guests are seated. Since pre-set foods will be on the tables for a few minutes before they are consumed, you must pre-set only those that will retain sanitary and culinary qualities at room temperatures. Most common are bread and butter, but often the appetizer will be pre-set as well. For lunches with a limited time frame, occasionally salad and dessert will be pre-set.

#### ☐ **French service**

In French table setting, eating utensils, or les coverts, are placed in the order in which you will be using them. The utensils furthest from the plate are the ones you will use first. The forks are placed to the left of the plate (doesn't that irritate all of you right-handed people?) either with the tines pointing down, called a la franchise - French style, or with the tines pointing up, a l'ana1aise - English style.

- It is considered much more enjoyable to serve and eat food at a pleasantly arranged table. The way in which food is served can vary according to the number of people being served, the space available, the type of food being eaten, and the type of occasion.

#### ☐ **Cutlery and crockery**

The amount of china (crockery) and cutlery on the table will depend upon the number of courses being served.

1. **Dinner Fork:** This is the long-tined fork you're used to. Why is it shaped the way it is? Well, see... originally forks only had two tines. This worked beautifully for things like meat. However, it doesn't work so well with peas or corn or such. More tines were added to make it easier to capture a variety of things from meat to legumes to vegetables.
2. **Teaspoon:** A small spoon (not the measuring spoon) that is supposed to be used for... ready? ONLY BEVERAGES (though, actually, coffee does have its own spoon). Yeah, the theory is that everything





else served at the table either has a separate spoon or does not require one.

3. **Tablespoon:** A large spoon that is nowadays, usually used for serving rather than eating. So, naturally, the cutlery tablespoon holds the equivalent of the measuring spoon tablespoon, right? Nope, actually a cutlery tablespoon holds less than a tablespoon.
4. **Soup Spoon:** What? Really? We have to go through soup spoons?! Yeah, of course. Quick! What's the difference between a tablespoon and a soup spoon? See... ah, gotcha. Okay, here's the thing. A tablespoon is oval-shaped. How 'bout a soup spoon? Well, of course, because style is the name of the game, the shape will vary from set to set. But if we're talking standard definitions, a soup spoon has a rounded bowl rather than ovoid. It is also supposed to be slightly less than a tablespoon. These, of course, are the definitions for a Western soup spoon. Chinese soup spoons are usually made of ceramic and flat-bottomed.
5. **Steak Knife:** A steak knife should be offered with any fibrous protein. What I find more interesting is that you can tell the clientele of a restaurant by their steak knives. How's that? Go to a middle of the road steak house... Your steak knife will be over-sized (and if its family oriented, the tip will be rounded) with smaller serrations... A more upscale restaurant will give you a smaller sharper knife with a pointed tip. Seriously, check it out and tell me if I'm wrong.
6. **Butter Knife:** Smaller than a dinner knife or a steak knife and usually (but not always) with a rounded tip. What should a person use this for? Well, to be proper, you should ONLY use it to cut and spread butter.
7. **Salt Shaker:** The salt shaker is placed to the right of the pepper shaker.
8. **Pepper Shaker:** The pepper shaker is to the left of the salt shaker, and is angled slightly above the salt shaker.
9. Finger bowls may be placed on the table at the end of the meal.

## Table items –

### Napkins

Cloth napkins come in several sizes, each size tailored to a specific use. A beverage napkin, used when serving drinks and hors d'oeuvres, like most cloth napkins, is square, about five inches to each side.



**Beverage Glasses:**

These all-purpose glasses can be used to hold any beverage you wish. They come in various sizes, shapes and capacities to fit your dining room needs.



**Water Glasses**

Water glasses hold anywhere from 5 to 14 ounces of water. In a pinch, plastic drink ware can be used in lieu of glass, especially when it comes to serving water.



**Iced Tea Glasses**

Some iced tea glasses resemble regular beverage glasses, while some have stems and resemble wine glass or a goblet. These glasses can be used for iced tea, as well as water or any other beverage.



**Juice Glasses**

Small juice glasses are great for serving juice at breakfast and brunch. They are smaller than most beverage glasses.



**Beer Mugs and Steins**

These heavy thick mugs are designed to hold beer without breakage. They have sturdy handles for easier lifting. Beer steins are a special kind of beer mug that originated in German.



#### Beer Glasses

Some glasses are specifically designed to hold pints of beer or pilsner and lager beers. Pilsner glasses are flared with the top being wider than the bottom.



#### Hurricane Glasses

These glasses are shaped like the old-fashioned hurricane lamps, and are designed to hold fruity cocktails and other drink concoctions.



#### Rocks Glasses

When a customer asks for a mixed drink served on the rocks, reach for a rocks glass.



#### Highball Glasses

These tall glasses are perfect for holding larger cocktails and mixed drinks, like whiskey and soda, Long Island iced tea, a mojito or a Bloody Mary. They can also be used as an all purpose beverage glass.



### Old Fashioned classes

These glasses are also known as lowball glasses, and can work as rocks glasses. They are great for holding small mixed drinks like their namesake, the Old Fashioned, or any type of liquor served on the rocks.



### Shot, Shooter and Whiskey Glasses

For measuring or serving shots, use a shot, shooter or whiskey glass. These glasses can be used to hold single liquors or liquor concoctions.



### Brandy Snifters

These glasses have a shorter stem than wine glasses and are designed to hold brandy, a spirit that is made from distilled wine and often served after dinner.



### Coffee Glasses

These glass mugs can be used to hold any type of warm or iced beverage, such as coffee, tea



### Cordial Glasses

A cordial glass can be used to serve any kind of sweet liqueurs. They can also function as an elegant glass for serving beer samples.



### **Cosmopolitan Glasses**

Ideal for holding cosmos or other mixed drinks, cosmopolitan glasses resemble a stem less cocktail glass.



### **Red Wine Glasses**

Red wine glasses are designed to have a larger rim so that the person drinking the wine can swell the aroma while sipping the wine.



### **White Wine Glasses**

White wine glasses have a smaller rim than the red. The stemmed glasses keep chilled wines cooler longer, as the person drinking the wine can hold the stem instead of holding the glass.



### **Glass Goblets**

Goblets have a shorter stem than wine glasses, but can still be used to hold wine or sherry. They can also be used to hold water or other beverages.



### **Breakfast:**

Table setting is an art. A meal however simple or elaborate, the laying of a table can make a whole lot of difference. Each meal can have a classy look with a little touch of thought. A basic table setting, suitable for breakfast should be arranged as follows:

- A plate placed in the center (allow at least 24 inches for each place setting)
- A bread-and-butter plate placed at the top left of the plate
- A soup/ salad bowl can be placed on top of the plate (as needed)
- A fork placed on the direct left of the plate
- A knife and soup spoon placed on the direct right of the plate (the cutting edge of the knife should face the plate)
- A napkin folded to the left of the fork
- A drinking glass placed directly above the spoon and knife
- A coffee / tea cup and saucer to the right of the drinking glass

#### □ Dinner:

you begin eating a meal by using the flatware at the outside left and right, and then work toward the plate as the meal proceeds. Stemware is set above and to the right of the dinner plate; bread-and-butter plates sit above the plate and to the left. Flatware should align with the bottom rim of the charger, a large plate, which will be removed after everyone spreads his napkin on his lap (napkin rings, customary at family meals, may be used as a festive decoration). The water glass stands above the dinner knife, white wine to its right and red wine top center. Soup is served in a heated soup dish, atop a dinner plate, and eaten with the soup spoon, at outer right. When every guest has finished and laid his spoon, bowl up, across the upper right-hand corner of the plate. Salad is served on a midsize plate and eaten with the remaining fork, which has a broader end tine than other forks and can be used for cutting. A small dessert plate arrives along with a coffee or teacup and a teaspoon. Use the cake fork and the dessert spoon, laid across the top of the setting before the meal began (note that the fork's tines are set facing right and the spoon's bowl facing left). The water glass is the only stemware still on the table.



#### Self-Check Quiz: 4.2.1

- Creates a good team in the organization.
  - Career
  - Spirit
  - Learning
  - Working
- The relationship of people with themselves. Having well -----skills is essential for the wellbeing and growth of any individual.
  - Intrapersonal
  - personal
  - professional
- is the way you put you put specialized knowledge into practice.
 

Seen in the conscientiousness

  - Kitchen Order Ticket
  - Kitchen Operation Training
  - Knowledge of Technique
- Ordering system is correctly handled, after completing you must \_\_\_\_\_ to guests.
  - Encourage
  - repeat
  - budget
- Arrange table with
  - Depends on service
  - Depend on food
  - Depend on size



### Answer sheet 4.2.1

1. Spirit creates a good team in the organization.  
a) Career                      b) Spirit                      c) Learning                      d) Working
2. The relationship of people with themselves. Having well inter personal skills is essential for the wellbeing and growth of any individual.  
a) Inter personal      b) Personal      c) Professional
3. Skill is the way you put your specialized knowledge into practice.  
a) Ethics                      b) skill                      c) knowledge
4. Ordering system is correctly handled, after completing you must repeat the guests.  
a) Encourage      b) Repeat      c) Budget
5. Arrange table with depends on service.  
a) Depends on service                      b) Depends on food                      c) Depend on size



### Job sheet 4.2.1

#### Procedure:

1. Select & collect tools, utensil and equipment as per the meal
2. Set up Table, mise-en-place and side station to ready for service
3. Separate station will be preferable if it is set menu or buffet
4. Before serving food must maintain kitchen order ticket
5. Service procedure are depends on what kinds of service are providing
6. Maintaining work standards for service — cutlery, glass ware and silver ware are clean
7. Hot food always serve hot and cold food are cold and other will be room temperature
8. Clean and sanitize the tools, equipment and work place

#### Specification sheet: Arrange table items

To complete the above task, you will need to following equipment and ingredients

<b>PPE (Personal Protective Equipment)</b>	<b>Quantity</b>
Waiter uniform	1
Waiter cloth	1
Waiter shoes	1 pair
Pad	1
Pencil	1
Lighter	1
Bottle opener	1

<b>Equipment</b>	<b>Quantity</b>
Tables lighting	As required
Bud vases & Accent vases	As required
Display risers & display stands	As required
Fountains	As required
Table top signs	As required
Menu covers & Boards	As required
Ashtrays	As required
Salt & Pepper shakers	As required
Serving & display patters	As required
Condiments	As required
Coffee and Tea Station	As required
Flower Arrangements	As required
Pictures and Art objects	As required
Lamps and Candle Holders	As required
Glassware	As required
Cutlery	As required



