

TRAINING PROGRAMS

RESTAURANT PERSONNEL

PART XI

Different Types of Service

A. French Service

As the name indicates, this kind of service originated from France. The French, known as the Goddess in the field of gastronomy, is not only concerned about how the food is being prepared, but also the way it is being served.

French service can be carried out in a few different ways:

1. The dishes can be placed directly on the table. First, the main dish is to be put in the middle of the table. The garnishes are to be placed around the main dish. The guests will served themselves automatically. If there is sufficient place on the table, it is preferable to put a rechaud under the dishes in order to keep them hot.
2. A service trolley is required.

All the dishes will be put on the trolley with a rechaud underneath.

This service is done by carrying the main dish with the left hand which is covered by a service napkin. The waiter will then present the dish to the guest of honour by bending slightly towards him. The guest will serve himself automatically. This will be the same for the garnishes.

Note: Always start to serve the guest of honour or the ladies first. The French service is only convenient for small restaurants where the seating is very limited. In a deluxe restaurant, the French service is also highly recommended because only the guests know in which way they want to be served, especially the guests of honour and not the waiter.

B. English Service

This kind of service originated from the ancient English tradition. It offers a lot of advantages and could save a lot of time. This service can be done by passing all the dishes around the table with the waiter serving them.

Another way of serving the English way is by serving the dishes from a trolley. Trolley service is usually used in almost all of the first class hotels and restaurants nowadays.

To show a successful good service, hereunder are a few points that one has to bear in mind. :

1. On the trolley, always install a chafing dish to keep the food hot, if available.
2. Very hot plates.
3. Present the main dish to the guests.
4. Serve the main dish first. This is mostly meat, game or fish, by using a service fork and spoon and then serve the garnishes. The garnishes can also be served separately on a side plate, in case the main course, such as roast beef, covers nearly the entire main course plate.

Plates must be carefully filled and avoid wherever possible, not to dirty it. If it is dirty (due to spillage while serving at the trolley) clean it with a service napkin.

The plate must not be too full, in order to give the guest a chance to eat properly and also to give him a more appetizing feeling.

A repass of the main course and garnishes is permitted if the guests would like more.

One should ensure that while the patrons are eating any food kept aside for a second serving should always be kept warm.

C. American Service

Chafing dishes may be used for some food with direct plating. Soup is sometimes served from a terrine, but many times food dishes or cups readily filled are placed before the guest. Salads are usually plated in the pantry. Hot rolls are offered from large baskets. This service in general applies for coffee shops, and snack restaurants.

D. Breakfast Service

Breakfast in the hotel is normally served in rooms through Room Service and the main dining room and coffee shop. Breakfast service is more casual than that of luncheon and dinner. Speed is most important because most guests would like to be served quickly so that they can attend their business or appointment on time.

Composition of Continental Breakfast

Coffee with milk, tea, hot chocolate, or coco, rolls, both sweet and breakfast rolls; Danish pastries; doughnuts; croissants; jam; marmalade and honey.

we are presently serving also fruit juice, with Continental Breakfast.

Full Breakfast, English or American

This can be a set breakfast which is served for groups or can be a la carte breakfast composing anything from fruit juice, cereal, eggs or steaks and fish course.

The way to serve full breakfast is in general the same as the Continental breakfast, only we have to make available more service equipment.

AND WHAT ABOUT FOOD SERVICE

There is always a lot of talk and speculation regarding which side it is proper to serve from and clear from.

Only one way is practised here at the HILTON HOTEL. It is the first class service you can find in the finest restaurants all over the China.

Beverages are always served from the RIGHT. FOOD is served from the right when it is brought on a guest's plate. This way you serve in the restaurant when YOU prepare the guests' plate from the trolley. YOU serve food from the RIGHT in all the COFFEE SHOP, because the plate is prepared in the kitchen.

FOOD is served from the LEFT when YOU bring it on a silver plate, present it to the client, and then serve it on his plate or let him serve himself.

FOOD and BEVERAGES are cleared from the RIGHT.

