

TRAINING PROGRAMS

RESTAURANT PERSONNEL

PART X

Bussing Procedures

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## I. REMOVING EXTRA PLACE SETTINGS

### TO REMOVE EXTRA SETTINGS FROM A BREAKFAST SET UP

1. Using your right hand, pick up silverware by the handles and place on the napkin. Pick up napkin with silverware with your left hand.
2. Pick up the cup and saucer with your right hand.
3. Remove to service station.

### TO REMOVE EXTRA SETTINGS FROM A LUNCHEON SET UP

1. Using your right hand, pick up silverware by the handles and place on the napkin.
2. Place the napkin with the silverware onto the butter plate and pick up plate with your right hand.
3. Remove to service station.

## II. REMOVING CHINAWARE, GLASSWARE, SILVERWARE FROM TABLE

PLATES ARE REMOVED AFTER ALL GUESTS HAVE COMPLETED THE COURSE. THE EXCEPTION IS WHEN THE GUEST REQUESTS FOR PLATE REMOVAL. OFTEN YOU CAN TELL GUESTS ARE FINISHED WHEN THE FORK AND KNIFE ARE PLACED PARALLEL TO EACH OTHER ON THE PLATE. WHEN IN DOUBT, ASK IF THEY ARE FINISHED. THEN REMOVE ALL SOILED DISHES AND UTENSILS COMPLETELY BEFORE SERVICE OF THE NEXT FOOD ITEM.

1. Clear dishes or empty glass ware from the right of the guest with the right hand.
2. Move from guest to guest in a clockwise direction around the table.
3. In addition to dishes, pick up all soiled silverware.
4. Clear soiled dishes to service station or a nearby tray on a tray stand.

BEFORE DESSERT, REMOVE ALL DISHES EXCEPT WATER GLASSES AND COFFEE CUPS.

1. Remove largest plates first, positioning for proper stacking.
2. Work in one direction, clockwise.
3. Use the left hand for carrying plates. Hold hand out and away from the guest's back.
4. Remove and organize plates using the three plate method:
  - a. Pick up the first plate (flatware plate).
  - b. Place the "scrap" plate under the "flatware" plate. The scrap plate is held in the palm of the hand and supported with the rest of the finger.
  - c. Place the scraps from the first plate into the "scrap" plate, using fork.
  - d. Place the fork next to the first fork. Hold the fork with the thumb of your left hand to keep the silverware steady. Add the knife under the fork handles.

- e. Pick up the third plate (stacking plate). Pull wrist inward and rest the plate on the fleshy part of the palm.
- f. Place scraps in "scrap" plate.
- g. Add utensils on "flatware" plate.
- h. Continue with same procedure (scrap, flatware and stack) around the table.
- i. Always work out of the view of guests to place scrap and forks on the proper plates.

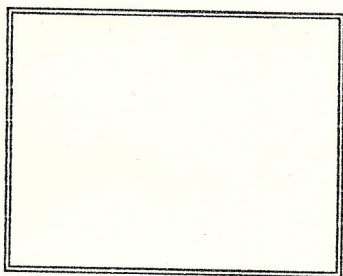
#### POINTS TO REMEMBER

- Fingers should not extend over rim of plate.
- Do not handle cups and glasses by the brims. Hold cups by the handles, glasses by bases or stems.
- Handle silverware by the handles and do not touch fork tines, knife blades, or spoon bowls with fingers.
- Never stack plates at the table in front of guests; work out of view of guests as quickly and quietly as possible.

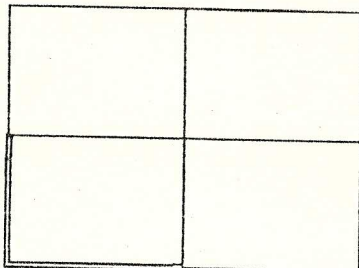
### III. WIPING TABLE/CHAIRS

AFTER GUESTS LEAVE AND ALL GLASSWARE, CHINAWARE AND SILVERWARE ARE REMOVED FROM THE TABLE, WIPE THE TABLE AND CHAIRS THOROUGHLY.