Tools & Utensils	Quantity
Large knife	As required
Large spoon	As required
Small knife	As required
Medium spoon	As required
Fish knife	As required
Small knife	As required
Bread knife	1 pm
Large fork	As required
Small fork	As required
Side plate	As required
Dessert plate	As required
Water goblet	As required
Service plate	As required
Wine glass	As required
Whiskey glass	As required
White wine glass	As required
Soup bowl	As required



### Assessment Plan:

Module-4	Written test	Performance test	Observation	Oral test	Portfolio	Third party report	Discussion	Project	Weekly/Final report	Remarks
LO-1	√		√	√			√			
LO-2	√		√	√			√			



### Review of Competency

#### Final Checklist

For the performance criteria of the module prepare table for service is given below:

Assessment Performance Criteria	Yes	No
1. Cutlery, crockery, glassware and table items is identified and collected as required	<input type="checkbox"/>	<input type="checkbox"/>
2. Types of table service is identified as per job requirement	<input type="checkbox"/>	<input type="checkbox"/>
3. Cleanliness and availability of table items are checked and confirmed as per standard operating procedure	<input type="checkbox"/>	<input type="checkbox"/>
4. Table is laid as per job requirement	<input type="checkbox"/>	<input type="checkbox"/>
5. Linen is placed on the table as per standard operating procedures	<input type="checkbox"/>	<input type="checkbox"/>
6. Center place, vase, cruet set, ashtray is placed on the table as per workplace standard	<input type="checkbox"/>	<input type="checkbox"/>
7. Cutlery and crockery are placed on the table as per the required service.	<input type="checkbox"/>	<input type="checkbox"/>
8. Other table items are placed on the table if required.	<input type="checkbox"/>	<input type="checkbox"/>

Now, I feel ready to undertake my formal competency assessment.

Signed:

Date:

## Module 5: Provide in room dining

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### MODULE CONTENT

**Module Descriptor:** This module covers the knowledge, skills, and attitudes required to provide in room dining. It specifically includes taking and transferring room service, setting trays or trolleys, serving meals and beverages to guests and clearing room.

**Nominal Duration:** 28 hours



### Learning Outcomes:

After completing this module, trainee/student must be able to:

- 5.1 Take and transfer in-room dining orders
- 5.2 Set trays or trolleys
- 5.3 Serve meals and beverages to guests
- 5.4 Clear room



### Performance Criteria

- 1 Door knob cards are collected and provided in time.
- 2 Telephone calls are answered in accordance with guest service standard.
- 3 Details of orders are clarified, repeated and recorded with guests for accuracy.
- 4 Suggestive selling technique is applied.
- 5 Approximate time of delivery is advised to guest.
- 6 Orders are transferred to appropriate section.
- 7 Trays, trolleys and hot boxes are arranged with set-up items in accordance with workplace requirements.
- 8 Service equipment and materials are selected as required.
- 9 Food items and beverages are collected based on guest's requirement as per workplace procedures.
- 10 Hot and cold food items and beverages are arranged separately as per workplace standard.
- 11 Orders are checked before leaving the kitchen for delivery.
- 12 Entry to guests' rooms is requested by knocking or pressing doorbell in accordance with service standards.
- 13 Guests' rooms are entered upon approval from guests and guests are greeted in accordance with service standards.
- 14 Preferences for positioning of trays or trolleys in the room are consulted with guests.
- 15 Meals and beverages are served and placed correctly in accordance with standard procedures.

- 16 Guest is requested to call room service for clearance or keeping the trolley/tray outside the room.
- 17 Bill is presented and settled as per standard procedure.
- 18 Floors are checked and cleared in accordance with workplace guidelines.
- 19 Used cutlery and cookeries are dropped at dishwashing/stewarding section.
- 20 Trays and trolleys are returned and stored in designated area.



### **Learning Outcome 5.1 Take and transfer in-room dining orders**



#### **Contents:**

- Door knob cards.
- Ordering procedures.
- Suggestive selling techniques.
- Setting procedure of trays and trolleys.
- Guests' requirement.
- Billing procedure.
- Room clearing procedure.



#### **Assessment Criteria:**

- Door knob cards are collected.
- Telephone calls are answered.
- Details of orders are clarified, repeated and recorded.
- Suggestive selling technique.
- Approximate time of delivery.
- Orders are transferred.



#### **Resources Required:**

Students/trainees must be provided with the following resources:

- Personal Protective Equipment (PPE).
- Cutlery, Crookery and table items
- Tools and Equipment.
- Paper
- Pen



## Learning Activities 5.1.1

Learning Activities	Resources / Special instructions / References
Take and transfer in-room dining orders.	<ul style="list-style-type: none"> <li>• Information sheets: 5.1.1</li> <li>• Self-Checks: 5.1.1</li> <li>• Answer keys: 5.1.1</li> <li>• Job sheet 5.1.1</li> <li>• Specification sheet 5.1.1</li> </ul>



## Information Sheet 5.1.1

**Learning Objectives:** Trainee will take and transfer in-room dining orders in a workplace.

### Door knob card are collected in time

- The overnight Supervisor shall assign a waiter to collect all door knob breakfast menu orders every night, according to the schedule.
- Use the service lift to get to the top floor and collect the door knob breakfast menu orders floor by floor, working downwards.
- Write down the room number on each door knob breakfast menu order.
- The assigned waiter must write down the room number when collecting the door knob breakfast menu order.
- Preparing the bill for the breakfast service.
- The overnight Supervisor shall prepare all the breakfast bills according to the guests' door knob bread fast menu orders.
- Sort out all the prepared bills according to the time of service, starting from the earliest one, with priority given to the VIP rooms.

### Calls are answered in accordance with the guest

Any kind of order from guest, have to take with proficiency & sensitively after take the order, must have to confirm about the order of guest. Guest may order by telephone, if the guest do it no problem, just write your orders and confirm it.



Suggest best and delicious foods. Look to your foods that's are all items are available or not, if any of the food item is not available then inform your guests instantly, otherwise guest will may furious to you.

Submit your kitchen order token, when your foods are ready to serve, carry them by trolley to guest's room and serve gently.

### ☐ Telephone calls accordance with guest service standard

Customer service standards formalise the level of customer service you aim to provide and what practical things you must do to achieve this. The standards set a target for organisations to meet customer needs through the use of its people, systems and technology. Service standards are-

- Answer the phone within 3 rings.
- Greet each customer by their first name.
- Respond to every customer inquiry within 60 minutes.
- Open a new queue if more than 3 customers are waiting.
- Check each passenger has their seat belt fastened.
- Resolve a client problem within 4 hours.



### ☐ Orders are clarified, repeated and record

The professional and accurate taking of guest orders is essential to high quality Service in every restaurant and foodservice segment and in every food and beverage operation. All guests expect their orders to be taken by Qualified servers. They also expect those taking their orders will be knowledgeable:

- Servers should know what is on the menu, including basic item Ingredients and preparation methods.
- Servers should know descriptive words used to explain the menu items Offered.
- Servers should know the time required to prepare menu items.
- Servers should know what accompaniments are served with each Menu item.
- Servers should know which menu items complement each other. For example, lighter wines with milder food and more robust wines with more intensely flavoured food.
- Servers should know the prices charged for each menu item offered.



### ☐ Techniques is applied:

Different kinds of techniques are applied for Food & Beverage production. Up selling technique are most important for applying food & beverage knowledge. In the main time there have been many beneficiaries are also used in the technology progress. However, the advertise of functioning methodology intended to accruing training appraisal for food & beverage department. Many of the

organization can't take proper decision for making initiative in particular subject.

Upselling – when a client decides to spend more by upgrading the type of product they initially want to purchase. For example, ordering a large pizza instead of a small, or toppers on a steak.

Every staff member who has the potential to interact with a customer at any point during their day should view themselves as a salesperson and that includes chefs, administration and security. One of the most challenging issues for managers with selling on the front line is that you need strong people on the front line to ensure the success.

“When it comes to assessing the sales capability of staff, some of the best secret shopper comments we receive, tend to be where an unexpected member of staff, such as a chef, takes the initiative to speak with the shopper and really sells the menu, asks for feedback after the meal or sneaks in a suggestion of dessert or coffee.

Some staff members are natural sales people, but others need to be supplied with the words or a script until they are comfortable in that role. Please do not take this to mean that staff should regurgitate the same line to every customer that comes across their path regardless of day, time or type of customer. That just becomes annoying.



Figure: Selling technique

**Deliver advised to guest:**

The guest should be greeted at the restaurant's entrance promptly by the host/hostess or manager and escorted to an appropriate table. In order to allow the Service Timetable to work efficiently, guests should be seated in a rotated fashion so as not to provide any server with more than one new table at a time. On the occasion when neither the host nor manager is at the door to seat the guest, a server or bus person should greet the guest and tell them that someone will be attending to them momentarily. The objective of this stage is to recognize the guest and warmly welcome them to the restaurant.



**Delivery Time:**

- When the order is made, the order taker shall post it immediately in the POS (Point of sale) terminal. The time displayed on the print-out slip shall be considered for any further reference.

- The order taker shall accurately estimate the time required for the food preparation and the specific mise-en-place related to the food order.
- The order taker shall set the time on the specially designed alarm clock in order to control the duration of each order preparation.
- The order taker shall politely inform the guest by telephone about any delivery delay
  - Consequently, the order taker shall say the following: "Good morning / afternoon / evening, Mr. / Mrs. / Ms. (the correct family name of the guest), I am calling from IN ROOM DINING to inform you that we are experiencing a slight delay with your food delivery. It will take about (time to be defined by the kitchen team) more minutes. We sincerely apologise for the inconvenience.



### Self-Check Quiz 5.1.1

Check your understanding by answering the following questions:

Write the correct/appropriate answer

1. How you are taking order from the guest?
2. Which is the most important issue in providing in nature of a restaurant?
3. What amount are delegating provide process?



### Answer Key 5.1.1

1. How you are taking order from the guest?

Ans: Taking orders from your guest in a hotel restaurant also needs proper etiquette. This would only mean professionalism and hospitality with regards to serving excellent food to your restaurant guests.

2. Which is the most important issue in providing in nature of a restaurant?

Ans: The major events of life, personal and professional, are celebrated in restaurants. Acquaintances become friends around a table in the safe and controlled environment of a restaurant. Individuals become lovers across a restaurant table, sometimes.

