



**RESOURCE LIBRARY - RESTAURANT
Task List - The 4-step Method**

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52. Making Specialities Coffee

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Prepare mise-en-place	A. Collect: <ul style="list-style-type: none"> • Irish Coffee glass • Jigger (shotglass) • Teaspoon • Brown Sugar • Hot coffee • Dessert spoon • 1/2 whipped cream • B&B plate with doily 	<ul style="list-style-type: none"> • For ease of working
2. Preparation	A. Fill Coffee glass with brown sugar and liguor. Heat with steam or above burner until sugar is dissolved and liquor is hot B. Fill Coffee glass with hot coffee until 75% full C. Take the dessert spoon and hold above the coffee and gently pour in the whipped cream so that the cream floats on top D. Serve the coffee on B&B plate with teaspoon on the side. Use a tray for service.	<ul style="list-style-type: none"> • Service Procedure
3. Options:	A. Irish Coffee B. Cafe Calypso C. Jamaican Coffee D. Cafe Royal E. Cafe Normandy F. Monk's Habit	<ul style="list-style-type: none"> • 1 1/4 oz. Irish Whiskey • 1 1/4 oz. Kahlua • 1 1/4 oz. Dark Rum • 1 1/4 oz. Cognac • 1 1/4 oz. Pere Magloire • 1 1/4 oz. Benedictine

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	G. Cafe Amaretto	• 1 1/4 oz. Amaretto
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53. Making Crepes Suzette

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Trolley mise-en-place	<p>A. Your trolley should have the following set-up</p> <ol style="list-style-type: none"> 1. Dessert fork 2. Dessert Spoon 3. Teaspoons (3) 4. Rechaud 5. Flambee pan (Copper) 6. Ahtray and matches 7. Folded napkin 8. Granulated sugar 9. Lemon wedges 10. Orange Juice (small carafe) 11. Sliced almonds 12. Cointreau 13. Grand marnier 14. Cognac 	<ul style="list-style-type: none"> • For efficient procedure
2. Ingredients for two people	<ul style="list-style-type: none"> • Crepes 6 pcs • Sugar 4 dsp. • Butter 1 dsp. • Orange Juice 4 pcs • Lemon wedge 1 pcs 	<ul style="list-style-type: none"> • Cointreaux 1 oz. • Grand Marnier 1 oz. • Cognac 1 oz. • Almond Sliced 1 tsp.
3. Prepare the Crepes Suzette	<p>A. Light the rechaud and heat the frying pan</p> <p>B. Add sugar into the pan and let it caramelize</p> <p>C. Add butter and flame with Cointreaux</p> <p>D. Pour Orange Juice and squeeze lemon juice in the pan and pour some Grand marnier and let the mix reduce to half of the quantity</p> <p>E. Add crepes one at a time and fold them into quarters</p>	

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	<p>F. Let them soak for a short while and flame with Cognac</p> <p>G. Arrange crepes on a hot plate and top it off with sauce</p> <p>H. Sprinkle some almonds over the crepes and serve to the guest</p>
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54. Making Strawberries Flambee