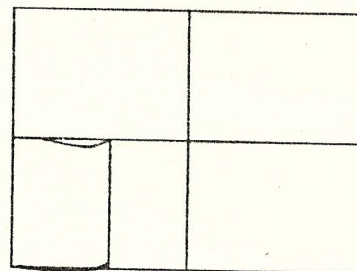
1. Fold a service towel in a simple flat fold.



Set a: Unfold square napkin



Set b: Fold in quarter



Set c: Fold once from right to left.

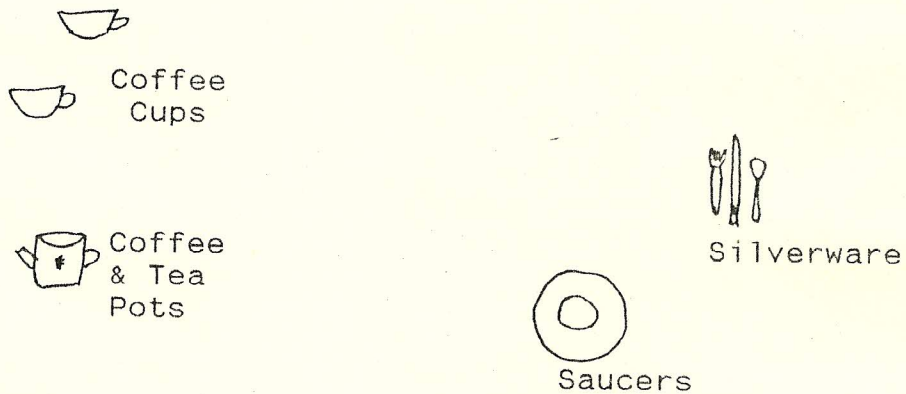
2. Use the folded side of the towel to sweep the table of crumbs and food into a small plate.
3. Water rings and coffee spills should be wiped up.
4. Wipe chair arms and seats of food and crumbs.
5. Reset table properly (see Unit II).

#### IV. LOADING A BUSING TRAY

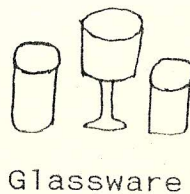
TRAYS SHOULD BE LOADED WITH CONCERN FOR SAFETY, ORGANIZATION, AND BALANCE.

1. Set up oval trays on tray jacks lines with a service towel to prevent slipping.

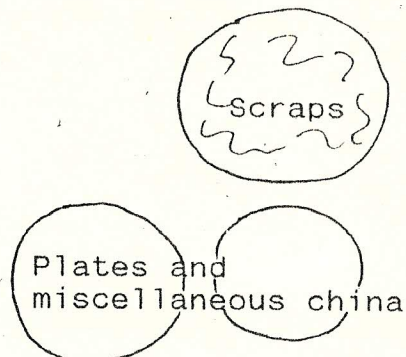
- silverware/coffee cups & saucers/coffee and tea pots: all go onto one tray, arranged orderly.



- glassware: place all glassware onto one tray; filled glassware and taller glasses should be placed toward the center of the tray.



- chinaware/scraps: all plates are placed on this tray and neatly stacked. All left over food are placed onto one section.



- Stack plates according to size and shapes. Do not stack plates with food on top of each other.
- Cups do not remain on saucers for this takes up too much room on the tray. Stack cups on one another, but no more than five.
- Place heaviest dishes where the weight would be closest to shoulder.
- Place a soiled napkin over tray to cover soiled dishes.

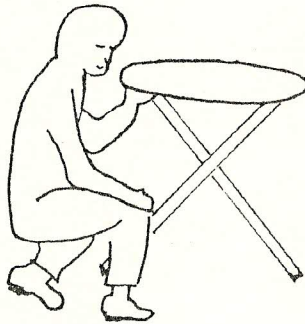
#### POINTS TO REMEMBER

- Work as quietly as possible in sorting silverware, plates, etc.,
- Do not allow anything to project over edge of the tray where it can be easily jarred.
- Do not stack glasses inside one another.
- Do not overstack or overfill a tray. Make two trips!
- Organize tray neatly.
- Keep the entire service area neat, organized and clean.

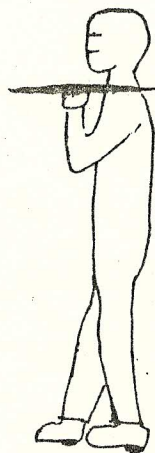
V. CARRYING A BUSING TRAY

TRAY FILLED WITH SOILED SERVICEWARE ARE REMOVED FROM THE DINING ROOM TO THE KITCHEN USING THE HIGH CARRY OR SHOULDER CARRY METHOD.