3. What amount are delegating provide process?

Ans: An optimally functioning company will use delegation on both an individual and an organizational level. As such, it is essential for an organization to master delegation techniques. Within any team that works together, those in charge of the delegation process hold a critical responsibility.





## Job Sheet: 5.1.1

### Provide in room dining service

#### Procedure:

1. Order is taken by sequence
2. Different techniques are applied for room service
3. Ordering procedure are establishing in highly appreciated
4. Always maintain the stander for room service that the guest is enjoy their meals
5. Providing guest requirement and fulfil their desire for room service

#### Specification Sheet 5.1.1

To complete the above task, you will need to following equipment and ingredients:

PPE (Personal Protective Equipment)	Quantity
Waiter uniform	1
Waiter cloth	1
Waiter shoes	1 pair
Pad	1
Pencil	1
Lighter	1
Bottle opener	1

Equipment	Quantity
Service Trays	As required
Sideboard/Dummy Waiter	As required
Cash Registers	As required
Service Linen	As required
Serviettes	As required
Overlays	As required
Condiments	As required
Cash register station	1 pc

Bill Presentation	
Bidding farewell	



## Learning Outcome 5.2 Set trays or trolleys



### Contents:

- Suggestive selling techniques.
- Setting procedure of trays and trolleys.
- Guests' requirement.
- Billing procedure.
- Arranging trays and trolleys.



### Assessment Criteria:

1. Trays, trolleys and hot boxes are arranged.
2. Service equipment and materials are selected.
3. Food items and beverages are collected.
4. Hot and cold food items and beverages are arranged.
5. Orders are checked.



### Resource Required:

Students/trainees must be provided with the following resources:

- Personal Protective Equipment (PPE).
- Equipment and Materials: Trays or trolleys, Table accompaniments, Warming equipment/lids, Linen, Ice bucket, Food cover.
- Set-up items: Butters, Condiments, Cutlery, Glassware, Beverage, Table Napkin, Flower vase, Thank You/ Clearance card.
- Paper
- Pen



### Learning Activities 5.2.1

Learning Activities	Resources / Special instructions / References
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Set trays or trolleys	<ul style="list-style-type: none"> <li>• Information sheets: 5.2.1</li> <li>• Self-Checks: 5.2.1</li> <li>• Answer keys: 5.2.1</li> <li>• Job Sheet 5.2.1</li> <li>• Specification sheet 5.2.1</li> </ul>
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### Information Sheet 5.2.1

**Learning Objectives:** Trainee will set trays or trolleys in the workplace procedure.

**Trays, trolley and hot boxes are set-up**

According to requirement trays, trolley and hot boxes are set-up correctly for the purposes in building better opportunities and easily can movement in a workplace. Guest requirement are priorities in the basis of their desire food and beverage in many times. If menu is set up that's also may be different than another menu. In general term use in a restaurant in making cooperativeness for good will their business purposes. It can't be denied any more in any way. Serving areas are cleaned in time to time before guest arriving. So, the business strategy is making it easy process to sustain in long run.



**Service equipment and materials**

The necessary of the equipment are the most countable for restaurant service. So that the service equipment is most essential for serving food and beverage. Materials are used in many of the sectional of auditing in restaurant service. There have been adjoin many parts of this selection. So, equipment, utensil and materials are primary needed for serving food and beverage.



**❑ Food and beverage collected based on requirement**

“Guest are king” the terms reflect philosophy of human conduct of hotelier. In the issuing of major department of the hotel the can providing food and beverage in main time according to guest requirement. Workplace procedure are maintaining the good rules in the sight of these industry. So may better understanding in modified the guests concern all about food and beverage are collect and place in workplace procedure.



**❑ Hot and cold food are arranged separately:**

It might be ensured that every server when s/he served food. Hot food served always hot and cold food are served in room temperature that food poisoning is not increase. Serving dish are make pre prepared before garnishing food and equipment and utensil are regenerated for served.



**☐ Orders are check before leaving kitchen:**

When complete the total section of ordering procedures are taken by guest, then ensuring kitchen ordering ticket for providing food and beverage. Without reconfirming you don't leave kitchen and as much you perfectly done your job.



**Self-Check Quiz 5.2.1**

1. Which information are need to be expertise for set trolleys?

Ans:.....  
.....

2. How many trolleys are surrounded for movement?

Ans:.....  
.....

3. Which technique are emphasis for verifying this stage?

Ans:.....  
.....



### Answer Sheet 5.2.1

1. Which information are needed to be expertise for set trolleys?

Ans: There is no other alternative point to emphasis to its action. Might be transfer information to controlling trays and trolleys that why creates a good imbalance.

2. How many trolleys are surrounded for movement?

Ans: It may approx... Based on the size and space of the restaurant. How much trolley can move around?

3. Which technique are emphasis for verifying this stage?

Ans: Verifying the authority of stages are prior in many technics which made easier to work and make it positive.



### Job sheet 5.2.1

#### Procedure:

1. Set up as earlier trays before entrance guest in restaurant or a hotel room
2. When it is store, that time maintain a category sequence
3. Chair trolley and food trolley are arranged in different sell 4. Decorate the trays in store room and others equipment

#### Specification Sheet

To complete the above task, you will need to following equipment and ingredients:

PPE (Personal Protective Equipment)	Quantity
Waiter uniform	1
Waiter cloth	1
Waiter shoes	1 pair
Pad	1
Pencil	1
Lighter	1

Bottle opener	1
---------------	---

Equipment	Quantity
Service Trays	As required
Service trolley	As required
Ashtray	As required
Service Linen	As required
Serviettes	As required
Overlays	As required
Budvase	As required
Bill Presentation	As required
Bidding farewell	As required



### **Learning Outcome 5.3 Serve meals and beverages to guests**



#### **Content:**

- Maintain personal hygiene.
- Effective Communicating skills.
- Handling tools and equipment.
- Taking and transferring room service orders.



#### **Assessment Criteria:**

1. Entry to guests' rooms is requested.
2. Guests' rooms are entered upon approval from guests and guests are greeted.
3. Preferences for positioning of trays or trolleys in the room are consulted.
4. Meals and beverages are served and placed.
5. Guest is requested.
6. Bill is presented and settled.



#### **Resource Required:**

Students/trainees must be provided with the following resources:

- Personal Protective Equipment (PPE).
- Equipment and Materials: Trays or trolleys, Table accompaniments, Warming equipment/lids, Linen, Ice bucket, Food cover.
- Set-up items: Butters, Condiments, Cutlery, Glassware, Beverage, Table Napkin, Flower vase, Thank You/ Clearance card.
- Paper
- Pen



### Learning Activities 5.3.1

Learning Activities	Resources / Special instructions / References
Serve meals and beverages to guests	<ul style="list-style-type: none"> <li>• Information sheets: 5.3.1</li> <li>• Self-Checks: 5.3.1</li> <li>• Answer keys: 5.3.1</li> <li>• Job sheet 5.3.1</li> <li>• Specification sheet 5.3.1</li> </ul>



### Information Sheet 5.3.1

**Learning Objectives:** Trainee will serve meals and beverages to guests.

**Before entry guests' rooms are requested by knocking**

Room service is the part of food and beverage department. Guest priorities are main concern all about others. When room service starts time, you must knock the door and permission from guests.

**Sequence:**

- 1) Knock the door lightly
- 2) Awareness yourself
- 3) Great guest warmly
- 4) Use guest's name
- 5) Ask if may enter in the room
- 6) Ask where to set up order
- 7) Offer to pour beverage
- 8) Service of the dinner according to the guest needs
- 9) Inform guest about pick up
- 10) Wish guest an enjoyable meal





**Guests and greet them politely in service standard**

- Guests want great service but what they get is often lacking.
- If you are really interested in providing the best possible service and want to exceed expectations, then go to the restaurant you work at with a friend and have dinner.
- Accordingly, to good manner is politely handle guest and served food as their desire.



**Meals and beverage are served in correctly**

In food & beverage industry there have no alternative issuing for confusing the guest morality. Such the matter alternative values are creating positive attitude for guest and served meal correctly and their (guests') desire.

**Bill is presented & settled**

Bill is present to guest with well manner and ask them which procedures they can apply for paying bills. It might by pay in cash or credit card.



### Self-Check Quiz 5.3.1

1. Which strategies are applied for providing meal?

Ans:.....  
.....

2. What type of food are presented?

Ans:.....  
.....

3. Why motivating factors are important for meal?

Ans:.....  
.....



### Answer sheet 5.3.1

1. Which strategies are applied for providing meal?

Ans: strategy is the effective issue for providing food & beverage department without it guest satisfaction are not increase.

2. What type of food are presented?

Ans: when the order process is complete then come to provide food to the guest. It is better to provide guest request menu list.

3. Why motivating factors are important for meal?

Ans: Motivation is the main weapon in the hospitality industry. Always serve food to guest that time smile



### Job Sheet 5.3.1

**Present room service meals and beverage to guests**

**Procedure:**

1. Should aware for providing food
2. Reinsuring the guest about his meal before provide
3. It not to mixed up that guest are confused
4. Presenting the require food and beverage for guest
5. Do your job properly for providing and presenting food

**Specification Sheet**

**Present room service meals and beverage to guests**

To complete the above task, you will need to following equipment and ingredients:

PPE (Personal Protective Equipment)	Quantity
Waiter uniform	1

Waiter cloth	1
Waiter shoes	1 pair
Pad	1
Pencil	1
Lighter	1
Bottle opener	1

Equipment	Quantity
Service Trays	As required
Sideboard	As required
Cash Registers	As required
Service Linen	As required
Serviettes	As required
Food Server	As required
Condiments	As required
Glassware	1 pc
Chinaware	



Bidding farewell	
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### **Learning Outcome 5.4 Clear room**



#### **Contents:**

- Maintaining personal hygiene.
- Communicating skills.
- Handling tools and equipment.
- Room clearing procedure.
- Clearing trays and trolleys



#### **Assessment Criteria:**

- 1 Floors are checked and cleared.
- 2 Used cutlery and cookeries are dropped.
- 3 Trays and trolleys are returned and stored.