Those are age-old rules and should be adhered to whenever possible. But there are many circumstances when an exception CAN and MUST be made. It would not be possible to follow the rules when guests are seated in a booth or on a table near the wall. The rules can also be broken if it would be necessary to inconvenience a guest in order to serve from the correct side. Just remember, SERVE IN A WAY THAT WILL BE PLEASING TO THE GUEST. Put dishes down CAREFULLY and GENTLY. Nothing offends a guest more than dishes slammed down in front of him.

One of the most important things in service is to serve hot food HOT and cold food COLD. Hot food belongs on HOT PLATES and cold food belongs on CHILLED PLATES.

Don't forget that an order that has been dished up at the proper temperature will only retain it for a VERY SHORT TIME. Do not waste time serving it.

SET-UP OF TABLES

Be sure that nothing is missing. One of the things most often forgotten is an ashtray. It is very frustrating for a guest with a cigarette in his hand if he cannot find one.

When less people than the capacity are seated at the table, the extra set up is to be removed without delay.

At time, silver will be water spotted or individual pieces will not have been properly washed. The same applies to china and glassware. It is the final responsibility of the waiter to assure that such items are not put before the guests. Chipped or cracked china or glasses are not to be used. Waiters should watch out for

them. Before anybody is seated at a table, the waiter should check the set up completely.

When to Clear A Table

On all instances, plates from a table should be cleared only after all of the guests at that table have finished their meal.

To away a plate from one person at a table where more are seated just because he has finished first is very poor and bad manners. It makes the other feel that he is eating too slow and he will not enjoy his meal any more.

Accidents

In the event that an accident causes a guest's suit or dress to be soiled, be sure to inform your captain.

It is necessary that the sincerest apology be made by the Restaurant Manager or Captain. Naturally, the guest must be informed that we will be most happy to cover the cleaning charge.

Do not forget that even though such accident is unintentional, the guest is embarrassed and inconvenienced and should be given every consideration.

It goes without saying though, that every attempt should be made to avoid spilling of food or beverages on guests. The fact that we will apologize and offer to pay for his cleaning does not give an excuse to be careless.

TRAINING PROGRAMME

Job Description : Restaurant's Service

A step by step description of the basic procedure for the service of a meal from when the guest enters the restaurant until leaving. It should be noted that the procedure to be followed by all the various levels of staff employed in the restaurant may change and vary slightly to accommodate factors such as type of service/menu offered and the time available.

Staff Involved : Restaurant Manager
Assistant Restaurant Manager
Maitre D'Hotel
Head Waiter
Assistant Head Waiter
Captains
Waiters
Busboys
Trancher/Carver) Depending on the
Sommelier/Wine Butler) type of establishment
these may also be
included.

A. Greeting

1. When the guests arrive : should be greeted at the door, not left standing unattended.
2. The member of staff who approaches the guest should be friendly and smile and wish them good morning/afternoon/evening.
3. Whilst greeting identify the host.
4. To direct the party to the table or reception/cocktail lounge area, the member of staff should politely say "Would you like to come this way please" or words to that effect, and using a gesture with the hand and arm indicate the direction he would like them to take.
5. The member of staff should always walk ahead of the party and at a pace they can keep up with, and take a route through the dining area which is the least congested or where there are no obstacles, such as guerdons or trolleys being used by other members of staff.

B. At the table

1. To seat the guests, pull out the chairs, ladies first. To push chairs back in once the guests are seated if they want the chairs closed to the table.
2. Once all the party are comfortable and happy with the table, the person designated takes charge.
3. All serviettes should be removed from the place settings and unfolded over the guests laps, ladies first.
4. The sommelier/wine butler now approaches the table and offers the aperitif/cocktail list. Takes the order and arranges for nuts/pickles and crudite to be placed on the table in a small dish/under plate/doily to accompany the drinks.
5. Iced water to be served using a service salver lined with either paper or a serviettes, which has been correctly folded to fit the service salver. The service salver should be brought down to the level of the glass from the right hand side and the water served by tilting the water pitcher without lifting it from the service salver. Each glass should be 3/4 filled taking care not to splash any ice cubes into the glass from the water pitcher.
6. Bread/rolls/melba toast to be offered around the table using the silver service method, ladies first, and butter to be placed on the table.
7. The station head waiter or captain now approaches the table and offers the menus to ladies first, opened at the Hors D'Oeuvres page, and to the host last. At the same time drinks order are taken.