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Trolley mise-en-place	<p>A. Your trolley should have the following set-up</p> <ol style="list-style-type: none"> 1. Dessert fork 2. Dessert Spoon 3. Teaspoons 4. Rechaud 5. Flambee pan (Copper) 6. Ahtray and matches 7. Folded napkin 8. Dessert plates with doily 9. White sugar 10. Lemon wedges 11. Orange Juice (small carafe) 12. Bowl with Strawberries 13. Strawberry Coulis 14. Cointreau 15. Grand marnier 	<ul style="list-style-type: none"> • For efficient procedure
2. Ingredients for two people	<ul style="list-style-type: none"> • Strawberries 24 pcs • White Sugar 4 tsp. • Orange Juice 2 oz. • Lemon Juice 1oz. 	<ul style="list-style-type: none"> • Cointreaux 1 oz. • Grand Marnier 1 oz. • Strawberry Coulis 4 dsp. • Vanilla Ice Cream 2 scp
3. Prepare the Crepes Suzette	<ol style="list-style-type: none"> A. Light the rechaud and heat the frying pan B. Add sugar into the pan and let it caramelize (do not burn the sugar) C. Flame with Grand Marnier and add lemon and orange juice D. Add strawberries (4 - 6 p.p.) and let them cook E. Frost brandy snifter with Cointreau and sugar (white) F. Puree the strawberries with a fork in the pan G. Add some strawberry coulis and let the sauce reduce H. Pick-up Vanilla Ice Cream from the pantry I. Add strawberries (7 - 9 p.p.) and flame with Cointreau J. Allow them to be cooked for a short while, Extinguish flame K. Serve some strawberries into brandy snifter 	



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- L. Add vanilla ice cream and top of with strawberries
- M. Place glass on underliner with doily and serve to guest



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55. Dessert Trolley Service

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Trolley mise-en-place	A. Your trolley should have : Dessert Forks Dessert Spoons Dessert Knives Teaspoon Dinner Knives Dinner Fork cake servers Dessert Plates Paper doiley Four sauce boats Four sauce ladles	<ul style="list-style-type: none"> • For efficient service
2. Present the trolley to the guest	A. Approach the guest from the head of the table, placing the trolley B. Suggest: "Would you care for a dessert S/M?" C. Set-up the cutlery for dessert service D. Pull out the drawer from the trolley and place dessert plates on top E. With sauce ladle scoop sauce on the plate and start decorating F. Take knife to cut cake as per guest selection and use cake server to place cake on the plate	<ul style="list-style-type: none"> • For visual sales aid


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3. Serve the guest	A. Place the plate in front of the guest	• Standard of service
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4. Clean up trolley	A. Remove all soiled cutlery and tidy up the trolley	• For further use
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56. Serving Liqueur from the Trolley

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Bring the Liqueur Trolley to the guest	<p>A. Pull the trolley by using both hands.</p> <p>B. Position at the head of the table</p> <p>C. Ask the guest if he likes some brandy or liqueur after dinner</p>	<ul style="list-style-type: none"> • To avoid accidents • For full visual impact • Service standard
2. Serve liqueur or brandy	<p>A. Get the appropriate glass from the trolley shelf</p> <p>B. For Brandy - warm the glass before pouring in the brandy</p> <p>C. Pour the liqueur or brandy slowly into the jigger until it reaches the line</p> <p>D. Pour brandy/liqueur slowly into the glass</p> <p>E. Place the brandy/liqueur on the right hand side of the guest</p> <p>e. Return liqueur trolley to position in the restaurant</p>	<ul style="list-style-type: none"> • Service standard • Service standard • Correct measurement

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57. Serving a Cigar

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Show the cigar box to the guest	A. Get the box from the liqueur trolley B. Bring the box to the guest and open the lid. C. Show the opened box with the cigars facing the guest	<ul style="list-style-type: none"> • This is where we locate it when not in use • For guest to make a choice • For correct service procedure
2. Prepare the trolley	A. Prepare a service trolley with the following <ul style="list-style-type: none"> • Candle stand with candle • Ashtray with cigar matches • Cigar cutter B. Place the cigar box opened on the trolley	<ul style="list-style-type: none"> • For correct service procedure
3. Cut the cigar	A. Pick up the cigar and unwrap B. Pick up the cigar cutter and cut the tip of the cigar (2 mm)	<ul style="list-style-type: none"> • Remember that careless handling results in waiste and disappointment.
4. Light the cigar	A. Strike a cigar match and take the match in your left hand. With the cigar in your right hand, slowly roll the cigar between your fingers above the flame. B. After 3 - 4 minutes the tip of	<ul style="list-style-type: none"> • To light the cigar evenly, otherwise it will spoil the palate