### Resource Required:

Students/trainees must be provided with the following resources:

- Personal Protective Equipment (PPE).
- Equipment and Materials: Trays or trolleys, Table accompaniments, Warming equipment/lids, Linen, Ice bucket, Food cover.
- Cleaning agent and tools
- Register
- Paper
- Pen



### Learning Activities 5.4.1

Learning Activities	Resources / Special instructions / References
Clear room	<ul style="list-style-type: none"> <li>• Information sheets: 5.4.1</li> <li>• Self-Checks: 5.4.1</li> <li>• Answer keys: 5.4.1</li> <li>• Job Sheet 5.4.1</li> <li>• Specification sheet 5.4.1</li> </ul>



### Information Sheet 5.4.1

**Learning Objectives:** Trainee will clear room to guests.

**Floor are checked and cleaned**

There are many combinations of food & beverage department which including the materials in the appraisal. Every day checking the room are clean in properly in hence in the mobilization. Interpersonal skills should be applicable for outstanding the hotel industry. Verification of inter creativity which can apply to producing the manipulating of run this business. So, it might be approaching the build in taking checked and cleaned room properly.



❑ **Used cutlery and crockeries are dropped at dishwashing/stewarding section**

Kitchen stewarding contributes to the successful operation of the Food production and service department. It performs the following functions:

- Washing kitchen pots and pans (scullery/pot wash).
- Maintaining kitchen equipment.
- Cleaning all kitchen equipment and ensuring hygiene.
- Garbage disposal.



❑ **Trays and trolley restore**

Procedure maintain department is play a vital role for demolishing the combination of store. Skill are may concern about the documentary procedure in raw materials for catching of food and beverage industry.

Taking tray and trolley for bearing food and re store them in the secure place and don't hazard with guest path.



**Self-check Quiz 5.4.1**

1. Which cleaning agents are used for cleaning room?
2. What are the duties of kitchen stewarding department?
3. What is the basic concept for clean room?



**Answer Sheet 5.4.1**

1. For cleaning room different kinds of cleaning agents are used. In an accordance cleaning agent using for floor and wooden furniture.

2. Kitchen stewarding contributes to the successful operation of the Food production and service department. It performs the following functions:
  - Washing kitchen pots and pans (scullery/pot wash).
  - Maintaining kitchen equipment.
  - Cleaning all kitchen equipment and ensuring hygiene.
  - Garbage disposal
  
3. Basic concept for cleaning room is – first time clean big dirt and its mop.



### Job Sheet 5.4.1

2

#### **Procedure:**

1. Room is cleaned accordingly without disturb of guest
2. Proper knowledge is establishing here for cleaning
3. Divide in wooden and ceramic equipment
4. Cleaning and moping room smoothly

#### **Specification Sheet 5.4.1**

To complete the above task, you will need to following equipment and ingredients:

PPE (Personal Protective Equipment)	Quantity
-------------------------------------	----------

Waiter uniform	1
Waiter cloth	1
Waiter shoes	1 pair
Pad	1
Pencil	1
Lighter	1
Bottle opener	1

<b>Equipment</b>	<b>Quantity</b>
Detergents	As required
Laundry aids	As required
Deodorants	As required
Polishes	As required
Acid Cleaners	As required
Floor seal	As required





### Assessment Plan:

Module-5	Written test	Performance test	Observation	Oral test	Portfolio	Third party report	Discussion	Project	Weekly/Final report	Remarks
LO-1	√		√	√			√			
LO-2	√		√	√			√			
LO-3	√		√	√			√			
LO-4	√		√	√			√			



## Review of Competency

### Final Checklist

For the performance criteria of the module provide in-room dining is given below:

Performance Criteria	Yes	No
1. Door knob cards are collected and provided in time.	<input type="checkbox"/>	<input type="checkbox"/>
2. Telephone calls are answered in accordance with guest service standard.	<input type="checkbox"/>	<input type="checkbox"/>
3. Details of orders are clarified, repeated and recorded with guests for accuracy.	<input type="checkbox"/>	<input type="checkbox"/>
4. Suggestive selling technique is applied.	<input type="checkbox"/>	<input type="checkbox"/>
5. Approximate time of delivery is advised to guest.	<input type="checkbox"/>	<input type="checkbox"/>
6. Orders are transferred to appropriate section.	<input type="checkbox"/>	<input type="checkbox"/>
7. Trays, trolleys and hot boxes are arranged with set-up items in accordance with workplace requirements.	<input type="checkbox"/>	<input type="checkbox"/>
8. Service equipment and materials are selected as required.	<input type="checkbox"/>	<input type="checkbox"/>
9. Food items and beverages are collected based on guest's requirement as per workplace procedures.	<input type="checkbox"/>	<input type="checkbox"/>
10. Hot and cold food items and beverages are arranged separately as per workplace standard.	<input type="checkbox"/>	<input type="checkbox"/>
11. Orders are checked before leaving the kitchen for delivery.	<input type="checkbox"/>	<input type="checkbox"/>
12. Entry to guests' rooms is requested by knocking or pressing doorbell in accordance with service standards.	<input type="checkbox"/>	<input type="checkbox"/>
13. Guests' rooms are entered upon approval from guests and guests are greeted in accordance with service standards.	<input type="checkbox"/>	<input type="checkbox"/>
14. Preferences for positioning of trays or trolleys in the room are consulted with guests.	<input type="checkbox"/>	<input type="checkbox"/>
15. Meals and beverages are served and placed correctly in accordance with standard procedures.	<input type="checkbox"/>	<input type="checkbox"/>
16. Guest is requested to call room service for clearance or keeping the trolley/tray outside the room.	<input type="checkbox"/>	<input type="checkbox"/>
17. Bill is presented and settled as per standard procedure.	<input type="checkbox"/>	<input type="checkbox"/>
18. Floors are checked and cleared in accordance with workplace guidelines.	<input type="checkbox"/>	<input type="checkbox"/>
19. Used cutlery and cookeries are dropped at dishwashing/stewarding section.	<input type="checkbox"/>	<input type="checkbox"/>
20. Trays and trolleys are returned and stored in designated area.	<input type="checkbox"/>	<input type="checkbox"/>

Now, I feel ready to undertake my formal competency assessment.

Signed:

Date:

## Module 6: Provide food and beverage service

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### MODULE CONTENT

**Module Descriptor:** This module covers the knowledge, skills, and attitudes required to provide in room dining. It specifically includes welcoming guests, taking and processing orders, serving food and drinks, processing payments and receipts and concluding food service and close down dining area.

**Nominal Duration:** 80 hours



### Learning Outcomes:

After completing this module, trainee/student must be able to:

- 6.1 Welcome guests.
- 6.2 Take and process orders.
- 6.3 Serve food and drinks.
- 6.4 Process payments and receipts.
- 6.5 Conclude food service and close down dining area.



### Performance Criteria

1. Guests are welcomed upon arrival in accordance with guest service standards.
2. Details of reservations are checked based on established service work policy.
3. Guests are assisted to sit.
4. Menu and drink list are presented to guests.
5. Information for guests is provided in clear explanations and descriptions.
6. Orders are taken promptly and accurately with minimal disruption to guests.
7. Recommendations are made to guests to assist them with drink and meal selection.
8. Guests' questions on menu items are courteously answered.
9. Information about any special requests, dietary, religion and cultural requirements are relayed to kitchen.
10. Ordering systems are placed in accordance with workplace procedures.
11. Glassware, crockery and cutlery suitable for menu choices are provided and adjusted.
12. Food and beverage are checked and collected from service area.
13. Tables and chairs are set up as per job requirement.
14. Food and beverage are served as per general service principles.
15. Food and beverage are handled based on food safety requirements.
16. Additional food and beverage are offered and served at appropriate time.
17. Guests' satisfaction is checked through feedback.
18. Guest's complaints are listened and resolved.
19. Tables are cleaned and soiled dishes are sent to dishwashing.
20. Bills are prepared and processed accurately in coordination with cashier.
21. Amount due is verified with guests if required.
22. Cash and non-cash payments are accepted and receipts are issued.
23. Change is given as required.
24. Soiled dishes are removed when guests are finished with the meal.

25. Food scraps are handled in accordance with hygiene regulations and organizational procedures.
26. Equipment are cleaned and stored in accordance with hygiene regulations and organizational procedures.
27. Tables are cleared, reset and made ready for the next sitting when guests are left.
28. Guests are thanked and given a warm farewell.
29. Electrical equipment is turned off where appropriate.
30. Required documentation is completed in accordance with enterprise policy.



### **Learning Outcome 6.1 Welcome guests.**



#### **Contents:**

- Welcomed guests
- Details of reservations
- Siting arrangement of Guest
- List of menu and drink
- Information for guest



#### **Assessment Criteria:**

- 1 Guests are welcomed.
- 2 Details of reservations are checked.
- 3 Guests are assisted to sit.
- 4 Menu and drink list are presented.
- 5 Information for guests is provided.



#### **Resources Required:**

Students/trainees must be provided with the following resources:

- Menu, food and beverage
- Food service styles information
- Personal Protective Equipment (PPE)
- Materials
- Paper
- Pen



## Learning Activities 6.1.1

Learning Activities	Resources / Special instructions / References
Welcome guests.	<ul style="list-style-type: none"><li>• Information sheets: 6.1.1</li><li>• Self-Checks: 6.1.1</li><li>• Answer keys: 6.1.1</li><li>• Job sheet 6.1.1</li><li>• Specification sheet 6.1.1</li></ul>



### Information Sheet 6.1.1

**Learning Objectives:** To welcome guests in a workplace.

#### Welcome Guest in Service Standards

The first impression is most important and should be the best impression. The communication skills of all those who come in contact with the arriving guest are very essential and should convey nothing but welcome through their courteous and friendly manners.

If you are busy and you cannot deal with the customers' immediately, make sure you acknowledge their arrival with a smile and say, "I will be with you in a moment". The verbal greeting should be professional and needs to address the following issues:



- The member of staff responsible would welcome new arrivals with an appropriate greeting. Such as good morning/afternoon/ good evening.
- Ask if the customer has made a booking.
- If yes, ask for the name.
- Coats, hats, umbrellas should be collected and placed in the appropriate secure closet/room/cloakroom for safekeeping.
- If the customers have not made a booking, select a suitable table and show them to the bar if they prefer a pre-dinner drink.
- With both hands, pull the chair out for the customer, ladies first.
- Give the customer time to sit down, gently ease the chair in with your hands and knee.
- From the right-hand side, place the serviette on the customer's lap, keeping your hand above table level.
- Inform the customer s of the chef's special or any dishes/ wine that are not available.
- Give the customers a few moments to make their selection and offer assistance.
- Proceed to take their order.



