

#### INDEX

#### Tasks 1 - 14

1	Making Requisition for Equipment
2	Making Requisition for Food & Beverages
3	Making Trouble Report to Engineering
4	Checking Wine Inventory
5	Preparing Beverage Store Requisition for Par Stock
6	Recording Inter-bar Transfers
7	Recording a Full Bottle Sale
8	Recording a Beverage Spoilage
9	Changing Flowers
10	Cleaning and Polishing - Cutlery
11	Cleaning and Polishing - Glassware
12	Cleaning and Polishing - Chinaware
13	Folding a Napkin - I
	Folding a Napkin - II
	Folding a Napkin - III
	Folding a Napkin - IV
14	Setting a Table Properly - I
	Setting a Table Properly - II

#### Tasks 15 - 25

15	Cleaning and Filling Condiments - I	
	Cleaning and Filling Condiments - II	
16	Greeting a Guest and Seating	
17	Taking Telephone Bookings	
18	Arranging a Table for the Guest	
19	Keeping Guest History Files	
20	Addressing a Guest without a Booking	
21	Preparing Special Arrangements - I	
	Preparing Special Arrangements - II	



# Hospitality Library

22	Setting Up a Liqueur Trolley	
23	Studying the Menu	
24	Recommending Food & Beverages	
25	Taking Food Orders - I	
	Taking Food Orders - II	

## TASKS 26 - 37

26	Taking Beverage Orders and Serving
27	Issuing A Captain Order - I
	Issuing A Captain Order – II
28	Reading A Table Plan
29	Control of Timing
30	Using a Service Fork and Spoon
31	Handling a Service Tray - I
32	Handling a Service Tray – II
33	Holding Glassware - Plates – Bottles
34	Preparing the Ice Bucket
35	Selling Wine
36	Opening a Bottle of Wine – I
	Opening a Bottle of Wine – II
37	Serving a Wine Carafe

#### Tasks 38 - 51

38	Serving Champagne	
39	Serving Champagne	
40	Serving Drinks - I	
	Serving Drinks – II	
41	Serving Appetizers	
42	Serving Soup	
43	Serving a Salad	
44	Making and Serving a Caesar Salad	



## Hospitality Library

45	Serving a Main Course	
46	Serving Dessert	
47	Serving Ice-water	
48	Serving Bread and Butter – I	
	Serving Bread and Butter – II	
49	Serving Bread and Butter - II Serving Coffee	
49 50		

## TASKS 52 - 63

52	Making Specialities Coffee
53	Making Crepes Suzette
54	Making Strawberries Flambee
55	Dessert Trolley Service
56	Serving Liqueur from the Trolley
57	Serving a Cigar
58	Dealing with Spillage
59	Handling a Complaint
60	Presenting a Check - I
	Presenting a Check – II
61	Clearing a Table – I
	Clearing a Table - II
62	Stacking in the Wash-up Area – I
	Stacking in the Wash-up Area – II
63	Clearing Plates

## Tasks 64 - 72

64	Questions for Food Orders - I	
	Questions for Food Orders - II	
	Questions for Food Orders – III	
	Questions for Food Orders – IV	
	Questions for Food Orders – V	



## Hospitality Library

65	Questions for Beverage Orders – I	
	Questions for Beverage Orders – II	
66	Delivering a Meal to the Guest Room – I	
	Delivering a Meal to the Guest Room – II	
	Mixing a Drink	
67	Using a Stirring Glass	
68	Mixing a Martini	
69	Mixing a Cocktail	
70	Preparing Garnish for Cocktail	
71	Answering a Telephone Call	
72	Taking an Order on the Telephone	