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	<p>the cigar will light up</p> <p>C. Hand the cigar to the guest</p> <p>D. Place a book of matches next to the guest</p>	<ul style="list-style-type: none"> • In case the cigar extinguishes
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58. Dealing with Spillage

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Spills on the floor	A. Pick-up the items, wipe and dry the floor, sweep the area	•
2. Walking on soiled areas	A. Walk carefully, try not to place your feet in the spill	• Sfaety and prevention of spreading of dirt
3. Spill on the guest	A. When an accident occurs, stay calm, offer immediately assistance by lending a hot towel to the guest B. If the stain is serious, call immediately the manager	• Remain professional, Apologise!
4. Spills on the table	A. When spilling on the table, take a napkin and cover the spill B. If serious, change the tablecloth	• Guest service and expectation

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59. Handling a Complaint

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Don't interrupt	A. Allow guest to finish his/her complaint uninterrupted	<ul style="list-style-type: none"> It is very impolite to intervene and will give the guest the feeling that you do not want to listen
2. Listen very carefully	A. Listen attentatively to what the complaint is all about	<ul style="list-style-type: none"> Find out information
3. Apologise	A. Immediately apologise, no matter whether the guest is right or wrong. Say this pleasantly, i.e. "So sorry to keep you waiting for so long . . ." "Sorry for cousing you so much inconvenience" "Sorry for the delay, I'll do my best to hurry up the order for you" etc.	<ul style="list-style-type: none"> Try to calm down the guests temper
4. Promise to make immediate corrections	A. Rectify the situation at once B. Inform the Manager for follow up	<ul style="list-style-type: none"> To satisfy the guests wishes To prevent similar incidents
4. Pass the matter on to the manager	A. If the complaint needs a higher authority, call the manager in charge immediately B. Ask the guest for a moment while you call the manager	<ul style="list-style-type: none"> To satisfy the guests wishes Don't keep the guest waiting unnecessarily, otherwise he/she may become more angry

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60. Presenting a Check - I

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Presenting a check	<p>A. Check whether the table number, number of guest and items printed are correct</p> <p>B. Place the check in the bill folder with a hotel pen.</p> <p>C. Place the check in front of the guest</p>	<ul style="list-style-type: none"> • To avoid mistakes
2. Cash payment	<p>A. Verify the amount and take the check and money to the cashier.</p> <p>B. Excuse yourself with the guest by saying: “Just a moment, Sir/madam”</p> <p>C. Check the change given by the cashier</p> <p>D. Return the billfolder with change and top copy of the check to the guest</p>	<ul style="list-style-type: none"> • Proper procedure • Courtesy • For accuracy • To complete payment



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60. Presenting a Check - II

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
<p>3. Credit Card Payment</p>	<p>A. Request credit card and signature on the guest check</p> <p>B. Take card and check to the cashier for imprint</p> <p>C. Check the amount entered by the cashier</p> <p>D. Return the bill folder with the check, credit card imprint and pencil to the guest for signature</p> <p>E. Present the receipt of the check and credit slip to the guest</p> <p>F. Return imprint and guest check to the cashier for final transaction</p>	<ul style="list-style-type: none"> • Proper procedure
<p>4. Room Charge</p>	<p>A. Request guest roomnumber, signature and printed name on the check.</p> <p>B. Ask guest to present the room key for verification</p> <p>C. Take the check to the cashier for room charge settlement</p>	<ul style="list-style-type: none"> • Proper verification