#### Service work policy

## General Mission

- Responsible for serving food and beverages in restaurant efficiently and in a most courteous manner.
- Carry out all duties in accordance with tasks and descriptions with reference to established rules and policies.



## Responsibilities and Means

- Performs any other duties as may be assigned by your superior.

## Technical Responsibilities

- Suggests food and beverages ~ to be well versed with the menu, method of preparation and accompaniments.
- Cleans and polishes Glassware, China ware, hollowware and flatware.
- Maintains cleanliness and mise-in-place level at working station and service pantry for smooth operation.
- Replenishes supply of linen and other Operating equipment.
- Keeps general appearance and maintenance of Restaurant working areas.
- Follows correct sequence of service outlined in the Standard Operating Manual.
- Sets up tables in accordance with Restaurant policy.
- Cleans and removes dishes from the table after service is completed.

## Human Responsibilities

- Attends all training sessions as scheduled.

## Relationship

- Establishes effective employee relations and maintain the highest level of professionalism, ethic and attitude towards all hotel guests, clients, heads of department and employees.



## Replacement and Temporary Mission

- May be assigned to perform duties of Room Service or Banquet when needed.

## Promptly Seated Guests

Seating Guests is a priority. You may socialize and speak with Guests; however, if you have Guests waiting in the lobby, excuse yourself and quickly seat waiting Guests. After you seat Guests, promptly walk back to your area to seat the next Guests and so on. If it is slow, you may perform other related tasks, but always keep your eye on the entrance for arriving and departing Guests. When Guests are dining in our restaurant, refrain from personal socializing with Team Members and limit any conversation to work-related topics. Seat parties as soon as possible and do not seat Guests unless the table is totally cleaned and free of glassware.



## When seating Guests, remember the following:

- Take a menu (with merchandise insert in it) and silverware (if not already set on table) to the table.
- Let the Guest know the name of their Server (e.g., Betty will be your Server today).
- Under normal circumstances, allow Guests to take their seats before you begin handing out menus. Be sure to place the menu directly in their hands instead of placing it on the table. During peak periods, you may have to place menus on the table prior to Guests taking their seats.
- Pull chairs out when possible, especially for elderly Guests and children.
- Seat elderly or disabled Guests close to the door so they don't have to travel far and walk slowly and make sure that they are close behind you

#### □ Present Menu & Drink list

- Present the beverage menu to the guest within 1 min of his being seated.
- Each guest will be presented with one menu from the side in the following manner: always ladies first, always older guests first.
- Water should be served within 2 mins of it being ordered.
- Suggest the guest an aperitif or any other beverage of his liking.
- The beverage order must be served within 3 mins of the order being taken.
- Guest will be presented the menu card and the wine list after ice-water is served.



#### □ Clear explanations & Descriptions

It might be a clear concern all about server when provide information for guests. Menus may be in the form of an expensive leather folder, a laminated sheet of paper. When server provides menu information, he or she must know food and beverage knowledge. Must briefing server about menu & drink before serving the guest.





## Self-Check Quiz 6.1.1

1. What is the most important part of good service?
2. What are the responsibilities of a food service worker?
3. Fill in the gaps with appropriate words:
  - A Service standards procedure depends on \_\_\_\_\_.
  - Which procedures are applied for welcoming guests \_\_\_\_\_?
  - \_\_\_\_\_ is very important for server
  - It might be a \_\_\_\_\_ all about server when provide information for guests.



## Answer Sheet 6.1.1

### 1. What is the most important part of good service?

Ans. To ensure that the customer perception level is achieved the customer is often treated as an inconvenience. This approach needs to be eradicated and establishments need to regain the trust of the customer.

### 2. What are the responsibilities of a food service worker?

Ans. In one of our Retail Operations the selected candidate will provide customer service within the parameters of departmental standards with regard for speed of service and customer satisfaction. The incumbent will be responsible for all levels of customer service. Will prepare the food requirements of a standard menu with concern for quality, appeal, presentation, sanitation, safety, and cost. The incumbent will also be responsible for maintaining the kitchen in a clean, safe and orderly fashion.

### 3. Fill in the gaps with appropriate words:

Ans:

- A service standards procedure depends on techniques.
- Which techniques are applied for welcoming guest's standard service?
- Serving standards knowledge is very important for server.
- It might be a clear concern all about server when provide information for guests.





## Job Sheet: 6.1.1

### Welcome guests

#### Procedure:

1. First impression is the best impression for welcome guests
2. Service standard must be followed for check in guest
3. General mission to understand for serving guest
4. Guests are king, so the guest priority must full fill by server
5. Might know the restaurant service standards for keeping the guest required
6. Answer courteously how the guests are enjoyed

### Specification Sheet 6.1.1

To complete the above task, you will need to following equipment and ingredients

PPE (Personal Protective Equipment)	Quantity
Waiter uniform	1 pc
Waiter cloth	1 pc
Waiter shoes	1 pair
Pad	1 pc
Pencil	1 pc
Lighter	1 pc
Bottle opener	1 pc



### Learning Outcome 6.2 Take and process orders.



#### Contents:

- Take orders.
- Recommendations are made to guests to assist them with drink and meal selection.
- Answer Guests' questions.
- Information about any special requests, dietary, religion and cultural requirements are relayed to kitchen.
- Ordering systems.
- Provide and adjust glassware, crockery and cutlery suitable for menu choices.



### Assessment Criteria:

1. Orders are taken promptly and accurately.
2. Recommendations are made.
3. Guests' questions on menu items are courteously answered.
4. Information about any special requests, dietary, religion and cultural requirements are relayed.
5. Ordering systems are placed.
6. Glassware, crockery and cutlery suitable for menu choices are provided.



### Resource Required:

Students/trainees must be provided with the following resources:

- Menu, food and beverage
- Food service styles information
- Personal Protective Equipment (PPE)
- Materials
- Paper
- Pen



### Learning Activities 6.2.1

Learning Activities	Resources / Special instructions / References
Take and process orders.	<ul style="list-style-type: none"> <li>• Information sheets: 6.2.1</li> <li>• Self-Checks: 6.2.1</li> <li>• Answer keys: 6.2.1</li> <li>• Job Sheet 6.2.1</li> <li>• Specification sheet 6.2.1</li> </ul>



### Information sheet 6.2.1

**Learning Objectives:** Trainee will take and process orders in a workplace.

#### Procedure of Ordering Systems

Personal development includes activities that improve awareness and identity, develop talents and potential, build human capital and facilitate employability, enhance quality of life and contribute to the reality.

## **Personality**

Personality has to do with individual differences among people in behavior patterns, cognition and emotion. Different personality theorists present their own definitions of the word based on them.

### **□ Components of Personality**

#### **Habits:**

##### **Be polite and speak sweetly:**

Sweetly spoken words have their own advantage and it is a major component in developing our personality. Society gives respect to a person who has control over his speech and everybody wants to converse with a person who is sweet spoken. That is why we should always try and inculcate sweet and soft spoken words in our speech.

##### **Keep away from lies, fraud and deception:**

G.D. Bradman, a great western thinker said – sow a work and get a habit, sow a habit and get a character, sow a character and get a fortune.

It is evident that the fate of a person is formed by the work he does, the branch of a tree bends in the direction it is diverted. If a person once entangles him in lies and cunningness, then in spite of making countless efforts he can never get out of it and day by day he will keep moving toward downfall. We never improve our personality keeping these elements within us or a part our habits.

##### **Believe in healthy competition:**

The path of all success is filled with thorns. There is no hindrance in the path of downfall, but no sooner we lift the first step towards progress we start facing difficulties. Only those people who have immense courage and enthusiasm can advance on this path. Those who have moved forward have become immortal. These who cross all the barriers, all the pains, sufferings and sorrows are also able to taste the sweet fruits of success.

To achieve success, it is necessary that all the energies of body, mind and wealth are utilized in one direction only. When a man avoiding all temptations in life works towards one definite goal, he is bound to get total victory.

##### **The importance of positive attitude:**

Positive attitude is of great importance in our personality. Many people, in spite of having sufficient talent and qualification, do not progress and succeed in life because of their narrow outlook. Nobody likes people who have narrow outlook. In life only that person is considered will behave who have positive and health bend of mind.

##### **Anger and irritation are your enemies:**

To be angry is part of human nature. Probably there is no man in this world who has never been angry for some or the other reason. But some people are such who become temperamentally angry. People who get angry and irritated habitually do not realize that this habit of theirs will be a hindrance in path of their personality development and they will become their own enemies.

Anger results in foolishness and insanity. There is a saying that hot temper is the main obstacle in completion of delicate genes of the body. Sometimes delicate tissues and veins even get burnt, outwardly we do not come to know that damage has been caused but we destroy many hidden treasures in our body in fire of anger.

##### **Spare time for social service:**

If we want to be recognized in the society and want to reach the pinnacle of success, we should not keep out self-aloo from society. Our deep feelings and responsibility towards society makes us good and responsible citizen of the society we live in. The more we work for society and the more we remain connected with it, the more famous we will become the fame will enhance our personality and enthusiasm. Always remember that society is ours. We need it. Live not only for yourself but for the society.

##### **Develop your creative power:**

Our creative streak and positive propensity can pay us dividends. One who is engaged in constructive activity of

one or the other kind is always happy. All men should channelize their energies in creative work. Be it agriculture, physical Labour, daily wage, craftsmanship, office work, domestic chores or social work. Breach creativity is a breach in peace and happiness.

### **Know the value of time:**

Every moment of our life is a golden moment. The door of progress and development remain open for the person who knows to utilize and make best use of these moments. He not only pushes away all the failures and gets victory over all setbacks and obstacle but also becomes very popular in society due to his punctual behavior. On the other hand, worthless pursuits or pass these moments carelessly, face depression and disappointment on all sphere victims of vicious circle of failures.

### **Interests**

The state of wanting to know or learn about something or someone.

Ex. An interest in sports, music, etc.

### **Values**

- Things that really matter to each of us.... The ideas and beliefs we hold as special. Ex. Caring for others, freedom of speech.
- Most of us learned our values or morals at home, school or from friends; maybe from parents, teachers and religious leaders.
- Young people today are most influenced by what they see and hear on television, internet or on the street.

### **Checklist for Personal Values**

- Achievement
- Friendships
- Physical Challenge
- Advancement and promotion
- Public Service
- Independence
- Adventure
- Having a family
  - Power and authority.