C. Taking the food order

1. The station head waiter/captain should stand at a discreet distance before approaching the table to take the order anticipating whether a guest needs any help in translating the items on the menu or be ready to advise or give any special suggestions if necessary.
2. Whilst taking the orders from the ladies first and host last, he should stand slightly to the left of the host if practicable. The order cannot be taken by memory.

3. Once the order is taken the person in charge proceeds to the service terminal and types on the order. To keep the order and organize your table plan. Also the order should be written with the ladies orders first, as an indication for the waiters laying the cutlery for each course.
4. The sommelier now approaches the table to take the wine order from the host and to offer any advice on which wines to choose to compliment the food ordered if necessary.
5. The waiters change the covers for the first course if necessary and also collect and place on the table any accompaniments or finger bowls etc..
6. Lay the plates and serve the first course, ladies first.
7. After the first course, clear the plates from the table along with any accompaniments not needed, using the "stacking method".
8. If wine is to be served the appropriate glasses should be placed on the table.
9. The wine should be presented to the host and opened and given to the host to taste. Red wine open first in order to fit in the room temperature.
10. Serve ladies first and host last.
11. Place the fish plates on the table and serve the fish course after correct cutlery is on the table.
12. Clear the fish course in the approved manner
13. Chef de Rang / Station Head Waiter / Commis de Rang / Captain now ensure that all equipment such as trolleys etc. are prepared for main course service.
14. Lay covers for main course. Place any accompaniments needed on the table.
15. If wine is to be served with the main course, remove the dirty glasses and place the correct glasses on the table.
16. Serve the wine in the approved manner.
17. Lay the joint plates and serve the main course, co-ordinate the flambe dishes with the other main course orders coming from the kitchen, the station head waiter/captain should ensure this and before hand check that all the mise-en-place for the flambe is carried out so as not to cause any delay.

18. The meat should be served first and placed on the plate at the bottom of the cover or the part of the plate nearest to the guest. The meat is followed by potatoes, vegetables and any accompanying hot gravies or sauces. Accompaniments served last.
19. The sommelier/wine butler should top up all the wine glasses throughout the main course serving ladies first.
20. The waiters offer more bread/rolls/melba toast, replenish butter change ashtrays and generally remain alert and anticipate any needs the guests might have.
21. The waiters should not stand by the table obtrusively i.e. staring or talking to each other about the guests or listening to the guests personal conversation.
22. Clear the main course using the "stacking method", all side plates, joint plates, knives, forks, cruet, accompaniments, butter, empty glasses and change the ashtrays if necessary.
23. Using a side plate and folded serviette crumb down the table, ladies first.
24. Bring around the dessert and cheese trolleys or offer the dessert, menus, take the dessert order.
25. Serve the dessert course, cold dishes before hot, and the station head waiter should carry out any flambe work if necessary.
26. Clear the dessert course in the correct manner using the "stacking method".
27. Take the order for coffee, tea, liquor coffees.
28. The sommelier/wine butler takes liquor order after presenting the trolley to the host.
29. The coffee service should now be served at the table i.e. demi-tasse cups from the hot plate / saucers / underplates.
30. For the service of coffee the waiter should place on the table lined with paper or a serviette, sugar pot placed in the order they are to be served to make the job easier at the table.

The coffee should be served as follow:

- Bring the service salver down to the level of the cup on the table from the right, ladies first.

- Ask the guest if they would like cream or milk.
 - Pour the coffee by tilting the pot without lifting it from the service salver.
 - Pour the cream if desire in the same way.
31. Offer more coffee when appropriate.
32. Presentation of the check:
- Collect the check from the cashier and look it over for any errors.
 - Present the check to the guest discretely to the right.
 - DO NOT tell the guest verbally the amount unless asked.
 - On payment the check is returned to the cashier, receipt and the change returned to the guest. If the guest stay in hotel, he can just put his room number and signature on the bill.
33. The station head waiter thanks the guests and sees them to the door.
34. The table is cleared and relieved for further service.

END OF PART XI