1. To lift tray, allow 6" of the tray to project over the edge of the tray stand or counter.
2. Place left hand under the tray. The palm of your hand should be under the heaviest part of the tray.
3. Bend carefully at knees and lift with your legs. Do not lift your back or arms as you slide the tray into your palm.



4. The tray is carried at shoulder level. Fingers point toward back.
5. Hold upper arm and elbow close to body.





POINTS TO REMEMBER

- Only carry weights you can handle.
- Trays should not exceed 30 pounds.
- Be alert to guest and/or co-workers walking through dining room/kitchen.
- DO NOT OVERSTACK THE TRAY.

## VI. POLISHING AND SORTING SILVERWARE

OBTAIN AMPLE CLEAN SILVERWARE FOR ALL TABLE SETTINGS AND FOR SERVICE THROUGHOUT THE DAY. THE FOLLOWING SILVERWARE SHOULD BE OBTAINED: DINNER KNIVES, SALAD KNIVES, DINNER FORKS, SALAD FORKS, TEASPOONS, SHRIMP COCKTAIL FORKS, SOUP SPOONS, ICE TEA SPOONS, CEREAL SPOONS.

1. Prepare for task by setting up work area with a clean, sanitary towel, pitcher of hot water, and silverware tray.
2. Place service towel in left hand.
3. Grab a bunch of silverware and dip into hot water; place onto clean service towel.
4. Using the loose edge of the towel, polish silverware on at a time. Wipe entire utensil, including the handle.
5. Check for lint, finger prints, water spots and food. Return soiled silverware for washing.
6. Check for bent or chipped or tarnished silverware. Bent and chipped silverware are removed from service and referred to the Chief Steward. Tarnished silverware are returned for polishing.
7. Sort silverware and place in proper compartments. Hold silverware by the handle only; not by the eating or cutting edge.
8. Stock stations with all silverware.

### POINTS TO REMEMBER

- Silverware should be spotless and in good condition.
- Once polished, handle silverware minimally.

## VII. CLOSING DOWN THE SERVICE STATIONS

The closing bushelp will perform the following duties:

### SUPPLES

The following supplies are taken back to the kitchen from all stations\*:

- silverware
- coffee pots
- water pitchers
- napkins
- side towels
- buspans
- water coasters
- opened milk cartons
- garlic toast
- butter
- tea bags
- garlic toast baskets
- empty racks

The following supplies are left at the stations:

- unopened milk and cream cartons
- water glasses
- coffee cups
- 7" plates
- coffee saucers
- busing trays
- cocktail trays
- jack holders (1 at station #2 and 3 at station #1)

IN addition, one coffee pot with four spoons are left at station #3 after 4:00 p.m. for coffee service by cocktail waithelp. Also leave on tray in station #3 for cocktail glasses. Empty the ice container in station #3 and wipe down.

### CLEANING UP STATIONS

Using a clean service towel, the following are thoroughly wiped clean:

- refrigerator
- coffee burners
- garlic toast warmer (Station #3)
- counters, sides of stations

### ADDITIONAL CLOSING DUTIES

- Wheel out service wagons on floor at approximately 3:15 - 3:30 p.m. Pick up remaining dirty trays.
- Pick up plants from dining room and lounge area after 3:30 p.m.
- Pick up hexagons and cocktail menus.
- Check genghis area for napkin bin, towels, linen bags, room service trays.
- Check for rubbish behind Station.
- Check planters in dining room for rubbish.

### CLEANING THE KITCHEN

(normal duty of the 3:30 bushelp but the 4:00 bushelp should also check if all duties have been completed)

- Wipe down all counters.
- Take dinner rolls and garlic toast back to bakeshop.
- Wipe down drawers.
- Take soiled napkin bin to laundry department.
- Wheel service wagon to dishwashing department.
- Arrange tea bags neatly and orderly in their proper places.
- Wipe down the coffee machine.
- Sweep the back area and pick up the rubbish.
- Straighten out high chairs and booster seats.

END OF PART X