### **Principles**

- A standard or rule of personal conduct, especially of good behavior. Ex. A man of principle.
- The summation of moral or ethical standards or judgements; adherence to such a moral code; morality. Ex. He'd stoop to anything he has no principles.
- A fixed or predetermined policy or mode of action. Ex. Principle in life.

### **Aspects of Individual's Personality**

- Mental Aspect
- Emotional Aspect
- Social Aspect
- Physical Aspect
- Moral Aspect
- Spiritual Aspect

### **Reasons for Developing Personality**

- Social Acceptance
- Self-Satisfaction
- Self-confidence

- To keep ourselves on the job

### **Personal Development**

- A process of individual self-development and the development of others;
- Includes goals, plans or actions oriented towards one or more of the following aims;
  1. Improving self-awareness
  2. Improving self-knowledge
  3. Building or renew identity
  4. Developing strengths or talents.
  5. Identifying or improving potential
  6. Building employability or human capital
  7. Enhancing lifestyle or the quality of life
  8. Fulfilling aspirations
  9. Defining and executing personal development plans
  10. Improving social abilities.

### **Seven vectors of personal development** - for young adults during their undergraduate years:

1. Developing competence
2. Managing emotions
3. Achieving autonomy and interdependence
4. Developing mature interpersonal relationships
5. Establishing identity
6. Developing purpose
7. Developing integrity

### **Career**

- An individual's "course or progress through life (or a distinct portion of life)". It is usually considered to pertain to remunerative work (and sometimes formal education).
- An occupation or profession followed as a life's work.

### **Occupation**

- A person's regular work as a means of livelihood.

### **Profession**

- Occupation requiring extensive education or specialized training.

### **Professional**

- One skilled in a profession.

### **Professionalism**

- Methods, manner or spirit of a profession, also its practitioners.
- The conduct, aims or qualities that characterize or mark a profession or a professional person.
- Covers more than ethics and appearance, addresses accountability, being responsible, having positive work ethic, pressing for excellence, developing skills and expertise. Ordering systems

There are many ordering systems used in F&B outlets these range from hand written docketts to fully computerized Point of Sale (POS) systems that speed up the procedure.

By the time the wait staff returns to the kitchen bread for the customers might be ready, likewise the beverage can be served much faster. Using clear communication with guest, that's why you can take this order easily and serving food faster. Before serving you must know the Kitchen Order Ticket (KOT).



Change the covers according to the customer's order. Some customers do not know what cutlery to use as they may be used to formal dining, so simply replace the missing cutlery as you go.

### **Assist guests with drink and meal selection**

The purpose of efficient function service is to provide large number of guests with their consumables in a short space of time. Server might follow the guest index to provide food, if guest confused to choose menu or drink that time might to help the guests. If it is a la carte or table de' hotel.

Which type of menu are like by the guest or which is not, it also identifies the server. Then provide meal and drinks to guests. Answer always correct with curtesy

- After a waiter has served breakfast and a guest is leaving, he should say "Thank you, have a pleasant day" It should be said with utmost sincerity.
- When approaching a guest use the word 'assist', e.g., "May I assist you" or "May I be of assistance".
- When guests are leaving after lunch or dinner or even if they have just stopped in for a cup of coffee or a drink, say "Thank you.



I hope everything was all right. Do come again, or "It's been a pleasure serving you. Please come again soon."

- Always present the check without delay. Keep it at the side station when the guests are nearing the end of their meal.
- While taking an order the waiter should approach the guest from the left and place the menu in front of him and inquire, "May I have your order, Sir/Madam?" Wait patiently facing the guest until after any necessary advice asked has been given, and the order is complete. Give the guest enough time to decide what he wants and do not rush him.
- When two tables are occupied approximately at the same time, the waiter must take the order of the first party, first.
- Guests must be asked prior to seating whether the table, which they have been allotted, is agreeable to them.

### **☐ Workplace procedure**

#### **Food Safety + Preparation Procedures**

- Demonstrates frequent and thorough hand washing procedures.
- Demonstrates steps for avoiding contamination and cross-contamination of food
- Understands food allergies.



### Workplace Safety

- Understand the source and purpose of information in the Material Safety Data Sheets (MSDS) and know the proper use of personal protective equipment (PPE).



### Communication + Professionalism

- Speaks and listens effectively, clearly and courteously to guests and fellow employees.
- Complete work assignments on time with high quality.



### Kitchen Essentials + Basic Food Preparation

- Demonstrate professional knife skills, including storage, use and transfer of knives safely.

### Nutrition

- Apply basic nutrition principles and know how to use food preparation techniques to ensure nutrient conservation.

### Serving Guests

- Ability to analyse the importance of customer service to the success of the establishment and recognize methods to maintain long-term customer relationships.

- Recognizes common customer complaints and the service solutions for preventing or resolving complaints



### **Dependability + Presentation**

- Arrives at work alert, well-groomed and dressed appropriately
  - RESTAURANT MANAGEMENT
  - FOODSERVICE COSTING
  - PURCHASING AND INVENTORY
  - MARKETING

### **Glassware, Crockery, Cutlery**

By 'full service' Creative Catering Ltd means a formal dinner or lunch where your guests are served all courses at their tables. Creative Catering Ltd has a large range of sample menus for our clients to get ideas from. For formal occasions we meet with the client and compile a menu that suits the occasion, the venue, and the budget of the client and the dietary requirements of their guests

All prices are inclusive of vat, crockery, cutlery, serviettes, glassware and all kitchen equipment necessary for the smooth running of your function.







### Self-Check Quiz 6.2.1

1. \_\_\_\_\_ creates a good team in the organization.  
a) Career b) Sprit c) Learning d) Working
2. The relationship of people with themselves. Having well -----skills is essential for the wellbeing and growth of any individual.  
a) Intrapersonal b) personal c) professional
3. ----- is the way you put your specialized knowledge into practice.  
Seen in the conscientiousness
4. Full meaning of \_\_\_\_\_(KOT).  
a) Kitchen Order Ticket b) Kitchen Operation Training c) Knowledge of Technique
5. Ordering system is correctly handled, after completing you must\_\_\_\_\_ to guests.  
a) Encourage b) repeat c) budget



### Answer Keys 6.2.1

1. Spirit creates a good team in the organization.  
a) Career b) Sprit c) Learning d) Working
2. The relationship of people with themselves. Having well intrapersonal skills is essential for the wellbeing and growth of any individual.  
a) Intrapersonal b) personal c) professional
3. Skill is the way you put your specialized knowledge into practice.  
a) Ethics b) skill c) knowledge
4. Full meaning of Kitchen Order Ticket (KOT).  
a) Kitchen Order Ticket b) Kitchen Operation Training c) Knowledge of Technique
5. Ordering system is correctly handled, after completing you must repeat the guests.  
a) Encourage b) repeat c) budget



## Job sheet 6.2.1

### Take and process orders Procedure:

1. Select & collect tools, utensil and equipment as per recipe
2. Table set up, mien-plus and side station to ready for service
3. Separate station will be preferable if it is set menu or buffet
4. Before serving food must maintain kitchen order ticket
5. Service procedure are depending on what kinds of service are providing
6. Maintaining work standards for service – cutlery, glass ware and silver ware are clean
7. Hot food always serve hot and cold food are cold and other will be room temperature
8. Clean and sanitize the tools, equipment and work place

### Specification sheet 6.2.1

To complete the above task, you will need to following equipment and ingredients

PPE (Personal Protective Equipment)	Quantity
Waiter uniform	1
Waiter cloth	1
Waiter shoes	1 pair
Pad	1
Pencil	1
Lighter	1
Bottle opener	1

Equipment	Quantity
Tables lighting	As required
Bud vases & Accent vases	As required
Display risers & display stands	As required
Fountains	As required
Table top sings	As required
Menu covers & Boards	As required
Ashtrays	As required
Salt & Pepper shakers	As required

Serving & display patters	As required
Condiments	As required
Coffee and Tea Station	As required
Flower Arrangements	As required
Pictures and Art objects	As required
Lamps and Candle Holders	As required
Glassware	As required
Cutlery	As required

Tools & Utensils	Quantity
Large knife	As required
Large spoon	As required
Small knife	As required
Medium spoon	As required
Fish knife	As required
Small knife	As required
Bread knife	1 pc
Large fork	As required
Small fork	As required
Side plate	As required
Dessert plate	As required
Water goblet	As required
Service plate	As required
Wine glass	As required
Whiskey glass	As required
White wine glass	As required
Soup bowl	As required



## **Learning Outcomes 6.3 Serve food and drinks**



### **Contents:**

- Check food and beverage service area.
- Set the Tables and chairs.
- Provide Service and handle of food and beverage.
- Guests' satisfaction.
- Guests' complaints.
- Tables are cleaned.



### **Assessment Criteria:**

1. Food and beverage are checked and collected.
2. Tables and chairs are set up.
3. Food and beverage are served.
4. Food and beverage are handled.
5. Additional food and beverage are offered and served.
6. Guests' satisfaction is checked.
7. Guest's complaints are listened and resolved.
8. Tables are cleaned and soiled.



### **Resource Required:**

Students/trainees must be provided with the following resources:

- Required PPE and equipment
- Food and beverage item
- Tables and chairs
- Additional food and beverage are offered and served.
- Materials
- Paper
- Pen



## Learning Activities 6.3.1

Learning Activities	Resources / Special instructions / References
Serve food and drinks.	<ul style="list-style-type: none"><li>• Information sheets: 6.3.1</li><li>• Self-Checks: 6.3.1</li><li>• Answer keys: 6.3.1</li><li>• Job sheet 6.3.1</li><li>• Specification sheet 6.3.1</li><li>• <a href="https://blog.hubspot.com/service/how-to-measure-customer-satisfaction">https://blog.hubspot.com/service/how-to-measure-customer-satisfaction</a></li></ul>



## Information Sheet 6.3.1

**Learning Objectives:** Trainee will serve food and drinks in a workplace.

### Cleaning service area

- Dirty plates in hand when greeting customers, "Hi, ready for dessert?"
- Not knowing what they are drinking, i.e., "I think this is the Diet Coke..."
- "Discussion Groups" of three or four idle servers. All discussions should be held in employee break area, during approved break period.
- Not acknowledging waiting guests.