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61. Clearing a Table - I

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Remove plate	<p>A. Do not use a tray but your hands instead</p> <p>B. Clear the plates after each course has finished</p> <p>C. Pick-up first plate and follow procedure</p>	<ul style="list-style-type: none"> • Service standard and easy manouvering
2. Remove glass, silver and chinaware	<p>A. Use the round tray with a tray mat on your left hand</p> <p>B. Place glass and bottles close to your body, silverware on the right hand side of tray</p>	<ul style="list-style-type: none"> • For convenience • For maximum strength and safety while clearing
3. Remove Bread and Butter	<p>A. Return unused bread to the kitchen</p> <p>B. Place buttercups in side station inside glassbowl filled with crushed ice</p>	<ul style="list-style-type: none"> • To further use
4. Remove cream / milk	<p>A. Return to coffee station and place neatly on the side</p>	<ul style="list-style-type: none"> • To further use
5. Remove condiments	<p>A. Return to side station, clean, refill</p>	<ul style="list-style-type: none"> • To further use
6. Collect napkins separate from dishes	<p>A. Take napkins from the table. Bring to side station and place in linen basket</p>	<ul style="list-style-type: none"> • For sorting later

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61. Clearing a Table - II

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
7. Crumb the table	A. Use service napkin and underliner or silver crumber and underliner B. Do not dust the crumbs on the floor	<ul style="list-style-type: none"> • Service standard
8. Collect placemat or table cloth	A. Fold items neatly, corners inward to prevent crumbs from falling on the floor B. Place items in linenbasket in the side station or kitchen	<ul style="list-style-type: none"> • Cleanliness • For collection and sorting
9. Clean the table	A. Pick-up the duster and wipe the entire table top	<ul style="list-style-type: none"> • Hygiene
10. Clean the chairs	A. Brush off all the chairs B. Place chairs back into position	<ul style="list-style-type: none"> • Standard

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62. Stacking in the Wash-up Area - I

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Introduction	<p>A. Regular and effective clearing makes our work easier and also the stewards work smoother</p> <p>B. A faster turnover of equipment reduces the risk of breakage and helps keeping the stations and trolleys clean.</p>	<ul style="list-style-type: none"> • Efficient and neatness of service
2. Stacking cutlery on a tray	<p>A. Load the items properly on a tray using the cutlery box for transportation to the wash-up area</p> <p>B. Heavy closest towards oneself and carry tray with two hands</p>	<ul style="list-style-type: none"> • While walking through guest areas - this looks tidy • To prevent accidents
3. Unloading the tray	<p>A. Place the tray on the worktable at the wash-up area</p> <p>B. Sort cutlery - knives by knives, forks with forks etc.</p> <p>C. Place all in respective container for washing</p>	<ul style="list-style-type: none"> • To prevent accidents in the kitchen • For easy washing/ sorting
4. Stacking Chinaware	<p>A. Load onto tray, place item by item and stack properly</p> <p>B. Plates in the centre for maximum carry load</p>	<ul style="list-style-type: none"> • Do not overload the tray to prevent accidents • For steadiness

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62. Stacking in the Wash-up Area - II

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
5. Wash-up area sorting	<p>A. Follow the DECOY system Start with dinner plates, followed by dessert plates etc. Maximun stacking of 25 plates in each file.</p> <p>B. Place cups in their respective racks</p>	<ul style="list-style-type: none"> • Proper standard and easy working habit
6. Stacking glassware	<p>A. Load properly on a tray</p> <p>B. Bring to the stewarding area and place tray on the worktakble</p> <p>C. Place all glassware in their respective racks by takcing them by the stem and turning them up-side-down</p>	<ul style="list-style-type: none"> • Avoid overload and breakage • Avoid accidents • To empty drink rests and following machine operation



63. Clearing Plates

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
	1. Hold plate between thumb and second finger	<ul style="list-style-type: none">• For steady grip
	2. Fork held firmly with the thumb over end of the handle, the blade of the knife placed under the arch of the fork	<ul style="list-style-type: none">• For prevent losing the cutlery
	3. Second plate is positioned on the holding hand	<ul style="list-style-type: none">• For stacking up of plates
	4. Positioning of the knife	<ul style="list-style-type: none">• For neatness of work
	5. Debris are scraped of onto the lower plate using the joint fork	<ul style="list-style-type: none">• Proper working standard