### Service sequence

- Consists of two separate sub-systems operating at the same time
  1. The service sequence – primarily concerned with the delivery of the food and beverages to the customer
  2. The customer process – concerned with the experience the customer undertakes
- The customer is required to undertake or observe certain requirements. For example:
  1. Customer enters a foodservice area
  2. Orders or selects choice and is served (may pay either at this point or later)
  3. Food and beverages are then consumed, customer leaves and area are cleared

### Deficiencies in service

You are running Server spec integration smoke tests with Test Kitchen on a system built with Vagrant Chef Solo. When I run kitchen test then the tests are started right after successful converge, and some of my tests fail because it takes time for the system to fully start up for the first time.

So, you are wondering what would be a good way to insert delay between converge and verify, otherwise preserving the default behavior of kitchen test.

### Reassured guest because delays

They get seated and are given menus, out of 45 customers 3 request to be seated elsewhere. Customers on average spend 8 minutes before closing the menu to show they are ready to order.

- Waiters show up almost instantly takes the order.
- Appetizers are fired within 6 minutes; obviously the more complex items take longer.
- Out of 45 customers 2 sent items back.
- Waiters keep an eye out for their tables so they can respond quickly if the customer needs something.
- After guests are done, the check delivered, and within 5 minutes they leave. Average time from start to finish: 1:05

- Food and Beverage is courteously served

**Food and beverage serving and related workers typically do the following:**

- Greet customers and answer their questions about menu items and specials
- Take food or drink orders from customers
- Prepare food and drink orders, such as sandwiches, salads, and coffee
- Relay customers' orders to other kitchen staff
- Serve food and drinks to customers at a counter, at a stand, or in a hotel room
- Clean assigned work areas, dining tables, or serving counters
- Replenish and stock service stations, cabinets, and tables
- Set tables or prepare food trays for new customers

Food and beverage serving and related workers are the front line of customer service in restaurants, cafeterias, and other food service establishments. Depending on the establishment, they take customers' food and drink orders and serve food and beverages.

Most work as part of a team, helping co-workers to improve workflow and customer service.

The job titles of food and beverage serving and related workers vary with where they work and what they do.



**Served guests according to their desire**

Attempting to satisfy every guest's dietary desires at you're in the making — especially when your own diet doesn't rack up popularity points from friends and family. And if your guests leave your big day hungry, you can bet you'll hear about it. One of the most difficult menus to sell your carnivorous friends on? Vegan or vegetarian menus. Our etiquette experts weigh in on the great various cuisine conundrums.

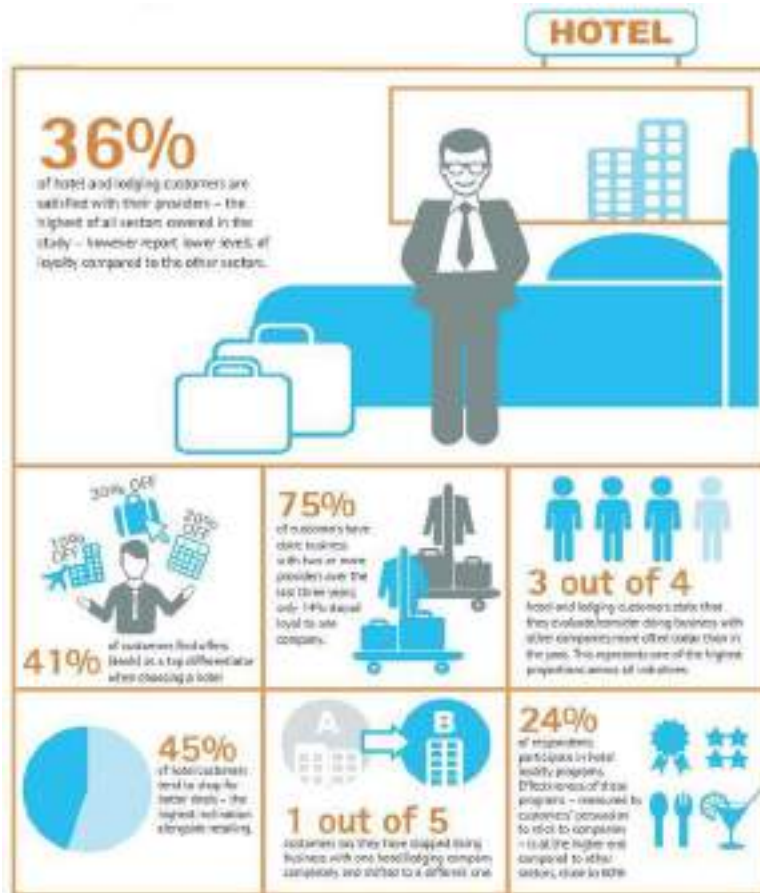
While your serving time should honour your choice as a couple to embrace a vegan lifestyle, it should also celebrate your love for the friends and family who are dearest to you. So before you serve a strictly vegan menu, make sure to take your guest list into account.



**Check guest satisfaction in time**

Every day unsatisfied customers cost businesses a lot of money. In fact, studies show that 80% of customers will switch companies after one poor service experience.

The first step to overcoming this is to admit that you have room for improvement. The second step is to measure customer satisfaction to find out where you currently stand.



### ❑ Market basket analysis

If you notice through research that a certain side item is selling well with an entree, pair them together with a discount. Your customers will be pleased!

### 1. Analyzing service times

Using BI software to analyze service times will ultimately leave your customers satisfied because you as an operator have the ability to dive into the source of the slow times and allows you to fix it.

### Balancing out the labour

Finding that sweet spot or balance between number of customers and employees to service them can be found in restaurant BI software giving you a competitive edge in driving customer satisfaction.

### Internal sales competitions

With business intelligence software you have the capability to judge the competition and continually motivate your team with the hopes of driving revenues and increasing customer satisfaction.

### Promotion analysis

Some promos may look great on the top line but if there are adverse effects to profit margin because of COS (cost of sales), you'll want to do yourself and manager a favour and abstain from running that promo again.

### ❑ **Clearing the table**

To keep the noise level low in the dining room, rather than stack several plates together or clear them on a tray, servers carry plates to the kitchen or pantry one at a time. However, at a large affair, to speed clearance one butler may carry a soiled plate to a sideboard, for another to take to the kitchen.

Before dessert is served the table is cleared of everything unrelated to the dessert course, starting with the largest items and working to the smallest, namely plates, stemware, flatware, and small sets of salt and pepper. Although large articles are cleared one in each hand, to expedite service small items are cleared on a small doily-lined tray. The doily prevents slippage on the tray and reduces the noise level in the room. The purpose of the doily is to keep the tableware from slipping and to absorb oils from food, such as dessert presented on a plate. Linen doilies are used in formal dining and paper doilies at informal affairs. Because heavy ware, such as a coffee service, is unlikely to slip, a large tray is not lined with a doily.



### **Presenting the bill**

#### **Secure bill from the cashier**

- Check details of the bill.
- Excuse yourself and present bill to guests
- Check that the guest's signature is correct for "charge bill"
- Thank guest and excuse yourself.
- Forward bill/s to the cashier for posting

#### **Bidding Farewell**

- After processing the bill, return to guest and hand-over change if any.
- Assist guest as they prepare to leave.
- Lead guest to doorway.
- Sincerely thank guest and bid goodbye.





### Self-Check Quiz 6.3.1

**Write the answer following questions-**

1. What is the cleaning procedure of a restaurant?
2. Which techniques are applied for presenting bill?
3. Why guest's satisfaction is important?



### Answer Key-6.3.1

1. What is the cleaning procedure of a restaurant?

Ans: After completing main course, server should ask the guest "excuse me sir/madam are you ready for dessert". If the answer yes then you clean table and ask the guest please enjoy dessert.

2. Which techniques are applied for presenting bill?

Ans: Actually, bill prepared from the cashier and check details of the bill. Then presenting bill to guests.

3. Why guest's satisfaction is important?

Ans: Guest satisfaction index is very important for hotel/restaurant because base these index the management of the hotelier know the business condition. The organization can take proper steps and take decision and resolve their problem.



### Job sheet: 6.3.1

**Procedure:**

1. Serving food & beverage promptly and presentation and carried to guests safely.
2. Service sequence- primarily concerned with the delivery of the food & beverage to the customers
3. Cleaning the table with permission of guests
4. Secure bill from the cashier when it prepared
5. Make a relationship with guests that the service is enjoy Specification sheet 3: Serve and clean food & drinks

### Specification Sheet 6.3.1

- To complete the above task, you will need to following equipment and ingredients

<b>PPE (Personal Protective Equipment)</b>	<b>Quantity</b>
Waiter uniform	1
Waiter cloth	1
Waiter shoes	1 pair
Pad	1
Pencil	1
Lighter	1
Bottle opener	1

<b>Equipment</b>	<b>Quantity</b>
Service Trays	As required
Sideboard/Dummy Waiter	As required
Cash Registers	As required
Service Linen	As required
Serviettes	As required
Overlays	As required
Condiments	As required
Cash register station	1 pc
Bill Presentation	
Bidding farewell	



## Learning Outcome 6.4 Process payments and receipts.



### Contents:

- Ordering and service procedures.
- Presenting and opening beverage.
- Sequence of service.
- Preparing and processing bills
- Handling guests with special needs
- Environmental concerns



### Assessment Criteria:

1. Bills are prepared and processed.
2. Amount due is verified.
3. Cash and non-cash payments are accepted.
4. Change is given.
5. Soiled dishes are removed.
6. Food scraps are handled.
7. Equipment are cleaned and stored.
8. Tables are cleared, reset and made.



### Resources Required:

Students/trainees must be provided with the following resources:

- Personal Protective Equipment (PPE)
- Required Tools and equipment.
- Materials
- Paper
- Pen



### Learning Activities 6.4.1

Learning Activities	Resources / Special instructions / References
Process payments and receipts	<ul style="list-style-type: none"> <li>• Information sheets: 6.4.1</li> <li>• Self-Checks: 6.4.1</li> <li>• Answer keys: 6.4.1</li> <li>• <a href="https://nigerianinfopedia.com.ng/bill-presentation-types-of-billing-methods/">https://nigerianinfopedia.com.ng/bill-presentation-types-of-billing-methods/</a></li> </ul>



## Information Sheet 6.4.1

**Learning Objectives:** Trainee will process payments and receipts.

### Introduction

Guest/Customer may pay to cashier at the desk on his way out, collecting his receipt immediately or bill is folded and presented to the guest from the left on a side plate. The guest checks and inserts the money inside the bill and returns it back into side plate. The waiter pays to the cashier, collect receipts and returns his change and receipts without delays. If no change as required as guest gets up to leave. The waiter ushers him towards the door of the restaurant with appreciative words "Thanks for your patronage. Sir/Madam see you again.

What are the methods through which payments can be made in a hotel?

Payment possibilities include credit cards, direct billing (bill - to - account), cash or personal check, traveler's checks, or debit cards. During checkout, the guest confirms the method of payment. Today's business and pleasure travelers usually pay with a credit card.

The information on bills are-

1. Date
2. Table no
3. No. of covers e.g. the number of customers are attended to at the time
4. Signature of waiter/waitress who took the order

### Type of billing methods

#### **Bill as a cheque**

This has attached two sheets attached together as one with the signature of the waiter on it. The upper one is the original while the copy under is the duplicate. It is this duplicate of the documented order that is issued to the customers/guest as a bill.

#### **1. Separate bill**

- Duplicate bill- Here two copies of attached together. A copy goes to the customer the cashier retains the other copy
- Triplicate bill-Here three copies attached together as one with carbon in between each of them. Whatever is written on the original top copy reflects on the two duplicate copies beneath. After payment the receipted duplicate copy is stapled to the duplicate bill (check). A copy goes to the customer, A copy to cashier and a copy to the waiter.

#### **2. Bill with order**

This done by a machine with preset electronic key board and visual display unit. It provides customer instant service to order made through the keyboard, billing at the same time by printing out a receipt or an item wise bill showing the items collected (ordered for).

#### **3. Prepaid billing method**

Here customer buys a ticket or card specific meal or value amount in advance. The number of guest expected determined and services is given when the ticket or card is presented.

#### **4. Voucher**

A third party issues the customer the credit card to be exchanged specific meal or value e.g. luncheon voucher. If the food supplies is less then the value indicated on the voucher nothing will be done about it but the food received is more than the amount on the voucher, the difference would later be paid to supplier.



#### **5. No charge billing method**

The customer received the food without immediate any payment. It is credit transaction where customer has

signed for the food received, the bill is sent to the person, company/firm who authorized the comping or supplied the hospitality.

#### 6. **Differed billing**

Here the bill guest receives is to be paid by organizer of the event or function or by the individual at a later period.

#### 7. **The Single order sheet**

Here the waiter takes the order and marks customer/guest request. He verbally calls for the order over the Hot plate, prices the order sheet and gives it to the customer who pays the cashier as he leaves.

#### 8. **Menu order and customer bill**

Here combination of menu order and customers bill on one sheet is issued to every customer.

#### 9. **Billing machine**

This is recent control method used in catering establishments. A cashier is not needed for this as the waiter can, collect cash and issued receipt directly from the machine which is expensive to install. The advantage that the cashier wages that is saved could be used to pay for the purchase of the machine within a short time.

#### 10. **Declined transaction/Cancellation**

This is a situation where a credit card which has been used to pay for food and recorded is cancelled or declined probably because it is debit or expired. In such a case waiter should ask for an alternative method of payment.



### **Self-Check Quiz 6.4.1**

**Write the answer following questions**

1. What are the methods through which payments can be made in a hotel?
2. What are information on a bill?



### **Answer Key-6.4.1**

1. Payment possibilities include credit cards, direct billing (bill - to - account), cash or personal check, traveler's checks, or debit cards. During checkout, the guest
2. The information on bill are-
  - Date
  - Table no
  - No. of covers e.g. the number of customers are attended to at the time
  - Signature of waiter/waitress who took the order



## Learning Outcome 6.5 Concluded food service and close down dining area



### Contents:

- Concluded food service and close down dining area.
- Waste minimization and environment friendly techniques.
- Plate cleaning and carrying techniques.
- Cleaning and storing equipment.
- Effective communication with peers and seniors in workplace.



### Assessment Criteria:

1. Guests are thanked and given a warm farewell.
2. Electrical equipment is turned off where appropriate.
3. Required documentation is completed in accordance with enterprise policy.



### Resource Required:

Students/trainees must be provided with the following resources:

- PPE.
- Tools and equipment.
- Materials and cleaning items
- Checklist.



### Learning Activities 6.5.1

Learning Activities	Resources / Special instructions / References
Concluded food service and close down dining area	<ul style="list-style-type: none"> <li>• Information sheets: 6.5.1</li> <li>• Self-Checks: 6.5.1</li> <li>• Answer keys: 6.5.1</li> <li>• <a href="https://www.youtube.com/watch?v=fYR2RSbAcB4">https://www.youtube.com/watch?v=fYR2RSbAcB4</a></li> </ul>



## Information Sheet 6.5.1

**Learning Objectives:** Trinee will conclude food service and close down dining area

**□ Conclude food service and close down dining is performs the following tasks:**

- Wait until the guest finished to meal and done paying bills
- Removed soiled dishes when guest have finished their meal
- When you noticed that the guest is now finished eating, this is the sign that you will now go to the dining table and clean it
- Handle food scraps in accordance with hygiene regulations and hotel SOP
- Scraps food with gentle so you will not disturb the other guest
- Arrange the used table wear and glass wears to the properly
- Wipe the dining table
- Make sure that the drops food on the table will collect through your hand or extra rug and not adjust throwing it on the dining area
- Clean and store equipment's in accordance with hygiene regulations and industry SOP
- Do the first wash, now it's time wash dishes with liquid dish washing
- Make sure that you wash it properly
- After rinse the dishes
- After washing the table wear, make sure also that the washing area is clean
- Wipe the table wear
- Make sure that is dry and clean
- Arrange the equipment according to their types
- Clear reset tables and make ready for the next setting when guest are finished with meal
- Wipe and clear the dining table
- Set up new dining equipment (required style)
- In setting up the dinning equipment's you need to consider the balance and proper place of the dining equipment's
- Thanks, give warm farewell to the guest.
- Turn off electrical equipment's where appropriate



### Individual activity

Watch the video and listing step of conclude food service and close down dining area

<https://www.youtube.com/watch?v=fYR2RSbAcB4>



### Self-Check Quiz 6.5.1

Write the answer following questions

1. When removed soiled dishes?
2. When you clean the dining table?
3. What the food scraps handling process?
4. What is the dish wash process?
5. Finally close down what you will do?



### Answer Key-6.5.1

1. Removed soiled dishes when guest have finished their meal.
2. When you noticed that the guest is now finished eating, this is the sign that you will now go to the dining table and clean it
3. Handle food scraps in accordance with hygiene regulations and hotel SOP
4. Do the first wash, now it's time wash dishes with liquid dish washing
5. Turn off electrical equipment's where appropriate



### Assessment Plan:

Module-6	Written test	Performance test	Observation	Oral test	Portfolio	Third party report	Discussion	Project	Weekly/Final report	Remarks
LO-1	√		√	√			√			
LO-2	√		√	√			√			
LO-3	√		√	√			√			
LO-4	√		√	√			√			
LO-5	√		√	√			√			





## Review of Competency

Below is your self-assessment checklist rating for the module working in Provide Food and Beverage Service

Performance Criteria	Yes	No
1. Guests are welcomed upon arrival in accordance with guest service standards.	<input type="checkbox"/>	<input type="checkbox"/>
2. Details of reservations are checked based on established service work policy.	<input type="checkbox"/>	<input type="checkbox"/>
3. Guests are assisted to sit.	<input type="checkbox"/>	<input type="checkbox"/>
4. Menu and drink list are presented to guests.	<input type="checkbox"/>	<input type="checkbox"/>
5. Information for guests is provided in clear explanations and descriptions.	<input type="checkbox"/>	<input type="checkbox"/>
6. Orders are taken promptly and accurately with minimal disruption to guests.	<input type="checkbox"/>	<input type="checkbox"/>
7. Recommendations are made to guests to assist them with drink and meal selection.	<input type="checkbox"/>	<input type="checkbox"/>
8. Guests' questions on menu items are courteously answered.	<input type="checkbox"/>	<input type="checkbox"/>
9. Information about any special requests, dietary, religion and cultural requirements are relayed to kitchen.	<input type="checkbox"/>	<input type="checkbox"/>
10. Ordering systems are placed in accordance with workplace procedures.	<input type="checkbox"/>	<input type="checkbox"/>
11. Glassware, crockery and cutlery suitable for menu choices are provided and adjusted.	<input type="checkbox"/>	<input type="checkbox"/>
12. Food and beverage are checked and collected from service area.	<input type="checkbox"/>	<input type="checkbox"/>
13. Tables and chairs are set up as per job requirement.	<input type="checkbox"/>	<input type="checkbox"/>
14. Food and beverage are served as per general service principles.		
15. Food and beverage are handled based on food safety requirements.	<input type="checkbox"/>	<input type="checkbox"/>
16. Additional food and beverage are offered and served at appropriate time.	<input type="checkbox"/>	<input type="checkbox"/>
17. Guests' satisfaction is checked through feedback.	<input type="checkbox"/>	<input type="checkbox"/>
18. Guest's complaints are listened and resolved.	<input type="checkbox"/>	<input type="checkbox"/>
19. Tables are cleaned and soiled dishes are sent to dishwashing.	<input type="checkbox"/>	<input type="checkbox"/>
20. Bills are prepared and processed accurately in coordination with cashier.	<input type="checkbox"/>	<input type="checkbox"/>
21. Amount due is verified with guests if required.	<input type="checkbox"/>	<input type="checkbox"/>

22. Cash and non-cash payments are accepted and receipts are issued.	<input type="checkbox"/>	<input type="checkbox"/>
23. Change is given as required.	<input type="checkbox"/>	<input type="checkbox"/>
24. Soiled dishes are removed when guests are finished with the meal.	<input type="checkbox"/>	<input type="checkbox"/>
25. Required documentation is completed in accordance with enterprise policy.	<input type="checkbox"/>	<input type="checkbox"/>
26. Food scraps are handled in accordance with hygiene regulations and organizational procedures.	<input type="checkbox"/>	<input type="checkbox"/>
27. Equipment are cleaned and stored in accordance with hygiene regulations and organizational procedures.	<input type="checkbox"/>	<input type="checkbox"/>
28. Tables are cleared, reset and made ready for the next sitting when guests are left.	<input type="checkbox"/>	<input type="checkbox"/>
29. Guests are thanked and given a warm farewell.	<input type="checkbox"/>	<input type="checkbox"/>
30. Electrical equipment is turned off where appropriate.	<input type="checkbox"/>	<input type="checkbox"/>

Now, I feel ready to undertake my formal competency assessment.

Signed:

Date: