HHM - 02

VARADHAMAN MAHAVEER OPEN UNIVERSITY, KOTA



# Food And Beverage Service

BHHM- 02

# Vardhaman Mahaveer Open University, Kota

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# Unit – 1 : Introduction to Indian Hospitality and Tourism Industry

**Structure of Unit:**


1.0 Learning objectives
1.1. Introduction
1.2. History and development of Indian Catering Industry
1.3. Development of Indian Restaurants (1930-2010)
1.4. Fact's file of Indian Hospitality and Catering Industry
1.5. Career Avenues in Hospitality Industry
1.6. Success in Service
1.7. Pioneers of Indian Hospitality and Catering Industry
1.8. Summary
1.9. Career information
1.10. Key words and concepts
1.11. Concept review questions
1.12. Test Your Knowledge
1.13. Suggested activities
1.14. Web Exercises


## 1.0. Learning Objectives

**After reading and studying this chapter, you should be able to:**

- Explain the characteristics of Indian hospitality.
- Explain the growth of Indian catering industry.
- Explain socio economic benefits of catering industry.
- Name the Indian hospitality corporate and their contributions
- Explain reasons for success in service
- Explain moments of truth of catering industry.

## 1.1.Introduction

Whenever a guest arrives, the lady of the house with all the family members greets, welcomes and escorts the guest in the house and serves her/ him a glass of water with sweets as most of the States of India do not prefer to offer water only and then asks any preferences for food or drink. In fact, there is no need to be surprised if you find that even strangers on the road are so friendly and hospitable in our country. Personally myself had an experience of Gurdaspur ( Punjab) once when I visited with my family and asked a gentleman the address of IHM Gurdaspur as I was very new to the place and a bit afraid, gentleman not only gave me the direction, but also accompanied us to our destination. We Indian people feel that our guests must be given proper warm hospitality, which certainly requires extreme care and attention. The Sanskrit adage, "**Atithi Devo Bhava,**" meaning the guest is truly your god dictates the respect granted to guests in India.

So it's understandable why the tourists visiting India want to come back again & again. Still 70% of us, Indians stay in a joint family with father, mother, brother, sister-in-laws, uncle and aunt and so many family members and in the morning greeting it may be **Charan Sparsh** (greeting by touching of feet) or to say **Namaste/ Shubh Prabhat** (Good Morning) is the integral part of our life and we get this lesson from the very childhood. I never observed any formal teaching imparted by any senior member of the family to his/ her next generations and found that this concept of greeting is thousands of years back in Indian civilization. We always offer the best available resources to our guests it may be food/ accommodation or other facilities and services and always try our best to fulfil his/ her needs without even asking for and try to reach beyond the expectations of the guests and that is now termed in marketing language delighting the guests and companies are offering various packages offer to reach this level. During the stay of the guests, ladies prepare the best food and it is surprising that most of the Indian ladies are very good cook ad prepare excellent food. We not only welcome the guests but at the time of leaving the house, we always offer few gifts in the form of Souvenir and most of the time Tilak with a coconut is the minimum offering made to the guests and other relatives. This is the most prominent reason that hospitality industry in India is very strong. Even if you choose to stay in a hotel, all care will be taken by the management to make you feel at home. However, if you wish to know what real Indian hospitality is, then it will be better if you stay at the house of a native. If you already have a friend or an acquaintance in India, it's all the more better. Indians like to serve various types of tasty mouth-watering local cuisines to their guests. So it shouldn't be surprising if right upon entering a house you get aroma of sizzling vegetables.

***Hospitality*** is probably the most diverse but specialized industry in the world and provide millions of employment around the globe. Hospitality range from crews to air lines and from road side dhaba to luxury and glamorous five star hotels and resorts. There are other areas of the hospitality includes hospitals, retail shops, fast food outlets, institutional and industrial catering segments. Whatever the size of hospitality operations but every day you will find a new in this challenging hospitality and catering world and that is why sky is not the limit.

## 1.2. History and Development of Indian Catering Industry

- Indian cooking has the history of 4000 years and versatile nature of Indian cooking is due to various rulers and travelers but not lost its original identity and become richer with the assimilation of the myriad influences.

- Indian cuisine is sub divided into sub-continental or regional cuisine and mostly known by the name of the region such as Punjabi, Maharashtrian, Goan, Bengali, Hyderabad, Avadhi and so on.

- 2000 B.C. Indian cooking was carrying a great impact of Ayurvedic tradition and according to an old saying, “jaisa khao anna, vaisa hoga mun

(means whatever you will eat it will reflect through your habits, body and soul), In ***Madbhagvada Geeta*** it is very clearly stated that your food or eating habits transmit into the next generation so food should be properly cooked, pious, hygienic and combination of all six tastes Sweets, Sour, Salty, Pungent, Bitter and Astringent. If you are habitual to enjoy only one or two tastes then there are chances for illness, fatigue and laziness. All six tastes are related to the attributes of Essence and Effect.

- 1000 B.C. At the time of Mohenjodaro civilization most of the people of southern part of the country was vegetarian and still most of them are vegetarian.

- Eating habits of Indian people was totally based on caste system at this time as Brahmins were vegetarian and Khatriya were non vegetarian.

- In 600 B.C. due to emergence of Buddhism and Jainism: Jain food become very popular and as per the philosophy of Jainism (strong believers of non violence) food was vegetarian and without onion and garlic.

- We have the evidence of 400 B.C. at the time of King Ashok ( Mauryan Dynasty) to change in the food habits of India (grain cuisine) and found production of natural liquor that were consumed for recreation as Mauryan economy was agriculture driven.

- During the time of Gupta dynasty in A.D. 1200, number of travelers visited India and introduced culture of Tea and spices to the country. Country also observed significant changes especially on Goan cuisine at the same time due to Portuguese.

- During the era of Khilji Dynasty Indian food was rich by ghee, curd pickles and served in different courses and most of the sweets were prepared by milk.

- 1500-1800 A.D. Moghul Empire inducted various new seasonings, spices, herbs and techniques to Indian cuisine and during the British period ( 1800-1947 A.D.) Indian cuisine incorporated with Anglo cuisine and new Anglo Indian came into the existence and afternoon tea/ high tea party gained popularity.

- After the Independence Indian cuisine changed into regional cuisine since the Indian mass divided into several countries most notably Pakistan and Bangladesh.

**Box 1.1**

***Mother of Indian Cookery***

***Padmashree Thangam E. Philip***

Some are born to make a mark in their chosen field of interest and if area of excellence is food then no body can forget the contributions of Padmashree Thangam E. Philip, a graceful lady from Kerala and Principal of first Institute of Hotel Management of the country and well known as Dadar Catering College in Mumbai. Ms. Philip a graduate from Irwin College Madras took a diploma in Home Science from Lady Irwin college New Delhi. Ms Philip has taken numerous teaching assignment including Lady Irwin college New Delhi, St.Thomas School, Calcutta, Southland Methodist College Sri Lanka where she was asked to set up a Home Economic Department and came back in the year 1950. Ms. Philip was assigned a task to run one of the Annapurna subsidized chain of cafeterias in New Delhi. Ms. Philip joined as a lecturer in the Institute of Hotel Management in the year 1955and in 1958 it was the first time that the first batch of the three year diploma holders passed out from IHM Mumbai. Ms. Philip organized various cookery shows for television channels in US to popularize ethnic dishes of India. In 1961, she became the Principal of IHM Mumbai and contributed to the Indian as well as international hospitality world. She participated in the Young World Assembly in Athens, Rome for launching the Freedom from Hunger campaign of the UN's Food and Agriculture Organization. She was awarded FAO CERES medal for her valuable contribution to the International society in the year 1975. In the year 1976, she was awarded with Padmashree for her outstanding contribution to the development of hotel and catering education in India. In 1982, she was honored with the Knighthood of the Order of " Cordon Bleu Du Sant Esprit" from France. She retired from Dadar catering college in the year 1986. Ms Philip contributed and guided various international seminars, conferences, workshops and food up gradation program. She has penned several books and the Thangam Philip of baking and cuisine written for Ministry of Tourism are considered outstanding works. She also leaded several projects of UNDP, ITO, ILO, FAO and the Kuwait Ministry of Public Health. Ms. Thangam E.Philip is a persona par excellence in the field of Hospitality and catering industry.

**(Courtesy: Department of Tourism, Government of Kerala)**

## 1.3. Development Of Indian Restaurants

**Restaurants in India in 1940 – 1950 :** There were very few inexpensive restaurants, and mostly were located near by railway station in Delhi and other

large cities in that era. The restaurant of Hotel Maidens and Hotel Imperial was bit expensive and only Britishers were allowed to dine there with their Indian counterparts. More restaurants came in the year 1942 and these were located in downtown area of the metro cities such as Connaught place in New Delhi. The Taj in Bombay had a dining room till 1950. In this time restaurants were carrying entertainment facilities in terms of music and cabaret and many of the restaurants normally had a fixed meal (Table de hôte menu). After second war the fixed menu concept was ruled out and larger menu came into the picture. (A la carte).Chinese food was available in Calcutta only and small pockets of Bombay.There were very pastry shops such as Flurys in Calcutta and Bombelli in Bombay.

There were very few Indian professionals in the hospitality industry. It was really Anglo-Indian or the Europeans who were an integral part of the hospitality industry in India. There were managers from Europe and managed catering industry next 20 years says 1960's.

**Restaurants in 1950 – 1960 :** Small cities were still had dining facilities only near to railway station. After 1950 managers from Punjab and South started opening their own restaurants and started serving their own food: Punjabi and south Indian. Tandoori chicken was most favorite item all over the India and almost served in all types of dining facilities. Tandoori chicken was only the food item by which concept of chain restaurants came into the existence in 1960's. Surprising fact that all the managers were Punjabi in all types of restaurants across the country and in other word we can say that catering business was totally captures by managers from Punjab. In the similar way south Indian food got its own market and started to hold its place in small cities of India and these catering facilities were operated by south Indians. There were two communities in India that is from Punjab and South Indians who dominated Indian catering market in the 1950-1960. In high end categories Mr. Ajit kerkar was pioneer who started the sea lounge in 1957. The most modern restaurant was developed by Oberoi group in Delhi and stated in 1964. The Grand, Taj Bombay, The Great Eastern in Calcutta and The Connemara in Madras was the pioneer to develop dining concept in India.

**Restaurants in 1960-70:** a rapid change has been observed in catering industry of India in this decade and First independent specialty restaurant started in 1960 and First modern international quality hotel; the ***Oberoi Intercontinental*** opens in New Delhi with seven food and beverage outlets. During this decade most of the restaurants had bands for dance with extensive à la carte menu comprises of large varieties of continental and Indian food. Change of eating habit in the people also contribute a lot to develop new small food and beverage outlets near the working place to offer mini meals and Indian thali. Chinese restaurants were also make their own place and South Indian restaurants start increasing outside south India. Concept of air conditioned restaurant started and first discotheque was opened in the year 1960 in New Delhi. Expensive restaurants were limited and only for upscale market. Uniform staff and waiter on roller-skate were unique feature of these few expensive restaurants. Catering was for hungry shopper and youth employed in offices and shops. Rapid growth in highway restaurant and home

delivery of food become popular all over India. Tandoori chicken was most expensive and popular product through out the country and fish was a novelty to most norths India.

**Socio- economic conditions in 1930-1970**

- ✓ Pre-second war period.
- ✓ Very strong British influence
- ✓ Very few rich, few middle class and vast majority of uneducated and poor.
- ✓ Rich people were maharajas, landlords and mill owners.
- ✓ Very little competition, very small market for restaurants.
- ✓ Travel abroad for pleasure and studies by the rich and affluent only.
- ✓ Industrialization takes roots and small entrepreneurs develop.
- ✓ Impact of increasing middle class dominates the dining culture in India and small food and beverage outlets starts flourishing.
- ✓ People start traveling in large group so family dining started in this era.
- ✓ Import was restricted and there was requirement of import licenses.
- ✓ Catering education started and first institute opened in Bombay followed by New Delhi.
- ✓ Sharp devaluation of rupees and imported goods become very expensive.

**Restaurants in 1970 and 1980:**

| **Restaurants in 1970** | **Restaurants in 1980** |
|---|---|
| Chinese restaurants now appear in middle class towns.<br>Chinese food becomes a regular part of the restaurants serving western and Indian food.<br>Indian restaurants start growing fast in numbers from mid 1970s.<br>Continental food loses popularity.<br>More modern hotels and restaurants open in all major cities with specialty restaurants.<br>Traditional restaurant business was in trouble.<br>Very large a la cart e menu in these new luxury restaurants.<br>The first fast food restaurant chain starts in New Delhi in early 1970.<br>Wedding in hotels started.<br>Discotheque start all over India.<br>Chicken is most expensive food however; north Indian starts getting fond of fish, in larger numbers.<br>Processed food item start using in food operations. | New restaurants continue to open with specialty restaurants attracting diners from the traditional multi cuisine independent restaurants.<br>By late 1980s new expensively designed independent specialty restaurant open.<br>Continental foods get less popular.<br>Chinese and Indian food restaurants keep on opening up. Chinese food now available in small towns also.<br>Other regional food restaurant start.<br>Pastry shops start opening and flourishing.<br>Property costs and labor costs start rising.<br>Air conditioning becomes necessary to many diners.<br>Fast food restaurants start all over India in the mid 1980s.<br>Discotheques flourish till mid 1980s. |

## CHECK YOUR PROGRESS- 1

- Which state is the pioneer to induct thali system in India?

  _____

- In which decade hotels start to organize marriage party?

  _____

- First discotheque came in the year?

  _____

- What is Dum?

  _____

- State two contributions of British to Indian catering industry?

  _____

- Who was responsible for Concept of famous Indian curry?

  _____

- Illustrate the features of Indian cooking?

  _____

- State the changes in the shape of restaurants after independence to the 1980?

  _____

  _____

**Restaurants in 1990 and 2000**

| Restaurants in 1990 | Restaurants in 2000 |
|---|---|
| Independent food restaurants start offering international foods also, such as Thai, Italian, etc.<br>Traditional French and Italian cuisine still not | Stiffer competition in the food service industry.<br>Hotels start limits food and beverage outlets and start taking |

| | |
|---|---|
| popular.<br>The new restaurants are beautifully designed and can compete with the best hotel restaurants and offer food at lower price.<br>Home delivery of food item starts and becomes popular.<br>Competition becomes intense- not only from foreign food outlets but also from new Indian restaurants.<br>Pubs and independents bars open.<br>Independent banquet halls and spaces take a major chunk of the marriage market.<br>Banquet business becomes a major business.<br>Theme restaurants developed successfully.<br>Professionalism starts in the food and beverage industry.<br>Restaurants now close down frequently due to competition.<br>A wide variety of restaurants now meet requirements of different income levels.<br>Frying pan cooking still popular.<br>Experimentation starts with Indian food to make it less heavy.<br>A pan-Indian taste develop- masala dosa, vada, tandoori chicken, north Indian curry and rasagulla are now found in all parts of the country.<br>Processed food still very little.<br>Bread is a necessity. | franchises of chain restaurants.<br>Restaurants become more and more of a necessity and part of the infrastructural requirement as well as for luxury/ entertainment.<br>Shortages of skilled chefs.<br>Higher labor costs and lower food cost %- part time worker usage- in house training will become essential.<br>More independent restaurant.<br>More specialized theme restaurants.<br>More Indian food (especially regional) and movement towards modern Indian fast food restaurants development of modern dhabas.<br>Niche market for western foods and also for other food restaurants.<br>Smaller menus- less skilled staff requirement and smaller kitchen.<br>Development of commissaries and bulk food production units by chains using the most modern food processing and preserving systems. |

***Indian dhabas Most Indian highways play host to these roadside restaurants. Most Dhabas comprise of one shed-like building where the food is cooked, surrounded by Charpoys (day-bed type seating) at which the food is served! In the old days, Dhabas used to cater mainly to Truckies and long-distance travelers. Now however, the simple, unpretentious and wholesome food served at them, is enjoyed by people looking to escape the busy city for a few hours.***

**Restaurants in 2000**

- ✓ Stiffer competition in the food service industry.
- ✓ Hotels start limits food and beverage outlets and start taking franchises of chain restaurants.
- ✓ Restaurants become more and more of a necessity and part of the infrastructural requirement as well as for luxury/ entertainment.
- ✓ Shortages of skilled chefs.

- ✓ Higher labor costs and lower food cost %- part time worker usage- in house training will become essential.
- ✓ More independent restaurant.
- ✓ More specialized theme restaurants.
- ✓ More Indian food (especially regional) and movement towards modern Indian fast food restaurants development of modern dhabas. (Most Indian highways play host to these roadside restaurants. Most Dhabas comprise of one shed-like building where the food is cooked, surrounded by Charpoys (day-bed type seating) at which the food is served! In the old days, Dhabas used to cater mainly to Truckies and long-distance travelers. Now however, the simple, unpretentious and wholesome food served at them, is enjoyed by people looking to escape the busy city for a few hours.)
- ✓ Niche market for western foods and also for other food restaurants.
- ✓ Smaller menus- less skilled staff requirement and smaller kitchen.
- ✓ Development of commissaries and bulk food production units by chains using the most modern food processing and preserving systems.

**Restaurants in 2010**

Following Revolutionary changes have been observe in the Indian food and beverage industry:

- ✓ Concepts of food courts in the malls of metro cities and middle class cities and due to common infrastructure of the food court, it helps to reduce the operating cost and generating profit on sharing basis.
- ✓ Development of High street restaurants and bars.
- ✓ Concept of beer pubs and hukka bars.
- ✓ Food and groceries Retail stores.
- ✓ Induction of technology in cooking of food.
- ✓ Indian Hotels develop themselves as a destination for International Conventions.
- ✓ Awareness of health food, introduction of organic food and new market for such diners.
- ✓ Show kitchens replace traditional kitchens of the hotel.
- ✓ Theme based function parties.
- ✓ Due to $6^{th}$ pay commission salary hike in middle class income group which leads to development of catering business due to increase in average spending power.
- ✓ High demand of bakery and confectionary food products.
- ✓ Introduction of organic food.
- ✓ Indian corporate houses and new entrepreneurs develop new concepts for food and beverage industry.
- ✓ Government of India, Ministry of Tourism Scheme- Hunor se Rozgaar Program and Skill Development produce ample skilled manpower to food and beverage (catering )industry.
- ✓ Services in Industrial and institutional catering sectors start operating by organized food and beverage service providers and overall rapid growth in catering business.

## 1.4. Facts File: Indian Hospitality and Catering Industry

- Hospitality business operates 24 x7 x 365.
- Priests of Hindu temples were used to provide accommodation and catering facilities to the tourists at their residence and this traditional is still on in the country specially places Mathura, Vrindavan, Puri, Badrinath, Kedarnath, Dwarika, Pushkar ji, Varansi, Rameshwaram.
- Most of the ancient kings constructed Dharamshalas at the religious places and the same traditions was adopted Muslim rulers and they built Sarai at various places.
- British were the first to contribute to the establishment of hospitality services and British Hotel was built in Mumbai in 1840.
- Most of the famous beach resorts and hill resorts were built by British rulers.
- In 1902, Tata opened it first hotel Taj Mahal in Mumbai.
- The word hospitality covers hotels, restaurants, industrial or organized catering for offices, hospitals, educational institutions, private functions, defense services, railways, cruise ships and in-flight catering.
- There are about 20,000 hotels in India in the organized sector, accounting for about 5 lac hotel rooms. Currently there are some 1,900 hotels approved and classified by the Ministry of Tourism, with a total of approximately 1,07,000 hotel rooms. The star-category hotels are considered superior in terms of facilities, services and reputation. Most attract an upscale clientele, including international tourists.
- According to HVS International, around 10,586, hotel rooms in Delhi, 9,318 rooms in Mumbai, 7,794 rooms in Bangalore and 7,408 rooms in Hyderabad are expected to be added by 2011.
- Airport Authority of India owns 112 airports (11 international, 94 civil and 27 civil enclaves at defense airfields), 61 out of which are operational.
- According to the recent estimate more than two-million restaurants are now dominating the present scenario of the Indian catering industry.
- Catering industry is growing @15-20% per year.
- According to WTO (World Tourism Organization) Tourism industry is growing@12% per annum in India.

- As per first Indian Food and Beverage News Paper: Indian food market is approximately Rs. 2,50,000 crores.

- Food market of the country comprises of food processing, bakery, confectionary, dairy products, meat & poultry, fruits and vegetables, fisheries, food ingredients, grocery retail, packaging, alcoholic and non alcoholic beverages, fats and oils, frozen foods and flavor enhancers.

- Food market will be double by 2020 and expecting a large investment into food and food processing, technologies, skills and equipment.

- Food processing industry is growing @20% per annum and 300 million upper and middle class consumers used processed food in their daily life.

- Organized Restaurant market is expecting a business of 28,000 cores by the end of year 2015.

- Eating out is one of the life style of young Indian and main forms of leisure.

- More than 25 international fast food chains (Pizza Hut, McDonald, Dominos, Kentucky Fried) are operating their business successfully and Star Bucks, Hooters, Grand Canyon Coffee, Burger King are likely to enter into the fast food market of the country.

- There was a 70 percent increase in the total number of outlets in the year 2006 which is significantly higher than 29 percent of the previous year.

- Nirula's is India's oldest fast food restaurant chain based in North India and most popular in NCR Delhi started in 1977.

- Café concept in India is developed by Coffee café day (CCD) in the year 1996.

- Indian Coffee House (1940) has more than 400 coffee houses in India and operated by a series of worker co-operative societies.

- Indian restaurants offer 15 types of meals and home delivery is gaining popularity.

- Italian, Chinese, Mexican and Thai food is also served by Indian restaurants.

- India spends only 0.97% of its GDP on Tourism against the International average of 3.8% but contributes 6.9% to our GDP.

- Accor, the worldwide famous hotel group has plans to establish 200 new hotels in India within this decade (2010-2020).

- The US based Hyatt International Hotels and Resorts has planned to add another 15 five star and deluxe hotels and resorts in India over the next three to four years. Hyatt will set up two hotels each in Bangalore, Hyderabad and chennai. It also has plans to expand its construction network in Mumbai, Ahmedabad, Chandigarh and Gurgaon. It is eyeing on Kerala and Goa as the prospective sites for resort construction.

- According to M.P Purushothaman , President South India Hotels & Restaurants Association, proposals have been made to launch 51 hotels in South India. Most of the hotels would be in the three star categories. The average investment per hotel would be in the range of Rs 20 lakhs per room.

- The Oberoi Group is planning to launch a luxury hotel in Goa. Goa is going to witness development of 12 new hotels over a period of 3-5 years, according to a survey by Federation of Hotel and Restaurant Associations Of India and HVS International. The Oberoi could be one of these 12 new hotels.

- World's leading hotel brands are planning to enter the Indian hospitality industry in joint venture with various domestic hotel majors of India. Even new brands such as Amanda, Satinwoods, Banana Tree, Hampton Inns, Scandium by Hilt and Mandarin Oriental are no more lagging behind in this matter.

- Cabana Hotel Management Pvt Ltd, the Indian master licensee for Best Western, the world's largest hotel group, will develop 100 hotels in India's emerging business centres over the next seven to eight years with an investment of $1.2 million. Cabana has already made plans for making six hotels in Ooty, Bangalore, Jaisalmer, Kanyakumari and Jaisalmer and now is moving ahead to Delhi, Chandigarh, Hyderabad, Chennai, Surat, Patna, Aurangabad, and Nagpur.

- IRCTC has been floated tenders for 13 sites for budget hotel on a Build – Operate –Transfer arrangement for 30 year periods.

- DLF has tied up with Hilton International to develop 100 hotels in the country.

- Sahara group is ready to set up 102 hotels in 3 & 4 star category to be located within 217 Sahara cities planned across A, B and C-grade cities.

- Viceroy hotels is planning to spend INR 1000 million to set up hotels in Chennai, Bangalore, Virag and one more property in Hyderabad.

- Netherlands based Golden Tulip Hospitality Group and US –based Leyland Group plans to set up 50 hotels across 40 cities in the country on

both management contracts or franchsee system with the owners of existing properties.

***Find out what you love to do and you'll never work a day in your life---- Make work like and play like hell!"***

**Norman Brinker, Chairman of the Board of Brinker International**

**Leading Hotel Groups**

| **Hotel Group of the World** | **Hotel Group of the India** |
|---|---|
| Cendant Corp. | Taj |
| Choice Hotels International | Oberoi |
| Intercontinental Hotels Group | IndianTourism Development Corporation |
| Hilton Hotels Corp. | Leela |
| Marriott International | ITC |
| Accor SA | Lemon tree |
| Carlson Hospitality Worldwide | Lallit |
| Interstate hotels & Resorts | Choice |
| Starwood Hotels & Resorts Worldwide | Clarks |
| Westmont Hospitality | Kamath |

**Catering Industry in India**

- **IRCTC** Indian Railway catering and Tourism Corporation incorporated on 27th September 1999 and schedule B Mini Ratna. IRCTC is profit making and dividend paying company since first year of operation. IRCTC serving 10 millions passengers per day and provides catering services to late running trains. IRCTC operates 53 food plaza/ fast food units, 750 automatic vending machines, 2950 food stalls, 3291 trolleys , 698 book stalls , 249 milk booths, 7918 static units spread over 1008 numbers of special A, B & C category of stations over Indian railway net work. IRCTC operates pantry cars in 19 Rajdhani express, 13 Shatbdi Express, 16 Jan Shatabdi, 9 Gareeb Rath and 209 mail / express trains. 118 trains are still without pantry. All the food and beverage items are dispenses to the pantry cars through 113 base kitchens located at different places.

Mission of IRCTC

To be leader for providing high quality, catering, tourism and travel related services on the Indian railways primarily and also outside the railway in the country.

Business activities:

- Hospitality services: Onboard Catering, catering services at Railway Station, Packaged Drinking Water ( Brand: Rail Neer), and Outdoor Catering.
- Travel & Tourism: Internet Rail Ticketing, Tourism Products And Services, Budget Hotels, Hotel Booking, Car Rentals And 139 Rail Sampark.

Features:

- 5 zonal offices headed by RD/ GGM and 10 regional offices headed by CRMs / RMs.
- 5 zonal control offices.
- Complaint management system.
- Quality control professionals
- On board quality inspection.
- Café coffee day is Bangalore based and has more than 500 outlets across 80 cities and serve 400 – 800 customers per outlet per day.
- Barista have 625 outlets in over 35 cities and also has franchisee stores for setting Espresso Bars and Coffee Kiosks in smaller cities.
- Baskin robins are the world's largest chain of ice cream specialty shops in 49 countries and more than 6500 outlets. In India, they have more than 250 outlets in more than 35 cities.
- McDonalds opened its first outlet in October 1996 and have more than 200 outlets in 45 cities in India.
- Dominos opened it first outlet in 1996 and have more than 175 outlets in 46 cities in India.
- Pizza corner has a chain of 125 outlets in 29 cities.
- Pizza hut the flagship brand of Yum Brands Inc launched 'Great Indian Treat' its first Indian menu in international format and has more than 200 outlets in 32 cities in India.
- Pulse Foods belongs to Podder Heritage group has more than 60 outlets and now opened its international outlet in London.
- Jumbo King Vada Pav has more than 75 outlets in major cities of India.
- COMESUM focuses on railway catering and has 3 different types of food and beverage outlets: Food Plaza, restaurant and Takeaway.

## 1.5. Career Avenues in Hospitality and Service Industry

Tourism and Travel industry today is a huge growth sector valued at more than Rs. 23 million crores, contributing 6.9% to the GDP receiving 5 million foreign tourists' arrivals to our country. The Indian outbound tourist traffic has also been growing at an annual growth rate of around 25% because of the economic boom in India. World Travel and Tourism Council estimates that the present number of 8 million outbound tourists will reach 50 million marks by 2020. To handle such a large number of tourist movements both to and from India the Tourism and Travel Industry will be in need of a large number of trained professionals. According to statistics of World Tourism Organization that every new foreign tourist reaches India generates one job and also there is an opportunity to create a new job by every 18 domestic tourists. Keeping in view the requirement of skilled manpower in the hospitality sector, Ministry of Tourism, Government of India has launched certain program namely as ***Skill testing*** (6 days program in the field of food and beverage service and production for working class of people and upgrading their skills) and 6-8 weeks program namely '***Hunor Se Rozgaar'*** for developing skills in the field of Food and Beverage Service, House Keeping, Food Production, Tourism Police, Cab Drivers etc.

The investment of every 1 million rupees has the potential to generate 73 jobs in Tourism. In the 11th five year plan (2007-2012) provision of more than Rs.15,000 crores has been provided for Tourism infrastructure and additional provision of Rs. 13,000 crores has been provided for super structural development for Tourism sector.

One may opt to work for a multinational or a leading National Tour Operation company, a Travel Agency, an Airline, a Hotel, a Destination Management Company, a Tourism Board Representation Company in India, a Cruise liner, an Event Management Company, an Adventure Tour Operations Company or from any of many new avenues coming up every day in Travel Trade or can even become an Entrepreneur in Tourism and Travel Industry.

## 1.6. Success In Service

Hospitality Experts have various advices to get success in service and are very clear that reasons for success can not be learn in institute of hotel and hospitality management and no education system does seem to teach service. There are various institutes give enough priority to education and training in service. When I survey to find out the reasons for success in service industry find various key words to get success but the most common word is attitude and all respondents were agreed that your positive attitude towards service will help you to get success and that is your inner and inbuilt quality which you have to explore yourself and no body can change your attitude neither your faculty during your college education or supervisor during your professional career.

A quote always keeps in mind which seems to be a service model of Oberoi group of Hotels, "***We are ladies and gentlemen serving ladies and gentlemen***". This particular service model will give you inner strength to achieve in excellence in service.

As we know that there are two types of customers we have to deal with, one is external who avail/ receives or benefits from the output of someone's work and the satisfaction of external customers measures a company's success since they are the people who are willing to pay and the second types of customers are internal customers, the people inside the organization who receives or benefits from the output of work done by others in the company.

To get success in service, you have to be

- Very clear about your role and relationship with the guest,
- Focus on the guest
- Ready to make change (adaptability)
- Integrity
- A feel of serving

Make it sure it is very easy to retain a guest rather than to create a new guest as creating a new guest cost very high so you have to be very loyal to your guests. We need not only to keep guest happy during their stay/ dining but also to keep them returning –with their friends. In today's competitive world, we have to delight the guest rather than satisfying him and that is truly making a difference.

***Moments of truth*** is a phrase credited to ***Jan Carlson*** President of Scandinavian Airline System (SAS) and according to him, service commitment is a total organizational approach that makes a quality of service as perceived by the guest, the number one driving force for the operation of the business.

Every catering business has thousands of moment of truth everyday and this leads to tremendous challenges in maintaining the expected levels of service. A list of moments of truth in a restaurant dining experience is given:

1. Guests call the restaurant for a table reservation.
2. Guest is welcomed.
3. Guest is informed that table is not ready.
4. Guest either waits or goes to the waiting area (lounge).
5. Guest tries to attract captain for order taking
6. Server takes order
7. Server brings food or beverages
8. Server produces bill (check)
9. Guest pay for meal
10. Guest departs restaurant

We all also can imagine that how many moments of truth there are in a restaurant dining experience.

**Check Your Progress 2**

- Describe the business scenario of Indian catering industry.

- Is catering industry affected by tourism? Justify with reasons.

- How study of Moment of truth helps to achieve excellence in service.

- List out potential qualities for a successful service personnel.

## 1.9. Summary

The hospitality and tourism industry is the largest and fastest growing industry of the world. Now is a great time to be considering a career in the hospitality and tourism industry because of the thousands of managers, supervisors and entry level positions are needed for this dynamic industry. Indian catering industry is growing higher in comparison to other industries and salary figures become

double in last two years. Government of India is promoting tourism industry and spending thousands of crores rupees in infrastructure and manpower development. Keeping in view the requirement of manpower, the existing rate of supplying manpower to the industry is very low so it gives better career opportunities to young inspired catering students.

## 1.10. Career Information

Hospitality and catering industry offer careers that provide information, transportation, accommodation, catering services and goods to travelers. Tourism is almost every corner of the world and is the largest employers of the world. If you are not ready to join travel and tourism industry than restaurant and hotel management specific career options are always open for you. The best advice about the career in food and beverage service industry that you must be very proactive in college years and you will have to open your own doors by promoting yourself and this can be easily achieve by active participations in regular activities of the college. It is important to start early in your college and learn as much about the catering service industry through trade magazines, seminars, workshops and volunteer work in the off premises catering and at convention. It is always beneficial to work in the catering service industry while attending the institute. An internship during your weekends and holidays will be added advantages to you. Nature of job is changing very rapidly due to the induction of new technologies, changes in the guest's behavior and their expectations, frequent changes in the menu and their presenting style so always it is advisable to be in touch with the industry and keep update. Always take feedback from your seniors those recently back after performing their industrial training and exposures and attend trade fairs and fests for update yourself. According to Mr. Vikram Bakshi, former president, NHAI, and Managing Director of McDonald India hotel management institutes are producing 80% managers and 20% workers, but the restaurant industry ardently requires 75% workers and just 25% managers to manage its affairs Rural jobs created by the restaurants are 2.3 million; 11.5% of rural employment in services. Urban jobs created by the restaurants are 2.69 million; 16.9% of urban employment in services. Total workforce in restaurants in India is 5 million which is five time higher than the number of people working in the IT services industry (a little over a million) and ten times higher than the employment provided by the hotels. The restaurant industry offers direct employment to 5 million individuals, by 2015; the number is expected to jump to around 20 million because of a likely surge in new restaurants. According to experts of the restaurant industry, they require greater number of institutes to supply trained manpower. Although the industry in India is still in its growing phase and the market is currently undersupplied in terms of trained staff and a lesser number of training institutes are required in the country to provide the adequate number. A medium size 80 covers restaurant in India generates 70-80 direct jobs on the other hand a large restaurant can employ on an average some 100-120 people per outlet. The organized sector of the restaurant industry may be growing at a pace of 20-25 percent annually.

## 1.11. Key Words and Concepts

- **Components of tourism:** there are three primary components namely: transport, accommodation and amenities.
- **Culture:** it includes knowledge, beliefs, art, morals, law, customs and any other capabilities and habits acquired a man as a member of society.
- **Domestic tourism:** means all the activities of a resident visitor within the country.
- **Foreign tourists:** visitor holding foreign passport and at least staying in India minimum for 24 Hours.
- **Hospitality industry:** comprises of direct, indirect and support service providers with the capacity of producing services such as food services, butler services, room services, laundry services.
- **Hospitality industry network**: hospitality industry is run with a dynamic network of service providers at various stages by linking with other credible service providers. It combines both public and private service providers to integrate small, medium and large functionaries for customer satisfaction.
- **Inbound tourists:** a tourist visiting our country from other country.
- **MNCs:** Multinational companies are those companies which manage their production and operation from more than one year.
- Outbound tourist: when a citizen of a country visit another country.
- **Tourism statistics:** is useful immensely at the national, regional and local level to measure the arrivals and departures and their contribution to economy, society and environment.

## 1.12. Review Questions

1. Discuss the role of catering industry in promotion of tourism.

2. "Indian catering industry is a new hope to young hotel management graduates", justify the statement with suitable examples.

3. What is the contribution of hospitality, travel and tourism to the global economy?

4. State growth of Indian catering industry since its inceptions.

5. Discuss the contributions of JRD Tata to the Indian hospitality and catering industry.

6. List out the key factors for success and growth of M.S.Oberoi.

7. Highlight the contributions of Padmashree Thangam E. Philip.

**Test your Knowledge State true or false:**

- JRD Tata was awarded Bharat Ratna in the year 1992.

- MS Oberoi was the first pilot in the history of aviation industry of India.

- Moments of truth is a phrase credited to Jan Carlson.
- Hospitality business operates 24 x7 x 365.
- We are ladies and gentlemen serving ladies and gentlemen" is a favorite quote of Padmashree Thangam E. Philip

## 1.13 **SUGGESTED READING**


1. Sudhir Andrews 2009 Food & Beverage Service McGraw Hill
2. Tarun Bansal 2011 Hotel Facility Planning Oxford University Press
3. Dasgupta 2011 Tourism Marketing Pearson
4. Bobby George Sandeep Chatterjee 2007 Food & Beverage Service Jaico Book
5. Walker 2003 The Restaurant Willy
6. S. N. Bagchi Anita Sharma 2003 Text Book of F & B Service AMAN PUBLISHERS
7. Davis & Stone 1999 F & B Management BH

# Unit – 2 : Restaurant Organization and Management

**Structure of Unit:**


2.0 . Learning Objectives
2.1 Introduction
2.2 Social Responsibility and Business Ethics
2.3 Inter Departmental Relationships
2.4 Organizing for Success
2.5 Designing Organization Structure
2.6 Coffee shop of a hotel
2.7 Coffee shop as an independent unit
2.8 Specialty restaurant
2.9 Large hotel
2.10 Medium size hotel
2.11 Small hotel
2.12 Job Descriptions of Food and Beverage Service Personnel's
  2.12.1 Food & Beverage Manager
  2.12.2 Restaurant Manager
  2.12.3 Head Waiter
  2.12.4 Station Waiter
  2.12.5 Bar Tender
  2.12.6 Bar Manager
2.13 Career information
2.14 Case study
2.15 Summary
2.16 Key words and concepts
2.17 Concept review questions
2.18 Test Your Knowledge


## 2.0 Learning Objectives

After the end of the chapter you will be able to:

- Explain qualities required by food and beverage service personnel to get success in the hotel and catering industry.
- Explain attributes of food and beverage service personnel.
- Explain need of inter departmental relationship of food and beverage service with other department of the hotel.
- Develop organization structure of food and beverage service department of a large, medium and small hotel.
- Develop organization structure of various food and beverage service outlets.
- Explain job description of food and beverage service personnel's.

## 2.1 Introduction

Organization plays an important role to get success and smooth operations of all activities of food and beverage service in the hotel and catering industry. As we know that a hotel has various revenue producing and non revenue producing departments but it is very tough to maintain the highest level of service without the organizing a particular department and that is the reason all the department have its own organization structure. In the similar way, all the departments have their code of ethics and conduct, grooming standards and specific reasons to coordinate with other departments of the hotel. In this topic, there is an attempt to deal with all the aspects related with the organization structure, code of conduct, job descriptions of various food and beverage service personnel's.

## 2.2. Social Responsibility and Business Ethics

Can you find out one major reason why TATA is the premier company in our country? If yes it's ok otherwise let us share the facts about Tata why on Number one:

Because 66% profit of companies of Tata group goes to charity and that is the major reason of company's success and it becomes very surprising when competitive nature of the society created a culture of cheating, because ethics are based on individual beliefs and social concepts, they vary among individuals, situations and cultures. Successful corporate house believes on honesty and their responsibility towards the society. Firmly I believe on ethical practices in personal and professional life and ethics of business start with the ethics of individual.

According to Pankaj Baliga, Global head of corporate social responsibility of TCS that company adheres to a philosophy of providing some of the poorest people in the world with products that improve their future (and hose of their children ) at values they can afford, while maintain enough profit to keep the company competitive. The charitable trusts of Tata group fund a variety of projects and founded Tata Institute of Fundamental Research, The National Centre of Performing Arts and the Tata Memorial Hospital.

Corporate social responsibilities includes following points:

1. Formulating corporate strategies keeping in view the needs of society.
2. It should deal with social problems.
3. It must have an ethical concept.
4. Companies should spend a part of their accumulated wealth to eradicate social problems.

To define Business Ethics is so simple as well as so critical depends on your perception. Ethics means the sense of right and wrong. Whatever is conscientiously right is ethical and whatever is conscientiously wrong is unethical. There is a vast difference between these two in one eyes and on the other hand it's ok and most of the time you will find that the peoples are ok. Once we are getting benefitted it seems ethical and if not, we start crying oh, what a bad

practice. In your professional career you will fond thousands of situations when you have to take your decisions based on ethical practices. Don't be confused with business etiquettes and business ethics, both are different. Business defined is defined by good manners, loyalty and commitment towards one's organization. Always remember this very old and valuable quote, "Rome was not built in a day". Right business etiquettes are very essential for your positive career growth. Now, you have entered in the hospitality industry which operates 24 x7 x365 days of the year and remember your honeymoon is over forever.

***Ethical Practices of Hospitality Business***:

- Always welcome your guest/s and enjoy their stay.
- Be sincere and have greater sense of your responsibility because you are the image builder of the country and your one mistake may be very dangerous to the image earned in thousands of years of hospitality.
- Provide your best, you can and always be positive and initiate great relationship.
- Always respect your guests and don't feel them inferior. Always remember, "Guest is God and we are totally dependent on him, he is not dependent on us". Always remember one dissatisfy guests communicate more than the satisfy guest.
- Listen the problems carefully and don't ignore them. Problems always give us learning opportunities.
- Always remember productivity is more important than profitability.
- Always remember Buddhist religious principle says ***Bahujana Hitaya, Bahujana Sukhaya,*** which literally means 'of the greatest good, of the greatest number'.
- Never over charge or under charge for a product. Always remember a fair pricing strategy is one of the most important business ethics.

## 2.3Inter Departmental Relationships

There are various departments in a hotel those contribute significantly food and beverage service department for successful operations**:**

**Food Production:** One of the most important department of a hotel and food and beverage service department require very close relationship for:

- Preparation of food items
- Planning and designing of the menu cards
- Special dishes of the day
- Functional menu
- Special requests of the diners
- Achieving sales target and profit
- Reducing cost and pilferages
- Inter departmental transfer
- Maintaining highest level of service standards

**Kitchen Stewarding** is responsible for general upkeep and cleanliness and polishing of all necessary equipment. Role of kitchen stewarding is very similar to the nurses or ward boy with doctors in operation theatre as doctors can not conduct operation without assistance of nursing staff in the similar way food and beverage service can't get success without coordination of kitchen stewarding.

**Accommodation Operations:** No body can neglect the importance of accommodation operations department in success of food and beverage service and this success is due to close coordination between these departments. There are number of valid reasons for the same as follows:

- Upkeep and development of aesthetic sense in all food and beverage service areas
- Supply of linen
- Supply of staff uniforms
- Flower arrangement
- Arrangement of various themes for function catering
- Creating atmosphere, décor and ambience of the food and beverage outlets

**Front Office** contributes significantly in success of food and beverage service department and provide following information:

- Number of residents in the hotel
- Passed information of various plans such as American plan, European plan and Continental plan by residents
- Daily arrival and departure information
- Special arrangements for VIPs and CIPs
- Informing and Escorting to the guest's for food and beverage outlets
- Providing information about food and beverage facilities of the hotel
- Promotion of events and functions
- Inform and update room service/ restaurant staff regarding billing procedures
- Assist in problem solving specially late night arrivals

**Hotel Engineering:** can you imagine enjoying continental meals without using cutlery in a formal atmosphere, your answer will be definitely, no in the similar way a restaurant cannot operate if its building systems are not operating effectively, illumination is not proper, furniture and fixtures are out of order, so that is the Engineering department always provide back up to the food and beverage service equipment. Engineering department not only give a back up for maintenance of the equipment and building system but also assist in conserving water, energy a pollution free green hotel.

**Accounts and Finance** are similar to the blood veins in a human body to the food and beverage service department and assist in making budgets, cost control, accounts settlement, receiving of daily food and beverage sales. As accounts department is responsible for salaries, wages and other incentives so a close relationship is very essential in both the departments.

**Purchasing and Stores** provides all the supplies in the form of tobacco, liquor, groceries, perishables and other commodities. As we know purchase department is responsible to do all purchases so a close understanding required getting quality products which always leads to quality service.

**Human Resource Department** takes care of your personal and professional development and from recruitment to successful retirement from the hotel that is the department which always thinks for your betterment and inform about your positive and negative aspects. You will find the importance of Human resource department in your daily routine from sanctioning of the leaves to the reimbursement of your medical expenses, from your induction to promotion. If you require getting your meal coupons or you have some issues with some body that is the department will help you.

**Sales and Marketing** is responsible for ***branding a product, image building, marketing research, keep a track on meal trends, market share , competitors strategies*** etc and inform us what we can sale for how much. In the early stage of hospitality industry, this department was not on paper but the same task performed by the restaurant/ food & beverage manager themselves but now food and beverage service department requires a close relationship with marketing and sales department for its success.

**Safety and Security** is one of the most neglected department but most important department of a hotel, recently according to survey when the guests were asked to fix up their priorities what they look in selection of a hotel: 69% respondents were given safety and security as a first priority and food and beverage required to have a close coordination specially in function catering, bar, night clubs and keep a vigil on anti social elements. Security department is also responsible to keep a vigil on the employees of the hotel and help food and beverage service from theft or cheating or malpractices adopted by the employees of food and beverage service department.

## 2.4 Organizing for Success

The process which enables the creation and maintenance of an organization structure is referred to as organizing. While working for an organization structure first of all we should establish the formal groupings of people such as stewards, senior stewards and their activities. This is done to achieve the stated goals of the organization. The basic purposes behind organizing are:

- Identification, division and distribute the tasks to be done by person/ group of persons.
- Delegate authority and responsibility for decision making to accomplish the tasks
- Establishing working relationship amongst persons, groups or departments for efficient implementation of plans and policies of the catering industry.

In your professional career as a manager, you will get number of opportunities when you will be required to work on the organization structure. Following tips will help to propose an organization structure:

- Analyze and design goals
- Define authority and responsibility
- Foresee the area of conflict
- Establish effective management information systems

Achieving excellence of such organizing skill is a step further in your career as a successful food and beverage manager.

There are main two different types of organization structure ( organogram ) used widely in the hotel and catering industry:

**Tall organization structure** is used where we find various levels of management between top to entry (lower level) and has a long chain of command and due to this decision making is slower.

**Flat organization structure** has fewer level of management with wide span.

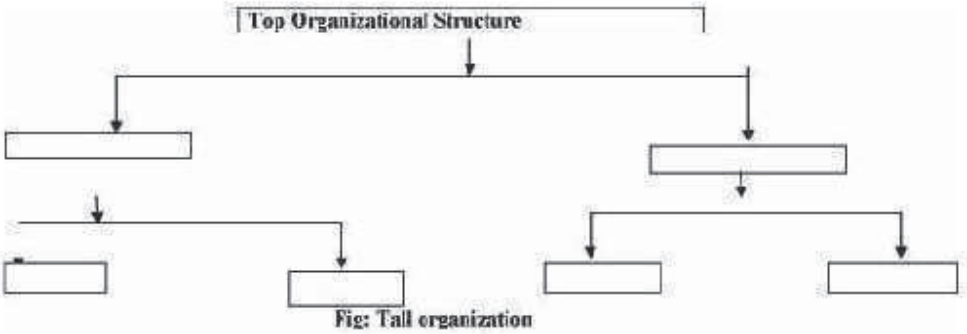



Fig: Tall organization

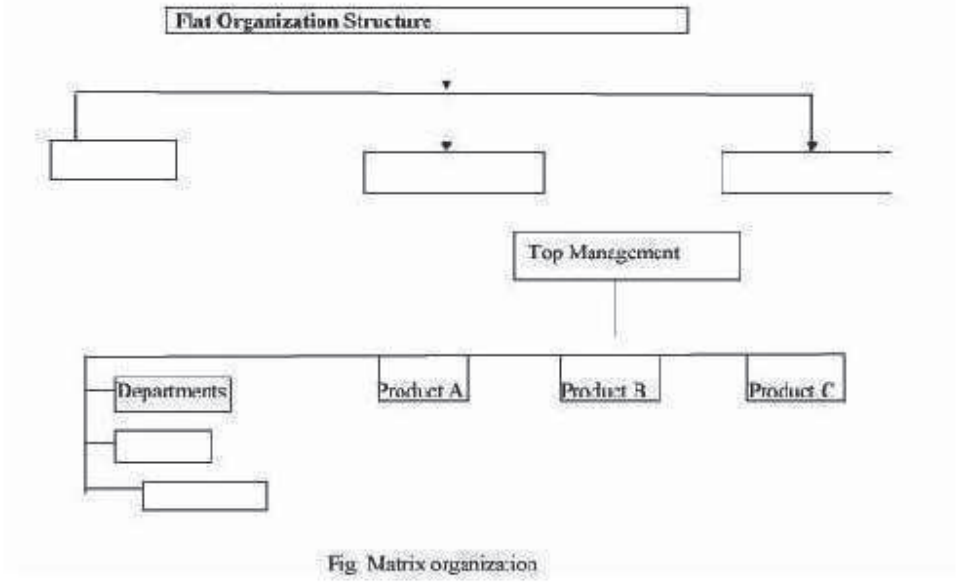



Fig Matrix organization

**Note:** Always remember that there is no one model of an ideal span of management and while deciding on an appropriate span of management, one must consider the capabilities of managers and subordinates along with environment in the organization.

**Special form of organization**

**Matrix structure** is a combination of the product and functional organization and usually created for a executing a project. The distinguish characteristics of a matrix organization is that it operates under a dual authority. A manager is accountable for two bosses at the same time, one his or her for usual boss and the other, the boss for the duration of the project. Problems arise in matrix organization due to conflict between roles and authority. Best example of matrix organization from your life that is your industrial exposure when you will work under two bosses: one will be your training coordinator and other will be representative of the industry where you will be trained.

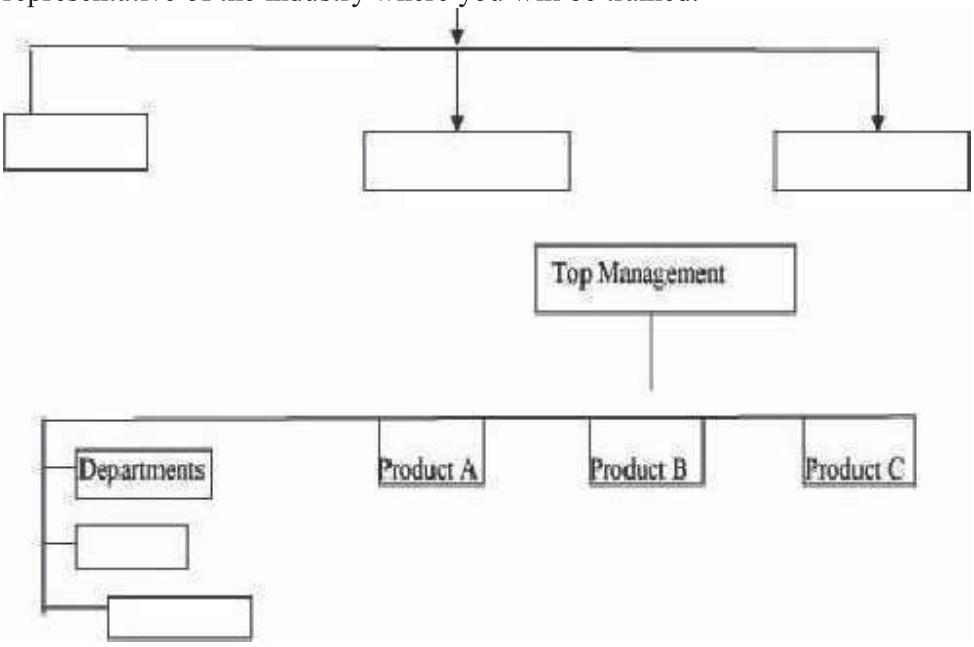



**Fig: Matrix organization**

## 2.5. Designing Organization Structure

As we are in the service industry and most of the time does not produce any physical or tangible product. Being in the food and beverage service department, the behavior of the staff towards diners is the upmost part of the department, and we should be given more emphasis on organizing service, handling customer's complaints, feedback, etc.

**Tips to follow:**

- Complete profile
- Detail the organization in terms of its capacity

- Operating hours
- Style of service
- Meal timings

**2.5.1. Case one: Propose an organization structure of a coffee shop located in a five star hotel.**

**Solution:** look at the case and raise few questions to you before proceed to the answer, question you may raise as follows:

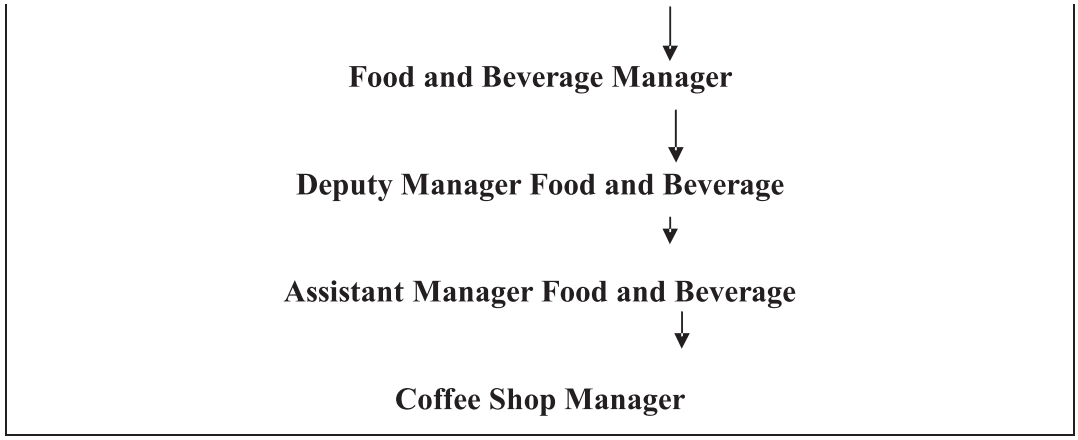
- Is it the coffee shop located in a metro city or in a small city?
- Is it an independent unit or part of the hotel
- Is it operate 24 hrs or operate 16 hours as per guidelines given by Ministry of Tourism
- Is coffee shop has breakfast/ lunch/dinner buffet arrangements
- Is coffee shop has a bar or not

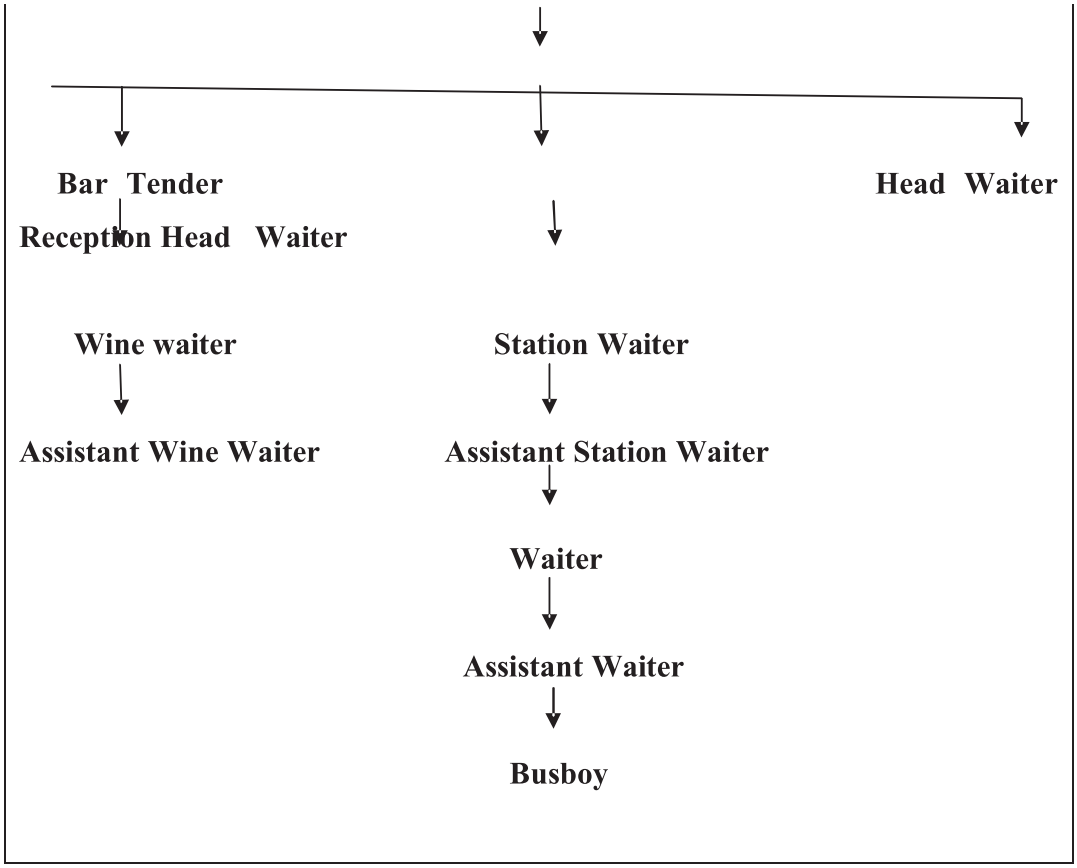
***If you will not enquire all such questions then you will not be able to propose an ideal organization structure and then after develop a hypothetical profile of the coffee shop as follows:***

**Profile of coffee shop**

| | |
|---|---|
| Name of coffee shop: | Gup shup |
| Operating hours: | 24 hrs |
| Number of covers: | 120 |
| Type of ownership: | Independent |
| Location: | Part of a five star hotel, New Delhi |
| Number of rooms: | 450 |
| Style of service: | Pre plated |
| Other features: | Mid night buffet and a cocktail Bar |

**Now above mentioned facts file will help you to propose organization structure for a coffee shop:**






**2.5.2. Case two: Propose an organization structure of a single owned coffee shop.**

**Solution: as similar to case one we will see** the case and raise few questions to ourselves before proceed to the answer, question you may raise as follows:

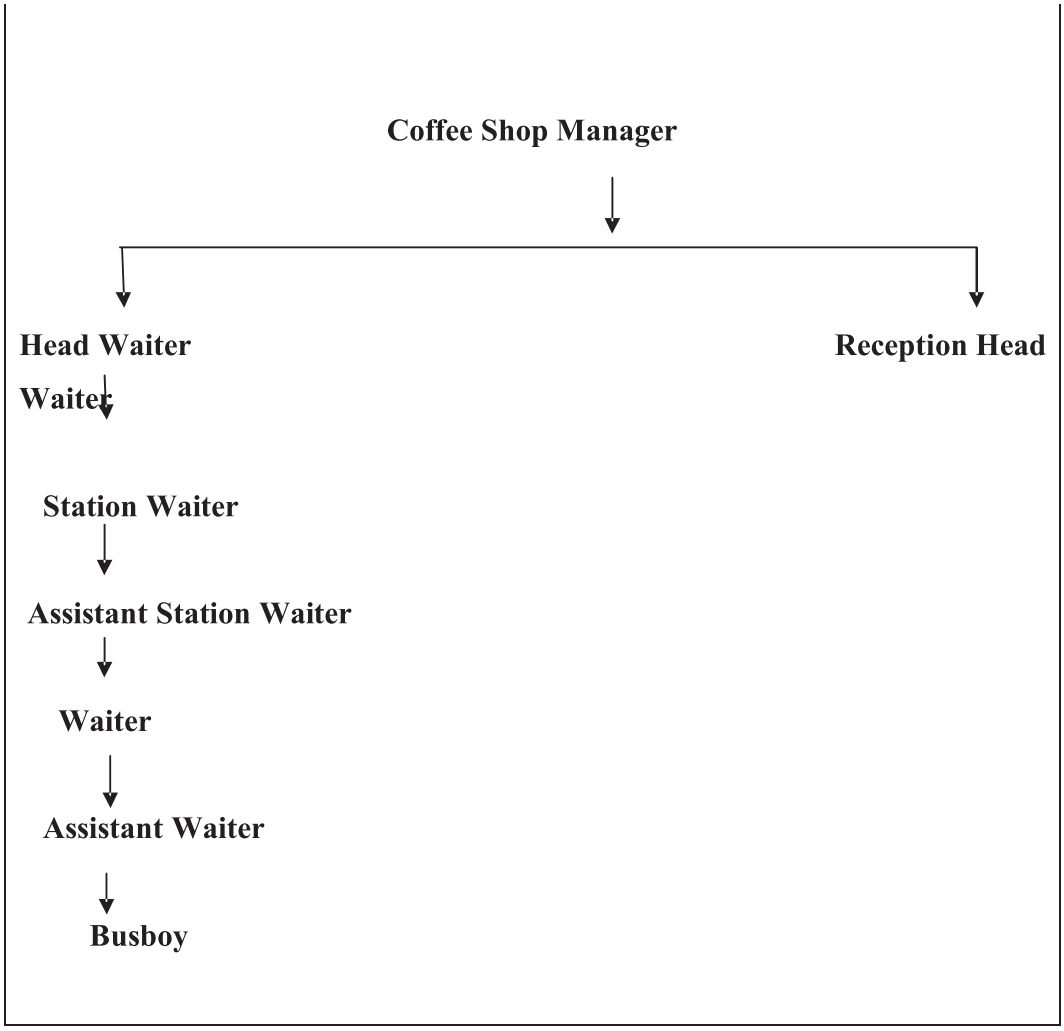
- Is it the coffee shop located in a metro city or in a small city?
- Is it an independent unit or part of the hotel
- Is it operate 24 hrs or operate 16 hours as per guidelines given by Ministry of Tourism
- Is coffee shop has breakfast/ lunch/dinner buffet arrangements
- Is coffee shop has a bar or not

***If you will not enquire all such questions then you can't propose an ideal organization structure and then after develop a hypothetical profile of the coffee shop as follows:***

| **Profile of coffee shop** | |
|---|---|
| Name of coffee shop: | Naubasta |
| Operating hours: | 24 hrs |
| Number of covers: | 60 |
| Type of ownership: | Independent |
| Location: | Kanpur |
| Style of service: | Pre plated |

| | |
|---|---|
| Other features: | None |

**Now these will you to propose an organization structure for a coffee shop:**



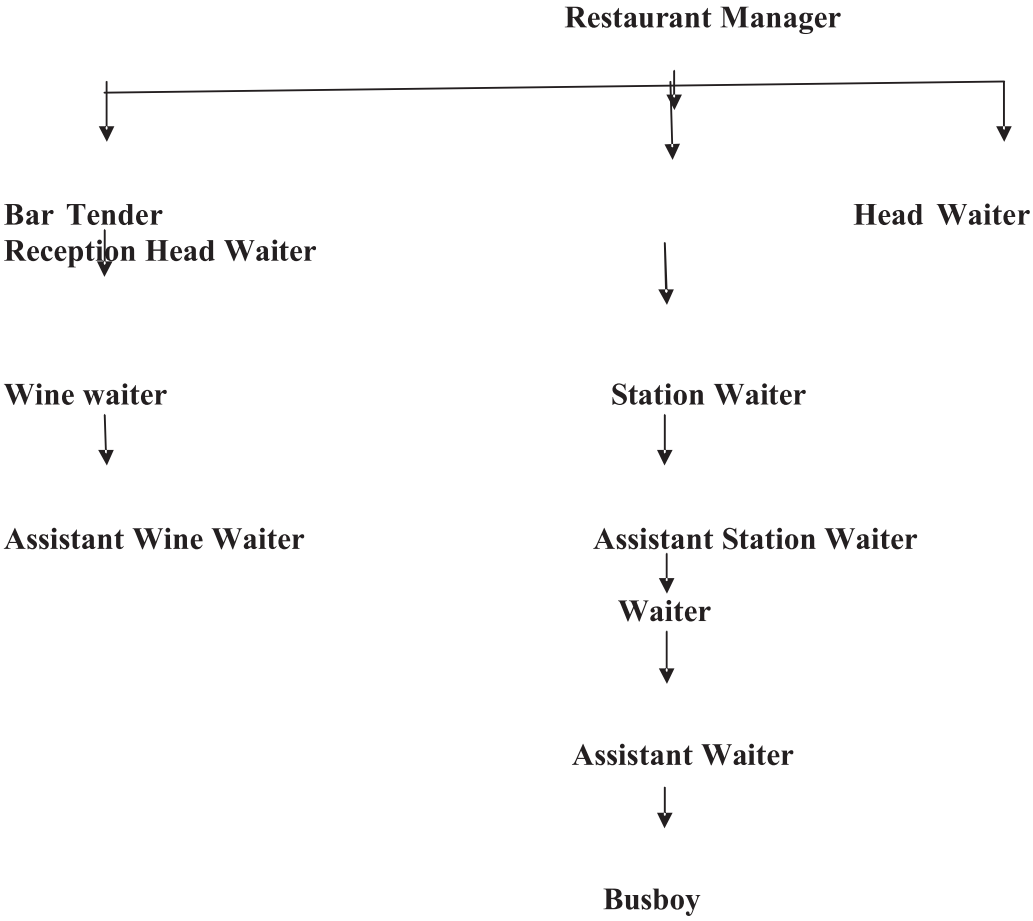

**2.5.3. Case three: Propose organization structure of specialty restaurant for 120 covers:**

**Solution: Now we have fair idea about developing facts file or sheet.**

**Profile of coffee shop**

| | |
|---|---|
| Name of specialty restaurant: | Burgundy |
| Operating hours: | 1130 to 15 30 Hrs and 1930 hrs to 2230 hrs |
| Number of covers: | 90 |
| Type of ownership: | Independent |
| Location: | Kolkata |
| Style of service: | silver |
| Other features: | cocktail bar |

***Note: Proposed restaurant is not the part of the hotel so proposal for organization structure will be as follows:***




**Note:** if proposed restaurant is part of the hotel then top three positions of Food and Beverage Manager, Dy. Manager Food and Beverage and Assistant Manager Food and Beverage will be mention as shown in case one of the organization structure. In the similar way we can develop organization structure of any food and beverage outlet.

**2.5.4. Case four: Propose an organization structure of Food and Beverage Service Department of a large hotel:**

Solution : Here again how much the hotel is large in terms of Number of rooms and food and beverage facilities and we will propose a fact's file first before proposing for organization structure:

Fact's file of the hotel:

Name of the hotel: The Tulip Town

Number of rooms: 250

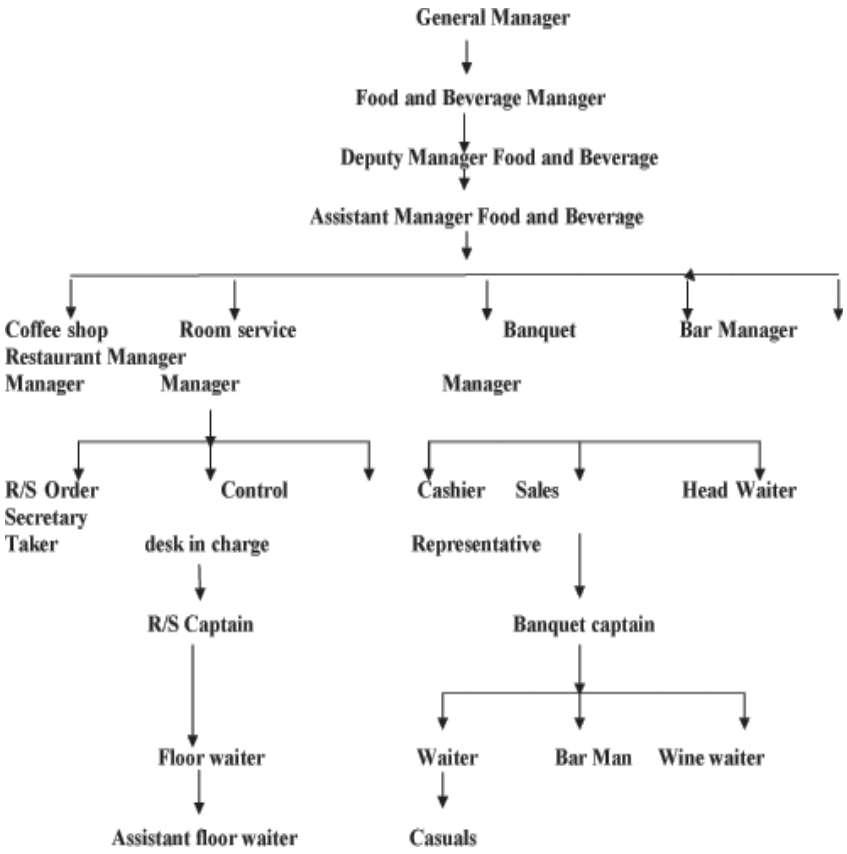
Star categories: five star deluxe

Coffee shop: 120 covers

Specialty restaurant: 80 covers

Bar: 60 covers

Banquets: Three of 150, 300 and 500 Pax capacity.




**Note:** Organization structure of coffee shop, bar and specialty restaurant is as similar to the case 1 and 3 and incorporate the organization structure coffee shop, bar and specialty restaurant of in continuation to get clear picture of the complete organization structure of food and beverage service department of a large hotel.

**2.5.5. Case Five: Propose an organization structure of food and beverage service department of a medium size hotel:**

***Fact's file of the hotel:***

Name of the hotel: The Madhuvan Inn

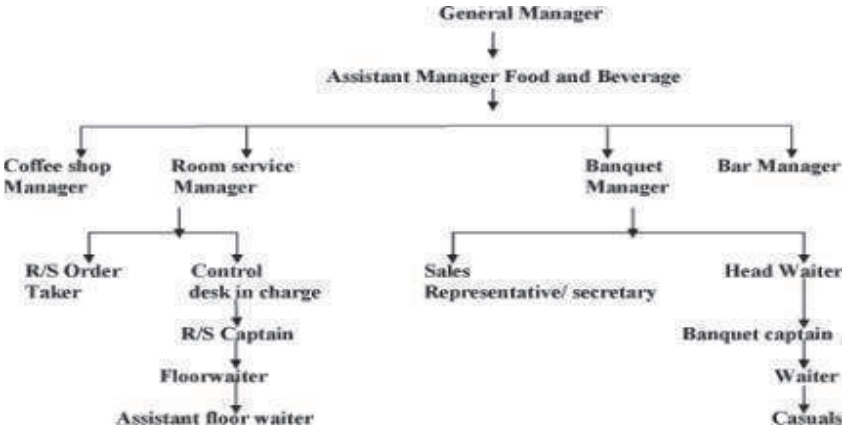
Number of rooms: 80

Star categories: three star deluxe

Coffee shop: 40 covers

Bar: 60 covers

Banquets: one of 300 pax capacity




**NOTE: Organization structure for coffee shop and bar similar to case one and include respectively.**

**2.5.6. Case six: Propose an organization structure of food and beverage service department of a small hotel:**

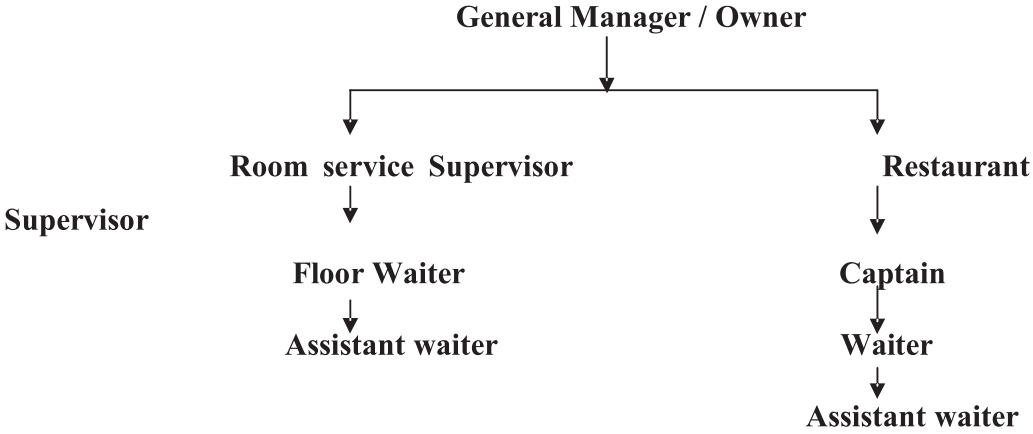
***Fact's file of the hotel:***

Name of the hotel: The Tulika

Number of rooms: 30

Star categories: Two Star

F & B facilities: 24 Hours room service & Multi cuisine restaurant




**Facts file:**

| **Food and Beverage Facilities in Star Categories Hotels as per Norms of Ministry of Tourism** | | |
|---|---|---|
| ***Star category*** | **Location** | **Facilities** |
| ***One and Two Star Hotel*** | | Minimum one dining room serving all meals and room service is not necessary. |
| ***Three Star Hotel*** | | One multi-cuisine restaurant cum coffee shop opens from 7 a.m. to11 p.m and 24 hours room service. |
| | **Grade A Cities** | One multi-cuisine restaurant cum coffee shop opens from 7 a.m. to11 p.m, ***one*** |

| | | |
|---|---|---|
| **Four Star Hotel** | | ***specialty restaurant*** and 24 hours room service. |
| | **Grade B Cities** | One multi-cuisine restaurant cum coffee shop opens from 7 a.m. to11 p.m, and 24 hours room service. |
| **Five Star and five star deluxe Hotel** | **Grade A Cities** | One multi-cuisine restaurant cum ***24 hours coffee shop*** / all day diner, one specialty restaurant and 24 hours room service. |
| | **Grade B Cities** | One multi-cuisine restaurant cum coffee shop opens from 7 a.m. to11 p.m, one specialty restaurant and 24 hours room service. |
| ***Grade A cities:*** Delhi ( Gurgaon, Faridabad, Ghaziabad, NOIDA and Greater NOIDA), Mumbai, Kolkata, Chennai, Bangalore, Pune, Hyderabad / Secunderabad | | |
| ***Grade B cities:*** *Cities in the rest of the country excluding Grade A cities.* | | |

## 2.6. Job Description Of Food and Beverage Service Personnel's

Job description is a broad statement of the purpose, duties and responsibilities of a job or position and drafted by Human Resource Department in coordination with Food and Beverage Service Department. A job description is based on detailed job analysis and usually summarizes the essential information. Most of the big catering companies designed their own formats and fix up the duties and responsibilities according to need of catering operations such as job of a task force of a fast food operation varies from steward of an independent restaurant and that's why its varies from organization to organization. The job description specifies the knowledge, qualifications and skills necessary to do the job successfully and can be used as a tool for assessment of performance.

***Explanation of Key words used and how to write a Job Description***

***First of all create a header that includes name and address of hiring organization.***

1. **Job Title** means position or designation such as restaurant manager/ captain / stewards

2. **Job code:** designated the position in the organization structure such as in case of restaurant manager of an independent restaurant will be on position one while in case of restaurant manager of a large hotel will be in position on fourth (see organization structure of independent restaurant and large hotel).

3. **Reports to** means senior person to who designated post is reporting such as restaurant manager will report to assistant manager food and beverage and we always write two immediate senior position and we will write as assistant manager/ Dy. Manager Food and beverage.

**4. Responsible for**: in this section we write junior position and to whom he/ she is responsible for such as restaurant manager is responsible for job perform by bar tender and head waiter.

***5. Job summary:*** concise details of duties and responsibilities performed by designated post. Summary should be in precise and selection of the words to be taken care while drafting job summary.

***6. Duties and responsibilities:*** *always write in point form and that is the expansion form of job summary.*

***7. Limits of authority***: there are numerous authorities given by the senior management to a designated post to control the subordinates or situations for better output and limits of authority varies from establishment to establishment according to their human resource and catering policies for example: restaurant manager may authorize for making discounts in case of VIPs/ CIPs, cancellations of the KOTs, to check and evaluate performance appraisals etc. higher managerial positions have more limits of authorities in comparison to lower positions in an organization.

8. ***Coordinates with*** state clearly about the requirement of coordination with other department such as restaurant manager required to coordinate with food production, kitchen stewarding, human resource, accounts, maintenance, stores, marketing and so on along with its specific purpose. Purpose may be personal also.

9. **Job specification**: it involves listing of the personal qualifications regarded as necessary for satisfactory performance and can be sub divided into educational and professional qualifications, experiences, skills and competencies.

10. **Salary structure :** includes salary and other benefits/ incentives given by the hiring company.

11. **Physical profile:** column includes desired sex, age group, height, weight, eye sight, and even complexion required for the particular job.

### 2.6.1. Job description of Food and Beverage Service personnel's

**HM HOTEL**
**Department of Human Resource**

***Job Title:*** Food and Beverage Manager
***Job code:*** HR/ F &B/ 01
***Reports to:*** General Manager/ Director ( F &B)
***Responsible for*** *:* Dy. Manager Food & Beverage/ Assistant Manager Food & Beverage
***Job Summary:*** Responsible for the formulating, implementation and monitoring

of financial, marketing and catering policies of the organization and to maintain the highest level of food and beverage service standards to achieve the guest's satisfaction.

***Duties and Responsibilities:***

- Hold meetings with all outlet managers and section heads to ensure working of all area s effectively and efficiently.
- To ensure required profit margin from each food and beverage outlets of the hotel with in the financial year.
- Compiling menus and wine lists keeping in view current trends of the market.
- Coordinating with Human resource department in recruiting, training, induction, performance appraisal, promotion and demotion of the employees of the food and beverage service department.
- To coordinate with the marketing and food production department for development of a new product, determination of the price and promotional activities of food and beverage department.

***Limits of Authority:***

- Evaluation performance of senior food and beverage staff.
- Recommend promotion or increment in the salary of the employees.
- Special discounts or No charge

***Coordinates with:***

- Executive chef of Food production for compiling menus and special events.
- Human resource: for recruitment, induction, training, performance appraisals.
- Accounts and finance: for departmental budgets and sales targets.
- Maintenance:for renovation, restoration and for new projects.
- Purchase : for specifications of the equipments and coordinating in selection of suppliers.
- Marketing: for market research to check the demand and new trends

***Job Specifications:***

***a. University/ College qualifications:***

***Essential:***

1. Must be Graduate from a recognized university.

***Desirable:***

2. M.B.A or Post Graduate Diploma in Business Administration or Marketing Management from a recognized university.

***b. Professional qualifications:***

1. Degree or Three years diploma in hotel management from recognized university/ Board.

c. ***Experiences:***

1. Three years working experience as Dy. Manager Food & Beverage in five star hotel

**OR**

Five years working experience as Assistant Manager Food & Beverage in five star

hotels.

d. ***Skills and Competencies:***

- Well versed with latest Food and Beverage software
- Leadership and motivational skills.

***Salary:*** Rs. 60000 to Rs 120000 per month plus incentives as per policy of the company.

***Physical profile:***

- Age group: 35 to 45 years
- Sex: M/F
- Height: 165-175 Cm and May relaxed for a potential and exceptional candidate.
- Weight: 55- 72 Kgm
- Eye sight: Normal
- Complexion (optional): Fair

**2.6.2.Job Description of Restaurant Manager**

**HM HOTEL**
**Department of Human Resource**

***Job Title:*** **Restaurant Manager**

***Job code:*** HR/ F &B/ CS/04
***Reports to:*** Assistant Manager F&B/ Dy. Manager F & B
***Responsible for :***Head Waiter / Bar Tender
***Job Summary:*** Responsible for achieving sales target, up selling and maintaining highest level of service standards, hygiene and sanitation , discipline and monitoring the performance of employees of the restaurant.

***Duties and Responsibilities:***

- Coordinate finance department in preparing the budget for the restaurant and achieving sales target during the financial year.
- To design new sales promotion scheme and implementation.
- To motivate, lead and monitor the performance of subordinates.
- To prepare duty rota of service brigade with the help of Head Waiter.
- To administer the functioning of the restaurant especially mise en scene and mise en place before the operation.
- Coordinate with the chef for menu planning, smooth pick up and induction and promotion of new dishes.
- To attend meetings and give timely feedback to senior management.
- Responsible for proper cash/ credit transaction and to ensure any recovery for service rendered.
- Handling guest's complaints and to take care of VIPs and CIPs.

***Limits of Authority:***

a. Passing of discount as per the case with explanation.
b. No cancel KOTs.
c. Hiring and firing of subordinate staff.

***Coordinates with:***

- Food production: for menu planning and pick up
- Kitchen stewarding: to ensure proper supplies of the chinaware, service ware and silver ware.
- Human resource: for performance appraisal, training, and induction of new employees / trainees.
- Marketing: for sales promotion schemes and budgets and VIPs or CIPs guests.
- Accounts: for settling of day to day sales and accounts
- Maintenance: for daily and preventive maintenance of furniture, fixtures and equipments and contract cleaning.
- Stores: to ensure supplies on time as per requirement of still room/ bar or any other area of the service room.

***Job Specifications:***

***a. University/ College qualifications:***

***Essential:***

1. Must be Graduate from a recognized university.

***Professional qualifications:***

1. Degree or Three years diploma in hotel management from recognized university/ Board.

c. ***Experiences:***

1. Three years working experience as Head waiter or Bar tender of a restaurant of a five star hotel or of repute or five years experience as a captain of a banquet or in a restaurant of a five star hotel or of repute.

d. ***Skills and Competencies:***

- Well versed with latest Food and Beverage software
- Leadership and motivational skills.

**Salary:** Rs. 35000 to Rs 60000 per month plus incentives as per policy of the company.

***Physical profile:***

- Age group: 25 to 35 years
- Sex: M/F
- Height: 165-175 Cms and May relaxed for a potential and exceptional candidate.
- Weight: 55- 72 Kgm
- Eye sight: Normal
- Complexion (optional): Fair

### 2.6.3.Job Description of Head Waiter or Restaurant Supervisor

**HM HOTEL**
**Department of Human Resource**

**Job Title: Head Waiter**

***Job code:*** HR/ F &B/ CS/05
***Reports to:*** Restaurant Manager / Assistant Manager F&B
***Responsible for :*** Station waiter/ Bar Tender
***Job Summary:*** Responsible to organize, supervise and maintaining highest level of service standards, hygiene and sanitation , discipline, caring of the diners , ensuring effective follow up of the standard operating procedures and monitoring the performance of employees of the restaurant.
***Duties and Responsibilities:***

- Responsible to work as restaurant manager in her/ his absence.
- To ensure mise en scene and mise en place of all the areas of the outlet including service room and bar.
- To maintain and upkeep all the records and documents.
- To check daily attendance, assist restaurant manager in preparing duty rota and assign special task to any service personnel as per requirement.
- To conduct daily briefing along with restaurant manager, ensure training and supervise meal operations throughout his/ her shift.
- Coordinate hotel maintenance department to maintain and upkeep of the restaurant.
- To ensure Standard Operating procedures during services
- To serve VIPs and CIPs and handling guest complaints.
- Responsible for monthly inventory and maintaining the stock of all the chinaware, glassware, silverware, linens, tableware and cutlery.

***Limits of Authority:*** In case of absence of restaurant manager, head waiter has the same authority as restaurant manager otherwise he / she has very limited authority of initiating the performance of subordinate staff after the approval of restaurant manager.
***Coordinates with:***

- Food production: for food pick up and special orders
- Kitchen stewarding: for the supply of restaurant equipment
- Accounts: for depositing daily restaurant sales
- Maintenance: for daily and preventive maintenance and in case of emergency break down coordinates with assistant engineer or shift in charge for taking corrective measure.
- Stores: to ensure proper supplies
- House keeping: for proper supply of restaurant linen, flowers, artifacts, staff uniform, lost and found items and cleanliness of floors, walls and other specific areas taken care by Housekeeping department.

***Job Specifications:***

***a. University/ College qualifications:***

***Essential:***

1. Must be 10+ 2 from recognized board.

***Desirable:***

2. Graduate from a recognized university.

***Professional qualifications:***

1. Degree or Three years diploma in hotel management from recognized university/ Board.

***c. Experiences:***

1. Three years working experience as captain of a restaurant or banquet of a five star hotel or of repute.

***d. Skills and Competencies:***

- Well versed with latest Food and Beverage software .
- Sound knowledge of food and beverage.
- Strong hold on implementation of SOPs
- Strong in Technical and supervisory skills.
- Visionary and should have very good back ground of presentation skills.
- Effective communication skills.

***Salary:*** Rs. 20000 to Rs 30000 per month plus incentives as per policy of the company.

***Physical profile:***

- Age group: 25 to 30 years
- Sex: M/F
- Height: 165-175 Cms and May relaxed for a potential and exceptional candidate.
- Weight: 55- 72 Kgm
- Eye sight: Normal
- Complexion (optional): Fair

**2.6.4.Job Description of Station Waiter**

**HM HOTEL**
**Department of Human Resource**

***Job Title:*** **Station Waiter**

***Job code:*** HR/ F &B/ CS/06
***Reports to:*** Head waiter / Restaurant Manager
***Responsible for*** : Assistant station waiter / Waiter
***Job Summary:*** Responsible to organize, supervise and maintaining highest level of service standards, hygiene and sanitation , service of food and beverage items to the diners by following of the standard operating procedures and monitoring the performance of employees of his / her station .
***Duties and Responsibilities:***

- Responsible for efficient operation of his/ her station.
- To ensure mise en scene and mise en place of his/ her section.
- To maintain and upkeep of the station and surrounding area .
- To check that all the accompaniments, proprietary sauces and garnishes are ready at the station.
- To check proper table set up and laying, stacking of side board of his/ her station.
- To check grooming standards of subordinates.
- To take order, order processing and service of food and beverage items to the guests.
- To ensure proper clearance of the table and sideboard.
- To receive payment.

***Limits of Authority:*** He/ she can advise or recommend to head waiter.
***Coordinates with:***

- Food production: for food pick up and special orders
- Kitchen stewarding: for the supply of restaurant equipment to his/ her station.
- House keeping: for cleanliness, supply of linen and flowers of his/ her station.
- Bar: for efficient pick up and service on his/ her station.

***Job Specifications:***

***a. University/ College qualifications:***

***Essential:***
Must be 10+ 2 from recognized board.
***Professional qualifications:***
1. Degree or Three years diploma in hotel management from recognized university/ Board.
***c. Experiences:***
1. Three years working experience as steward or wine waiter of a restaurant / bar / banquet of a five star hotel or of repute or two years as an assistant station waiter of a restaurant of a five star hotel.
***d. Skills and Competencies***:

- Working knowledge of latest Food and Beverage software.
- Sound knowledge of food and beverage.
- Strong hold on following SOPs
- Strong in Technical and communication skills.
- Good salesman ship.
- Should have very good knowledge and skills in presenting and preparing garnishes for food and beverage items.
- Effective communication skills.

***Salary:*** Rs. 18000 to Rs 25000 per month plus incentives as per policy of the company.
***Physical profile:***

- Age group: 22 to 30 years
- Sex: M/F

- Height: 165-175 Cms and May relaxed for a potential and exceptional candidate.
- Weight: 55- 72 Kgm
- Eye sight: Normal
- Complexion (optional): Fair

### 2.6.5 Job description of Bar Tender

**HM HOTEL**
**Department of Human Resource**

***Job Title:*** Bar Tender
***Job code:*** HRD/F&B/BAR/O5
***Reports to:*** Bar Manager / Assistant Manager F & B
***Responsible for :*** Wine Waiter/ Assistant wine waiter
***Job Summary:*** responsible for supervision of mise en scene and mise en place, preparation and service of alcoholic beverages and smooth functioning of the Bar.
***Duties and Responsibilities:***

- Do the mise-en-place for the bar on time.
- Ensure that things are kept at the proper temperature.
- Ensure that pre rush preparation has done.
- Responsible for cleanliness of the counter and glasses.
- Taking order of the guest on counter.
- Ensure that proper working cycle is followed.
- Ensure that the there is no variation in same drinks repeat order.
- Always follow the standard recipe and standard procedure.
- Ensure that the order is prepared and served on time.
- Ensure that all the necessary equipment required for the service in bar are present and are working condition.
- Pick up the store requisition from store on time.
- Prepare the garnishing of cocktail before the commencement of rush hours.
- Responsible for taking the opening and closing inventory.
- Ensure that all wastages are logged down regularly.

***Limits of Authority:***
Recommend to bar manager for performance of subordinate staff.
Research on recipes after getting approval from bar manager.
***Coordinates with:***

- Food production: for pick up
- Kitchen stewarding: to ensure proper supplies of the chinaware, service ware and silver ware.
- Human resource: for performance appraisal, training, and induction of new employees / trainees.
- Marketing: for sales promotion schemes and budgets and VIPs or CIPs

guests.

- Accounts: for settling of day to day sales and accounts
- Maintenance: for daily and preventive maintenance of furniture, fixtures and equipments and contract cleaning.
- Stores: to ensure supplies on time as per requirement of . bar or any other area of the service room.

***Job Specifications:***

***a. University/ College qualifications:***

10 +2 from recognized board or Institute.

***b. Professional qualifications:***

Must have a Diploma or certificate of food and beverage service especially bar operations.

***c. Experiences:***

2-3 years experience as a sommelier or 1-2 years experience as a bar tender in a bar of five star hotels or reputed bar.

***d. Skills and Competencies:***

- Well versed with beverage knowledge.
- Creativity in preparing and presentation of the drinks and garnishes.
- Good in communication skills and leadership style.

***Salary :*** Rs. 20,000 to 30,000 per month and plus incentives

***Physical profile:***

- Age group: 22 to 30 years
- Sex: M/F
- Height: 165-175 Cms and May relaxed for a potential and exceptional candidate.
- Weight: 55- 72 Kgm
- Eye sight: Normal
- Complexion (optional): Fair

### 2.6.6.Job descriptions of Bar Manager

**HM Hotel**
**Department of Human Resource**

***Job Title:*** **Bar Manager**
***Job code:*** HR/ F &B/Bar /04
***Reports to:*** Assistant Manager F&B/ Dy. Manager F & B
***Responsible for*** :Head Waiter / Bar Tender
***Job Summary:*** Responsible for achieving sales target, up selling and maintaining highest level of service standards, hygiene and sanitation , discipline and monitoring the performance of employees of the bar.

***Duties and Responsibilities:***

- Coordinate finance department in preparing the budget for the bar and achieving sales target during the financial year.
- To design new sales promotion scheme of the bar and implementation.

- To motivate, lead and monitor the performance of subordinates.
- To prepare duty rota of service brigade with the help of bar tender .
- To administer the functioning of the bar especially mise en scene and mise en place before the bar operation.
- Coordinate with the bar tender for designing of bar card and update with new wine list. To attend meetings and give timely feedback to senior management.
- Responsible for proper cash/ credit transaction and to ensure any recovery for service rendered.
- Handling guest's complaints and to take care of VIPs and CIPs.

***Limits of Authority:***

- Passing of discount as per the case with explanation.
- Cancellation of Beverage Order Tickets.
- Hiring and firing of subordinate staff.

***Coordinates with:***

- Food production: for menu planning and pick up
- Kitchen stewarding: to ensure proper supplies of the chinaware, service ware and silver ware.
- Human resource: for performance appraisal, training, and induction of new employees / trainees.
- Marketing: for sales promotion schemes and budgets and VIPs or CIPs guests.
- Accounts: for settling of day to day sales and accounts
- Maintenance: for daily and preventive maintenance of furniture, fixtures and equipments and contract cleaning.
- Stores: to ensure supplies on time as per requirement of still room/ bar or any other area of the service room.

***Job Specifications:***

***a. University/ College qualifications:***

***Essential:*** Must be Graduate from a recognized university.

***b.Professional qualifications:*** Degree or Three years diploma in hotel management from recognized university/ Board.

***c. Experiences:***

Three years working experience as Bar tender of a restaurant of a five star hotel or of repute or five years experience as a captain of a captain in a bar of a five star hotel or of repute.

***d. Skills and Competencies:***

1.Well versed with latest Food and Beverage software

2. Leadership and motivational skills.

***Salary:*** Rs. 35000 to Rs 60000 per month plus incentives as per policy of the company.

***Physical profile:***

- Age group: 25 to 35 years
- Sex: M/F
- Height: 165-175 Cms and May relaxed for a potential and exceptional candidate.

- Weight: 55- 72 Kgm
- Eye sight: Normal
- Complexion (optional): Fair

**Duties and Responsibilities of other Food and Beverage Staff:**

**Assistant bar Manager**

- Ensure that required profit margins are achieved in each food and beverage area.
- Making requisition for the day.
- Ensure that service in the restaurant is smooth and efficient.
- Go through each and every complaint and ensure that guest satisfaction is achieved.
- Ordering for the item required in the service area.

**Sommelier or wine waiter / steward** ( Duties and responsibilities of both the designated posts are almost similar and the only difference that sommelier deals with beverage service while steward is specialize in food service but keeping in view the demand of multi skilled manpower one must be well versed in both the field that is food and beverage.

- To the mis-en-place for the service of beverage and food on time.
- Ensure that pre rush preparation has done.
- Responsible for cleanliness of cutlery and crockery.
- Serve order of the guest.
- Ensure that proper working cycle is followed.
- Ensure that the side stations are staged up properly.
- Responsible to serve order on time.
- Responsible for the cleanliness of the table and side station.
- Pick up the store requisition from store on time.
- Ensure that all wastages are logged down regularly.
- Help the bartender in his mise-en-place.
- Help out the guests in selection of food and drink.

**Bar Captain**

- Ensure that each and every item in the menu is available.
- Ensure that mise-en-place for the bar is done on time.
- Ensure that things are kept at the proper temperature.
- Ensure that pre rush preparation is done.
- Taking order of the guest.
- Ensure that the order is delivered on time.
- Ensure that all the necessary equipment required for the service in bar are present and are working condition.
- Ensure that the store requisition is picked up from store on time.
- Ensure that garnishing of cocktail is ready before the commencement of rush hours.
- Responsible for taking the closing inventory.

- Ensure that all wastages are logged down regularly.

**Terminology for Food and Beverage Service Brigade:**

| English term | French term | American term |
|---|---|---|
| Restaurant Manager | Directeur du restaurant | Team leader |
| Wine Waiter | Chef de vin /sommelier | Wine butler |
| Head Waiter | Maitre d' hotel | Senior captain |
| Station Head Waiter | Maitre d' hotel de carre | Captain |
| Station Waiter | Chef de rang | Junior captain |
| Lounge Waiter | Le garcon de ( la) salle | Lounge steward |
| Floor Waiter | Le chef d' etage | Floor steward |
| Assistant Floor Waiter | Commis d'etage | Junior floor steward |
| Trolley Assistant Waiter | Commis de wagon | Junior trolley steward |
| Assistant Wine Waiter | Demi chef de vin | Junior wine steward |
| Junior Station Waiter | Commis de rang/ commis de suite | Assistant junior captain |
| Cashier | Treasurer / caissier | Bill clerk |
| Reception Head Waiter | Maitre d'hotel de reception | Greeter / guest relation executive |
| Carver | Trancheur | Carver |
| Clearing waiter | Commis debrasseur | Runners |
| Trainee | Commis / apprentic | Apprentis |
| Cleaning staff | Personnel d' entretien | Busboy |

## 2.7 Career Information

Food and beverage service is a promising and challenging career either it is in the front of the house or back of the house, food and beverage service provides job opportunities from trainee steward to Director Food and beverage, after working for a year or two positively, we can find better promotional avenues. It has been observed that a young hotel management graduate can reach up to the position of food and beverage manager with in a span of 7-9 years; not only commercial but also welfare, entertainment & leisure and transport sectors provide job opportunities. You have to be very careful and attentive for your Corporate social responsibilities and for this you have to carry a positive attitude towards your professional career.

## 2.8 Case Study

Club Mahindra and Mahindra is an International India based company and has about 60 clubs around the world. The company originally followed as a matrix organization: each club manager report to a country manager and to a member to a different director. Directors worked out of company head quarters, and each

director had primarily responsibility for some facet of club management and marketing. This structure has proved less than satisfactory.

***Qu.*** How would you restructure club Mahindra.

## 2.9 Summary

Organizational structure refers to the way that an organization arranges employees and jobs so that its work can be performed and goals can be achieved with in a time frame. For small organization there is no need to develop a formal organization structure because employees of all the levels come in direct contact couple of times in a day and communicate their problems, but it is very essential to frame an organization in a large organization because every time you can't delegate the job very personally . Organization structure defines the positions in the organization rather than to specific individuals.

## 2.10 Key Words and Concepts

- **Attributes:** It is the hall mark of a food and beverage service personnel, no matter how much you are efficient, has a beautiful restaurant infrastructure, quality food preparations and service if you do not have right attitude or unable to deliver the services to your diners.

- **Competencies:** behavioral traits required for a job.

- **Departmentalization**: grouping together of jobs into work units is termed as departmentalization.

- **Duty**: a significant segment of the work performed is a job and duty comprises several tasks.

- **Element:** the smallest unit into which work can be divided.

- **Job**: it involves substantially similar tasks.

- **Job analysis**: the process of assembling, recording information on such essential characteristics of jobs is known as job analysis. It is also referred as the process of examining a jo to identify its component parts and circumstances in which it is to be performed.

- **Job description: It** is a precise description of the purpose, duties and responsibilities of a job or position. Job description is always based on detailed job analysis and usually summarizes the essential information gathered through job analysis.

- **Job specification**: it involves listing of the personal qualifications regarded as necessary for satisfactory performance.

- **Organization chart**: the decisions of specific positions in an organization, their status with in the organization and reporting relationship between a subordinate and superior. Organization structure is also referred as organization chart and organogram.

- **Skills:** kinetic and logical talents acquired through knowledge and training.

- **Task**: a distinct identifiable work activity which comprises logical and necessary steps in the performance of a job.

- **Trancheur** : person responsible for carving of joints of meats.

## 2.11 Review Questions

1. Explain role of organization structure in generating revenue and achieving highest level of guest's satisfaction.

2. Explain attributes of a food and beverage service personnel.

3. Coordination is to key success. Justify the statement in reference to food and beverage service with the help of examples.

4. Propose an organization structure of a large hotel has following features:

   - Number of rooms: 350
   - Coffee shop: 120 covers
   - Chinese Specialty restaurant : 120 covers
   - Bar : 80 covers
   - Banquets: three in numbers with 400, 500 and 750 pax capacity
   - Discotheque: 80 covers

5. Propose an organization structure of 100 covers coffee shop or 120 covers specialty restaurant.

6. How organization structure varies from small hotel to large hotel.

7. Developing a hypothetical profile is an upmost requirement for proposal of organization structure. Justify the statement with relevant examples.

8. Prepare job descriptions of the following:

   a. Restaurant Manager

b. Head Waiter

***Test Your Knowledge State True or False:***

- Station waiter is senior of head waiter.
- Bar tender reports to sommelier.
- Chef de rang means a chef of the kitchen.
- Trancheur is the French term for tandoori cook.
- Debrasseur is the head of the restaurant.
- Busboy is responsible for order taking in a first class commercial restaurant.
- Maitre de hotel in French is equivalent to head waiter in English.
- Restaurant manager reports to maitre de hotel de reception

## 2.12 Reference and Suggested Reading


1. Sudhir Andrews 2009 Food & Beverage Service McGraw Hill

2 Tarun Bansal 2011 Hotel Facility Planning Oxford University Press
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# Unit -3 : Food Service Areas (Food And Beverage Outlets)

**Structure of Unit:**


3.1. Introduction
3.2. Sectors of Catering Industry
  3.2.1. Commercial
  3.2.2 Welfare
  3.2.3. Transport
  3.2.4. Recreation and Leisure
3.3. Types of Restaurants
3.4. Restaurants Beyond the imaginations
3.5. Ancillary Departments
  - Pantry
  - Still room
  - Food pick up area
  - Store
  - Linen room
  - Dispense Bar
3.6. Summary
3.7. Key Words
3.8. Concept Review Questions


## 3.0 Learning Objectives

After the end of the chapter you will be able

- To explain various food and beverage area with their characteristics.
- To explain ancillary area of food and beverage.
- To explain various sections of pantry.
- To explain functions of still room, silver room and dispense bar
- To explain silver polishing methods

## 3.1. Introduction

Food service industry is one of the largest industries in the world. You may find peoples are working in tea shops, push cart vendors, dhabas, restaurants, banquets, fast food outlets, industrial canteens, railway, crew ships and airline catering etc. Catering industry is known for its quality of food produced and managed through its outlets and this is the reason we find various food and beverage outlets operating very successfully for more than hundreds of years. Different types of food and beverage outlets are designed to meet the demand of

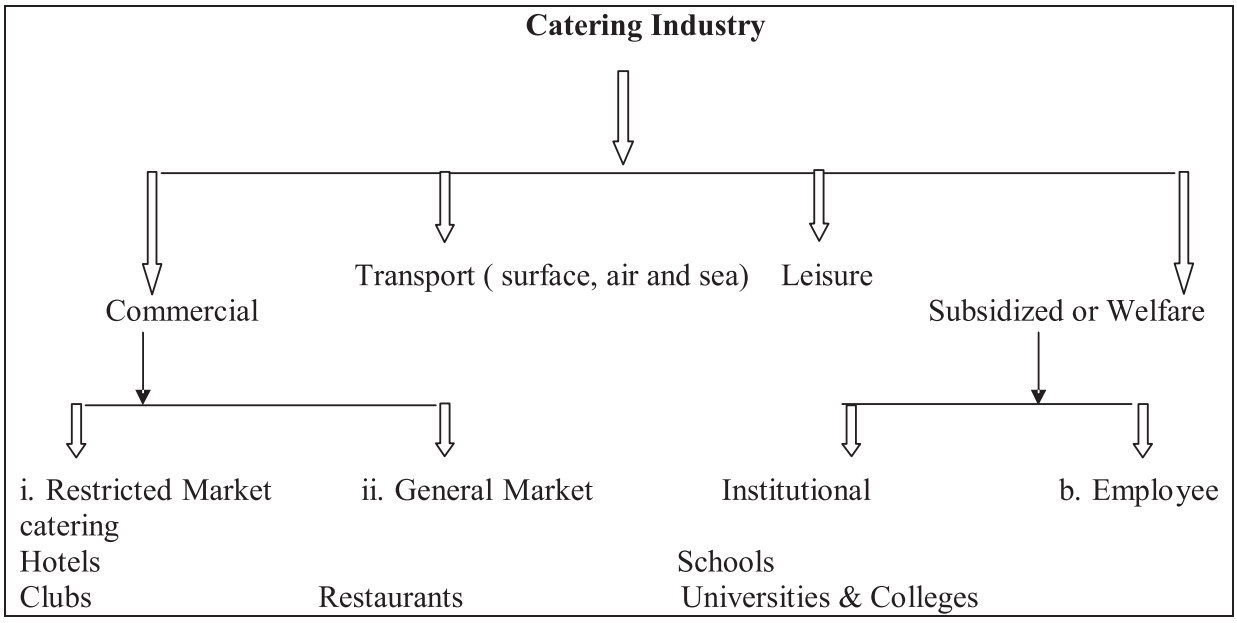
customers with diverse needs and operated by a single owner to a corporate house. We also find different food and beverage outlets in near by area serving different types of meals and cuisine in different environment, décor and ambience. Motto of a catering establishment, "Customers are our assets and satisfied customers are our source of wealth". This topic is an attempt to discuss all these issues related to the type of ownership and type of food and beverage outlets with their unique features.

## 3.2. Classification of Catering Industry or Section of Catering Industry

There are various kinds of food and beverage operations designed to meet the demand of the diners. Over the years, eating out has become a matter of choice rather than necessity. However, the primary reasons for eating out are:

- To celebrate a special occasion or treat
- Meeting friends
- Just for a change from home
- At times a necessity for example eating out while travelling

Although there is no such classification of catering industry in India but keeping in activities, target clients, market, style of operations we can categorized catering industry broadly into two categories: commercial and welfare. The first, commercial segment, traditionally considered the profit generating operation includes hotels, restaurants, fast food, pubs and transport (air, sea, and surface) and the second segment : welfare and the basic purpose is not to earn the profit but to provide food and beverage services.



| | | |
|---|---|---|
| Institutional & employees | Fast food<br>Pubs<br>Vending machine | Hospitals<br>Prisons |

**Fig: Sectors of Catering Industry**

### 3.2. 1 Commercial

As the name states these outlets are meant for profit generation & are located on a good location in the city so catered the need of a visitor. Most of the restaurants comes into the commercial category and meant for general public. Atmosphere, décor and ambience of any food and beverage outlets depend on its type which may vary from a casual dining to ethnic restaurant. Commercial catering sector is the nerve of the catering business in India and have more than 65% of market share of total catering business. Commercial catering sector is growing at the rate of 30% per annum and there is a boom in commercial sector for last one decade. By induction of the malls in the Indian business culture and market, a new concept of ***food court*** has been developed through out the country where you can enjoy your meal from average price to higher price range as food court share a common dining place so the diners have a choice to enjoy local cuisine to international cuisine at one single platform. New types of restaurants are coming into the market with very new concepts, unique features of environment, décor and services to fulfill every need of the diners. As earlier restaurant business was in very couple of hands but now young entrepreneurs, celebrities and young hotel management graduates are taking the new diversify catering challenges of the young Indian diners. In last ten years the eating habits of Indian have been change and they are now ready to taste any kind of cuisine and thanks to growth of Indian economy, which has given a great direction to the catering industry in last couple of years. Indian diners are not only ready to enjoy their home food but also they are ready to enjoy the any kind of cuisine. There is a new trend in the commercial catering market by induction of the leading International food chains which has given a new direction to the commercial catering business. Indian entrepreneurs are willing to take franchisee with their international counter parts and also leading the world by opening Indian restaurants in other countries.

### 3.2.2.

### Welfare sector

Welfare it means no profit and no loss in our catering industry. Food & beverage outlets in welfare catering sector is commonly are commonly known as cafeteria, mess & some time dining room also. These outlets either operated by the owner of the institution/ industry or some time a contractor rendered their services to the institutes. These outlets offered a cyclic menu & not meant for general public. Style of service in these outlets is generally self-service but some of the good institution provides silver/ pre plated / table service to their executives. A typical food and beverage operation in these outlets are as follows”

1. Diners either pay in cash to the cashier or procure a coupon according to their budget or few of the organizations distribute the coupons in advance to their employees.
2. After collecting the coupon she/ he move to the counter and pick up necessary crockery and cutlery and handed over the coupon to the counter assistant who portions the dish or diner serve themselves from the counter accordingly.
3. After collecting the food from the counter, move to the dining table where assistant may provide service of water or self service from the water cooler as the case and enjoy the meal.
4. After finishing she/ he have to clear by own.

Although the operations seems very simple but in reality it's a tough task to handle the welfare catering sector due to its volume of diners. There are various organizations which provide catering services such as armed forces, hospitals, jails, prisons, charity homes, senior citizen home, old age home, orphanage house. It has been found that there are thousands of the organizations in our country those spends billions of rupees annually to cater their employees. For example: In BHEL Haridwar, more than thousands of meals are prepared on daily basis, Indian Oil Corporation Mathura refinery spends crores of rupees annually for meals of their employees. The most challenging part of the welfare catering sector is to feed the mass in a very limited and specified time and every employee of the organization has his/ her expectations and you have to come out with their expectations.

There is a tremendous potential & greater carrier opportunities for young scholars in welfare sector as most of the institutions are operating their dining services to cater thousands of employees & provide the best meals. Almost all good companies are having their own guesthouses & are providing best accommodation facilities to their business clientele, experts & executives. A new concept of lease has been observed in last ten years in the welfare catering market. As in earlier years the catering service was either operated by the institutes/ or by the contractor but now a days it is managed by the professional groups and elite international corporate houses, specially in the multi national companies, big hospitals, public sector industries and offices. Sodexho from France, RKG are the prime players to cater the need of the welfare sector and they develop the new concepts of food vouchers/ food gift coupons to the employees of these organization. As earlier the menu was very low price and fixed and most of the time cost has been born by the industry/ institute in the form of subsidy but after entering the professionals, the shape of the welfare sector has been a change and most of the institutions have a la carte menu, more one food and beverage outlets and have franchised with the leading fast food players to cater the services to their employees.

The most challenging part of the welfare catering sector is to feed the mass in a very limited and specified time and every employee of the organization has his/ her expectations and you have to come out with their expectations.

### 3.2.3 Transport sector

Transport is an inseparable component of tourism and service industry and contribute major share in catering business of the country.

***Indian Transport Network***

- Approximate 41.41 lacs of domestic tourists use air as a mode of transport and significant growth has seen in last decade and air line registering a growth of 22.7% per annum and expecting that there will be requirement of 500 airports by the end of year 2020.
- Rail network covers a total length of 63,140 km with 8520 trains and carried approximate 8 billion passengers in 2010. For promoting tourism, special tourist circuits has been explored and provides special tourist trains such as Palace on Wheels, The Royal Rajasthan on Wheels, The Royale Orient, The Fairy Queen are running between important tourist's destinations. Passengers are given royal treatment in these trains. All the Rajdhani, Shatabdi, Swarn Shatabdi trains are air conditioned and breakfast, lunch, snacks, high tea, dinner, tea and mineral water are provided on board by highly trained, skilled and cheerful staff. Music is played through public sound system.
- India has a second largest network in the world with 3.3 million kilometers of road network. National highways have a total length of 65,569 Km, in addition 5,900 Kms long Golden Quadrilateral four lane National Highways have connected all four metro cities Delhi, Mumbai, Kolkata and Chennai. Government of India is spending approximate Rs. 2,20,000 crores in its ambitious The North South and East West Corridor.
- Water transport network comprises of rivers, canals, backwaters, and creeks. Indian coastal line is of approximate 7,517 km covering the main Lakshadweep Islands, and Andaman & Nicobar Island. The water transport has a merger share of 0.15% as compared to other countries in the world. Water transport is restricted in very few of the states of the country such as Goa, West Bengal, Kerala and offer motorized boats with entertainment and dining facilities in river cruises.

All these above facts give us clear visions about the development catering activities and types of catering business. The facilities, services & menu are totally differ from commercial sector & are based upon the duration of journey & class of passengers. Mostly airlines use the tray/ trolley for meal service for shorter duration of flight time while for longer duration it is full elaborate silver service. In trains there may be a separate dining room or meal service to the customer at their places by using meal trays. On ships, we find dining rooms as like commercial hotel & there are various theme dinners / parties are organized to the passengers. The motorways are entirely differ from the commercial sector, basically these are the well equipped motor vehicle which are generally found on an ideal location of a town or street & provides mini meals to the transit passengers at very moderate rates & enjoy their profits through fast turn over & volume of business. There is always a need of base kitchen for a motorway-catering outlet & from their load semi- finished food & beverage items in their mobile & final preparation took place on the spot and as per the order of the guest. There is a need to maintain hygienic standard & quality of food material to get success in this business.

**Features of Transport Catering**

| Air Line | Railway | Ship | Surface |
|---|---|---|---|
| Catering to air passengers on board/ in the air craft. | Catering to railway passengers both during the journey as well as halts at different stations. | Catering to cargo crew and passengers and ships has restaurants and kitchen on board. | Catering to passengers travelling by surface transport such as buses and private vehicles. |
| Modern airports have a variety of food and beverage outlets. | Constant supply of a variety of refreshment choices helps to make journey comfortable. | Quality of service and facilities offered depends on the class of ship and the price the passengers are willing to pay. | Eating establishments are located around bus terminals or on highways. Dhabas are most prominent type of catering establishment and provide fresh food round o clock at very moderate price in India. |
| Catering to passengers en route is normally contracted out to a flight catering unit of a reputed hotel or catering contractor or to the catering unit operated by airline itself as in independent entity. | On board meal services on long distance trains. | Ranges of service from room service, cocktail bars and specialty dining restaurants. | Most of the catering units are operated privately. |

**Air Catering Services at a Glance**

| Pointers For Meal Service | Frequency of meal services |
|---|---|
| Time of The Flight Operates | Flight under 45 minutes: No service but on early morning flights: rolls and coffee or snacks packs and generally provided at boarding gate and passenger can take them on board to eat in flight and if flight is less than 30 minutes: No service is provided. |
| Duration of Flight | Flight lasting 45 minutes to 90 minutes: meals are provided as per flight schedule in a tray. |
| Appropriate Time To Eat A Meal/ Snack | Flight lasting 90 minutes to 180 minutes: hot meal service and for business class or first class |

| | |
|---|---|
| | passengers: course meal services are offered and it is usually a tray service and cocktails are offered in international flights before the meal. |
| Competition | Flight lasting 180 minutes to 300 minutes (3-5 Hrs) will have most elaborate service. Meals may have appetizers, entrée, salads, desserts, fruits, cheese and liqueurs. |
| Air Line Budget | Flight more than 330 minutes will have more than one service. |
| Type of Customer<br>Is It a Charter Flight | ***Note:*** All above meals are suggestive guidelines and service of the meal mentioned above is sole discretion of the airlines. Now day's domestic airlines are not offering meals to their passengers but have the provision to sale in flight as per the menu (a la carte). |

***Bond Storage and Custom Procedures***

Bonded items refer to items that are free of tax and that are for export use only. These bonded items are under the control of customs official and airline and or contractor /caterer. Needless to say, it is important to maintain tight security to prevent these items from becoming mixed with regular goods. Bonded items are categorized as:

***For the use of passengers:*** Liquor, Tobacco products, Perfumes/ Colognes, Lighters and other goods that may sell in the airplanes.

***Air line supplies:*** Napkins and other paper goods, meal equipments (trays/ cups/ glasses and casseroles), dry stores items, juices, mineral water, chocolates and other food stuffs.

The caterer is required to provide separate storage areas for each carrier (airlines) within the kitchen. Area must be of a secure nature so that one can't gain access without authority. Doors must have double locks. Custom officials control one lock and the airline the other. Thus, the bonded area can't be opened without both representatives present.

Control procedures:

- A complete inventory
- Requisition is made
- Items used by caterer taken directly to the kitchen

**Chennai's Hijackk – A New Dining Experience**

Moistclay Entertainment and Media Private Limited with its Franchise partner, The Moving Cart has launched a Double Decker Mobile Restaurant in the Metropolis. The multi cuisine restaurant, "***Hijackk",*** has an open to sky upper deck has live music, sovoury cuisine and open space for dining and a fully air-conditioned lower deck with a capacity of 44 covers. Menu comprises of 7 courses with a price of INR 565 for vegetarian and INR 765 for non vegetarian.

Source : adapted from imagefood.com

***Success story : A Day in the life of Chef Anupriya Bhatia***

***Anupriya Bhatia*** a 2009 batch passes out from IHM Lucknow and working as a chef de partie in Taj SATS.Taj SATS Air Catering Limited is the joint venture of Taj Hotels Resorts and Palaces and SATS (Singapore Airport Termial Services) and market leader in airline catering and ground handling services in the Asia. TajSats has units in Mumbai, Delhi, Chennai, Kolkata, Amritsar, Banglore and Goa. All units are equipped with state of art facilities, refrigerated hi-loaders and in –house micro biological labs for efficient and hygienic food production and handling. Apart from in-flight catering, TajSATS undertakes airline services such as Airline lounge management, Aircraft cleaning, Laundry, Airline Bonds, Catering Ramps and also offer non-airline services such as institutional catering, outdoor catering and corporate gifting. Anupriya share her experiences for the students of hospitality education. According to her, when she was selected as a management trainee by TAJ SATS, It was a dream comes true of her life as she was passionate about her career as a bakery chef from very young age.

Information about a day in the life of a chef:

700 get ready to pick up as the van comes to pick up from the official residence provided by the company.

730 reporting for duty.

745 get ready for briefing (as she has to take inventory of the items)

800 attend briefing as it is a daily routine in the life of a chef; briefing conducted by the senior chef of the Bakery and discussion about the work allocation, safety and hygienic standard's, attendance and volume of production etc.

830 -900 cleaning of work area, equipment, freezers and trolleys etc.

900 planning according to requirement of the day through the log book as Taj SATS supplies 4000- 5000 meals per day to various domestic airlines such as Jet/ IC/ Air India/ King Fisher and international airlines including of Air France/ Air China/ Cathay Pacific/ Virgin American.

900 -1230 Bakery items are prepared on the basis of tables/ stations and stations are divided on the basis of airlines: domestic, International, airline specific as well as product specific such as dough, croissant, muffins, mise en place etc. One station/ table leads by a chef, commis and a trainee and they are responsible for the entire production.

Bakery section of the Taj SATS offers various types of Muffins: black berry, almond, banana, fruit cakes, apple flan, different types of pies, vegetarian and non vegetarian puffs and numerous varieties of croissant. Croissants are made manually and by machine.

1230 -1300: tagging of the product and packing.

1300 -1400 lunch break.

1400-1530 completing of the remaining job of the day, lab testing and mise en place for the next day.

1530 -1600 handover the duty to the next shift.

During the shift chef is also responsible for maintaining the highest standards of the work area as well as quality control. Chef also provides training to the young aspirants in the field of bakery and confectionary. According to her Taj SATS are very particular to maintain highest level of quality control and hygiene and if chef is not satisfied with the quality of ingredients immediately replaced.

Indian Airlines offers a wide variety in its in-flight meal menus, with a multi-cuisine approach to cater to the predilections of the range of passengers on its network stretching across the Indian sub-continent and into the Middle-East and South-East Asia. Reputed hotel chains, like the Taj Group and Ambassador, provide most of our flight catering. Cabin services are continuously under review with innovations and improvements as our aim. Apart from normal Vegetarian and Non-Vegetarian Meals, Indian Airlines also provides Special Meals such as Jain Meal, Diet Meal, Child Meal etc

### 3.2.4 Recreation and Leisure

There is a significant growth has been observe in last decade in our country due to introduction of malls culture, sports, stadiums, movie theaters, bowling alleys, amusement , water parks, conventional centers through out the country. You can find at least one PVR in all the malls which have almost three screens and have capacity of 1500 to 2000 seats and promote catering services to the viewers and one food court in every mall comprises of ten to twelve food and beverage outlets with a common dining place and caters 3500- 5000 meals a day. Outlets of the entertainment sector are more focused on entertainment in comparison to provision of food & beverages facilities and provide food at moderate rate and range of food items from typical Indian samosas, finger chips to specialties of the catering house in IPL. The examples of these outlets are nightclub, discotheque, theme parks, Water Park, fun & food park, casinos etc.

## 3.3. *TYPES OF RESTAURANTS*

Immense Size Of Catering Industry Always Creates A Lot Of Confusion To The Diners As Well As To The Servers. A New Person Finds A Lot Of Difficulty To Differentiate Between Bar- Be- Que & A Grillroom Or In A Nightclub With A Discotheque. There Is No Single Way Of Classifying The Restaurants As It Is Growing Business But Most Of The Experts Will Be Agree That Restaurants May Be Categorized By:

- Menu Items: Specialty, Multi-cuisine, Continental , Steak house ,
- Menu Prices: Midscale Restaurant, Upscale Restaurant
- Ownership : Single owned and Chain
- Quick Service: Fast food, Drive -Thrus , Delivery services
- Ambience : fine dining , theme , ethnic

***Single owned or independent restaurant*** are basically owned by one or more owners and owner is responsible for day to day operation of the restaurant, even owners have more than one restaurant than each outlet functions independently. These restaurants are not affiliated with any national brand or name and enjoy

creativity and risk of the owner simultaneously. 70% of the restaurants are in India of this category.

***Chain restaurants*** on the other hand, comprise a group of restaurants and emerging trend in India. All the restaurants of a chain have a unique concept, identical in markets, design, menu, quality of food, atmosphere and style of service regardless of location as a part of marketing strategies to remove uncertainty from the dining experience. In India, these restaurants are either owned by family teams or by franchise or on management contract. Haldirams, Bikano, Dastarkhan, Agrawal's Sweet House, Barbeque Nation, Moti Mahal are the major chain of restaurants.

***Fine dining restaurant*** is one where a good selection of menu items is offered, all the meals are being made on the premises by using raw or fresh ingredients and many of the fine dining restaurants in India are based on regional or local cuisine and customs. Most of the fine dining restaurant in India is an independent unit and operated by an entrepreneur or a partnership. Fine dining restaurants further categorized by level of service: formal or casual, by price, décor/ atmosphere, level of formality and menu. It is found that generation of the profit is very tough task from these fine dining restaurants due to the higher expectations of the diners for their money and strong competition in the market. Most of the hotel chains are giving their fine dining restaurants either on rent or on profit sharing basis to the others as they could not yield the profit margin that management and investors expected. Many cities have independent fine dining restaurants in India where chefs are approachable and each course is expertly prepare and may be served with wine and have separate room for smoking fine cigars and traditional flavored hukka.

***Features of a fine dining restaurant:***

1. The level of service is very high, with a hostess or host to greet and seat guest.
2. Captains and food servers advise guests of special items and assist with the description and selection of dishes during order taking.
3. Separate sommelier for suggesting wine that will complement the food and assist with the order taking.
4. Upscale fine dining restaurant have table side cooking and use gueridon service.
5. Décor of a fine dining restaurant is compatible with the overall ambience and theme.
6. Elements of food, service, and décor create a memorable experience for the guest.

**Reasons not to have chain of fine dining restaurant**

1. Only a small % of population can bear the high prices due to the expensive location.
2. Greater degree of skills and manpower required leads to higher operating costs.
3. Overhead costs are highest in comparison to other restaurant operations.
4. Very sophisticated, freshly prepared and high quality meal.
5. Maintenance of consistency and quality are very difficult task.
6. Limited market appeal.

***Celebrity restaurant*** These restaurants are in trends now and becoming popular day by day. These type of restaurants are operated by celebrity chefs like chef sanjeev kapoor, Varq by chef Hemant (Taj ), Chef Sanjeev Kapoor has been a role model for many chefs and has received numerous awards , work on various TV SHOWS, and published several cook books. Celebrity restaurants have an extra winning combination of design, atmosphere, food and perhaps the thrill of an occasional visit by the owner(s). Except the celebrity chefs in India, celebrity restaurants are also owned by the various celebrities such as Tendulkar's by Sachin Tendulkar (legend of cricket), Mahi by M.S.Dhoni, Pavilion by Kapil Deo,
***Theme Restaurant*** These restaurants provide a sophisticated specialty and aim to wow experience of the guest by total experience. They have limited choice of menu blended with the theme of the restaurant which is achieved through decoration and atmosphere.
***Specialty restaurants*** These restaurants feature a particular type of food that is usually based on the theme of the restaurant. A number of chains have introduced this type of specialty restaurant.
***Ethnic restaurants*** are independently owned and operated and make the provision of something different for the adventurous diner or a taste of home for those of the same ethnic background as the restaurant. Our major cities offer a great variety of ethnic restaurants and their popularity is increasing. Indian ethnic restaurants are similar to the Specialty restaurant & provides atmosphere according to their ethnicity with live performance & dress code of serving staff is also ethnic & food is served in traditional manner. Provision for food & beverages at highly priced. It may be an outlet of a hotel or run by a single ownership firm, Seat turn over is high during dinnertime.
***Casual dining restaurant*** is relaxed and could include various coffee / tea houses of our country. You can find a very limited menu at average price.
***Family restaurants*** are individually or family operated and generally located in or access to the suburbs. Informal setting with a simple menu and services are designed in such a manner so it can please all of the family. Some of the family restaurants have bar and sale beers, spirits and cocktails. You can find a host/ hostess at the entrance of the family restaurant to greet and seat guests and servers take the orders and bring the kitchen plated food from the kitchen. The average bill is higher than casual dining restaurants.
***Quick –Service/ Fast -food***
These food and beverage outlets consist of diverse operating facilities whose slogan is quick food. The quick service sector is now days in the driving seat of the entire catering business of the India as well as world and has maximum market. Recently the major change in the market is home delivery system. Quick –Service/ Fast -food restaurants offer limited menus featuring food as burgers, French fries, chicken, poori bhaji, samosa, idli sambhar, etc. customers order their food at a counter under a brightly lit menu featuring color photographs of food items. Customers are encouraged to clear their own trays which helps reduce costs. Quick service restaurants have increased in popularity due to the following reasons:

1. Found in very convenient location.

2. Menus are limited, which makes it easy for customers to make quick decisions.
3. Value for money and time
4. Deliver fast services include self service.
5. Use of processed ingredients which allow them to have extremely low prices.
6. Minimum use of skilled and unskilled labor, which increases profit margin.

Cities like metro in our country, where space is very expensive, stand –up restaurants are open where busy office worker can eat a quick meal. Many Indian quick service restaurant chains are targeting international growth, mostly in larger cities in number of countries.

***Do you know***

- In India 19% of the restaurants are owned by Sole Proprietorship, 40% private company, 40 % partnership and 1% public limited company. (source: FHRAI)
- 41% restaurants are independent unit, 19% multi unit (operates two or more units) and 39% are hotel restaurants and 1% is in other category.
- 5% fine dining restaurants have an average check of Rs. 650, 36% fine dining restaurants have an average check of Rs. 400, 53% fine dining restaurants have an average check of Rs. 200 and 6% restaurants have an average check below of Rs. 200.
- 60% restaurants serve all types of liquor, 5% restaurants serve only beer and wine and 35% serves non alcoholic beverages.
- Indian Mughlai food is most popular and approximate 22% restaurants serves, 10% restaurant offers Indian fast food, 9% restaurants offer French / Continental cuisine, 4% Western fast food, 12% regional food, 4% coffee bars, 15% serves Asian cuisine (Chinese, Indonesian, Japanese and Korean, 2% Mexican, 4% Italian and 17% multi cuisine.
- 62% restaurants provide recorded music facility, 17% live band and 18% television monitor.
- 30% restaurants operates are land owned, 31% building owned and 27% restaurants operates on leased buildings.
- 63% restaurants are operating successfully for last 10 years.
- All 100% restaurants offer dinner while 96% restaurants serve lunch and only 44% restaurants offer breakfast also. 13% restaurants operate 24 hours.
- India has more than **1,078,306** restaurants.
- 38% restaurants have seating capacity of 50 to 100 and 3% restaurants have more than 300 covers.
- 41% restaurants have 20- 40 employees and only 3% have more than 100 employees.
- 36% restaurants renovate over 3 years of period.
- 52% restaurants have outsources laundry services and 38% repair and maintenance.

(source: www.fhrai.com)

***Drive –Thrus***
These are part of an existing QSR and the concept essentially means that you can drive in, place your order, receive your food, pay for it and drive out. You don't have to park your vehicle and go into a restaurant to eat. This is a new concept for Indian market and start growing slowly in comparison to western countries where it is very popular. These restaurants can be operated in a small building with low cost. These restaurants have very simple menu which gives them an advantage of low operating cost also.

***Delivery services*** It is very common in metro and middle class cities of India, in this delivery system, you can place an order either by phone/ net or personally after looking at restaurant menus from your office/ home. The delivery service will process your order and deliver it to you. These services can be connected to an existing restaurant or can operate on their own. Domino's Pizza is the pioneer and primary example of this kind of operation and many restaurants of India following Domino's lead in different cities.

***Coffee Shop*** Provision for food & beverages on 24 hrs bases. Generally an outlet of a hotel, offer pre plated service & menu is not so much elaborated light meals are served & provision of buffet can be made. Indian coffee shops have higher seat turn over. Concept of coffee shop is from U.S.A.

***Grill Room*** It may be a part of the restaurant & the section of restaurant can be separated by putting a glass so the guest can have a look to the actual preparation or order the dish according to his/ ser selection of meat cut while a barbeque is always in an open space with same features.

**Contract Food Companies**

These companies may be categories on the basis of level of involvement such as local / regional, national and International contract food companies. Most of the time big houses or organization hired such food companies to provide food service to their employees and biggest users of these companies are large manufacturing industries, institutions, hospitals, call centers etc. ARAMARK and Sodexho are the pioneer in this filed have turnover of billions of rupees annually. Ram Krishna Group is leading the show in our country and providing catering services to Indian Railways. Careers in such organization are very attractive and there is no work pressure in comparison to the commercial restaurants or banquets. Very normal social working hours, weekly off and no uncertainty of volume of business will give enormous satisfaction to the employees.

***Bars & Pubs*** In Bars the main motto is privacy to the guests for this reason bar is decorated in such a manner that the guests can relax & have his drinks without any hindrance. At the same time there are guests who come out looking for company. For them bars stools are at the counter. The noise level is low & illumination is less. So a combination of primary colors & solid colors/striking colors are used.

Where as in a pub the turnover is expected to be high & fast. The guests are supposed to come, have a couple of drinks fast & move out. Privacy is not an important factor. The illumination as well as the noise level is higher. The basic concept that every one has about a pub is that of Cow- Boy & wild rest. So the

designer tries to create this kind of atmosphere by hanging saddles, guns, guitars etc. The furniture is wooden.

**Bar lounges** are most of the time is the part of a hotel and located either on lobby level or on a particular floor. The atmosphere of a lounge is not very formal and basic purpose of a lounge to provide relaxes to the guests.

Bar facility also can find on various areas of the hotel such as swimming pool area, roof top and library bar on the floor.

**Night club/ discotheque:** in the initial years after the independence these outlets were very restricted to the part of the hotel or located in only major cities but now these are the most prominent food and beverage outlets where emphasis on live or recorded music with a dance floor along with elaborate choice of alcoholic beverages and restrict food menu. In these outlets average spending power is very high and most of the night club/ discotheque have a very high cover charge to generate the revenue and to maintain he privacy of their diners. **The major difference between night club is always a live music performance while discotheque mayor may not have live music performance.**

**Bistros and Brasserie** are emerging concept in India but very popular in European countries. A brasserie is a café restaurant and serves one dish and other meals in a relaxed setting and Bistro is a fast casual dining restaurant with a European influenced menu or a café with a large menu of food.

***Highlights of comments of owners of Indian Restaurants*:**

*We will be investing INR 500 Crore for doubling our presence over the next three years in India to 250 outlets said Amit Jatia Vice-chairman Hardcastle Restaurants Private Limited.*

*The company plans to open 300 outlets over the next five years through owned and franchised and managed models, says Sanjeev Kapoor, the promoter of Indian Cookery Private Limited*

*Kaati zone a brand of Indian quick service restaurants and company is redrawing its strategy after focusing on providing customers with dining experience through restaurants. Kiosks require a much smaller amount of investment (INR 8-9 Lakh) and have potential to breakeven in 15-20 months says Kiran Nadkarni CEO, Kati ZONE , he also added that only two people can run (assembler and cashier).*

***Pointers for a successful restaurant:***

- Repeat customers.
- A place where customer feel as comfortable as in their own home.
- Pleasant atmosphere and courteous, knowledgeable and skilled service personnel's.
- Range of menu items
- Efficient and effective services.

## 3.4. Restaurants Beyond the Imaginations!

- **ELBULLI Montjoi, Spain** is a great adventure for the travelling gourmet, restaurant owned by Ferren Adris and opens from March to September and well known for 35 course taster's menu.

- ***The Fat duck*** located in Berkshire UK Chef Hesston Blumenthal opens this restaurant in 1995 and awarded three Michelin stars offer eight courses menu and delicacies of the restaurant are bacon and egg ice cream, snail porridge and sardine on toast sorbet.

- ***Testsuya's Sydney, Australia is based on Japanese Philosophy of natural seasons flavors enhanced by classic French Cuisine***

- **Marton** is derived from Chinese word Matong which means Toilet and this restaurant is located in Kaosiung (Taiwan) and one of the most popular restaurant of Taiwan. The atmosphere and ambience seems like a toilet. The tables are designed as bathtub and has a glass top and chinaware used in the restaurant looks like western loo, chairs of the restaurant has been replaced by colorful toilet seat . according to owner of the restaurant it is more of fun place rather than a eating joint, food is comparatively moderate price and a starter with dessert does not cost more than Rs. 300.

- Imagine as a diner you have a naked body of a lady in front of you and manager is asking to you to operate the body and get perfect combination of sushi and sashimi (Japanese Delicacies). Theme of **Nyotaimori** (means female body plate) in Japan is based on the same. All the parts you operate are completely edible.

- ***Restaurant in the air namely "Dinner in the Sky"*** is located in Brussels and have a capacity of 22 covers and 150 feet above from the floor level. .

- ***First dark restaurant*** is opened in Beijing in the year 2006 and the entire interior and décor of the restaurant is completely black and guests are greeted, escorted and seated by the hostess in a very dark dining room to help them to find their seats. You are not suppose to carry items which gives light such as mobiles, camera, flash lights or even luminous watches. You have to enjoy your meal in the environment with the complete loss of vision.

- New Lucky Restaurant of Ahmedabad is famous for its unique characteristics of décor and ambience. The theme of the restaurant is based on Graveyard and you can find grave between two tables. Graves are painted green and manager decorates all the graves with dried flower**.**

- ***Hilton Maldives Resort & Spa*** introduce a restaurant under the sea namely as Ithaa means in local language pearl **.**

- ***D.S.Music restaurant*** is salute and gratitude to the medical science and the décor is very similar to a hospital and dress code is similar to ward boy and nurses. Beauty of the restaurant is service of beverage which are served using a drip bottle. Restaurant is located in the Taipei in Taiwan.

- ***Restaurant The Havnor* - 70 mm** is the first bollywood theme restaurant located in Mumbai India, divided into five zones: Romantic, Villain, Comedy, Vamp and Action and each zone has its theme accordingly. You can find statue as well as full details of your Hero Amitabh Bachhan and one of the most famous dancer of Indian film industry, Helen. Interior is designed by using posters, LP records of old films.

- **Machan** is in Hyderabad started by two hotel management graduate students. Restaurant is located on the branches of two trees and you can hire the complete package for your beloved or family get together.

**Social caterers or out door caterers**

One of the major parts of the food service or catering industry and it has been observed that most of the young graduates are opting this challenging and lucrative business. Although there is no formal study on this major segment of the industry but it believes social caterers have their own importance and taking major chunk of food and beverage sales. An average caterer serve approximately 20000 to 200000 meals per annum at a price range of Rs.125 to Rs. 3500, although this particular market is still in unorganized form but feel that we can find these out door caterers in very formal and in organized manner. Business can be start with a small investment and facilities can be rented as needed, equipment can be taken either on lease or on rent for a short period of time ( as per need) and in the similar way manpower is available through out the country in food production as well as service industry. Most of the well known social caterers hire the students from various hotel management institutes and pay them a good amount ranging from Rs. 250 to Rs. 1500 as per your expertise in the field.

**Success story of Krishna caterers**

Krishna caterers is one of the reputed caterer of NCR established in 1950 well known for personal service and tantalizing palate and serving food and beverage for last three generations. They are expert in off premises and cater from breakfast to theme buffets and believe to convert an ordinary event into extra ordinary event.

## 3.5. Back Of The House Area Or Ancillary Area Of Food And Beverage Service

As we know food and beverage area can be categorized into two: public area commonly known as restaurant/ coffee shop etc and back of the house area and commonly known as ***service room or ancillary area or pantry***. We can not get success in operations of front of the house area till the time we are not familiar, well equipped with back of the house area. Success of a food and beverage service personnel is totally dependent on the back of the house activities and his/ her capacity to hold or control the back of the house activities (pantry). Pantry is

called ***nerve centre or heart*** of food and beverage operations because of its nature of function and different areas and acts as a meeting place for the staff of various departments.

***Pantry***

***Location of pantry***: Between the kitchen and dining area (restaurant) and always behind the restaurant.

***Area of the pantry*:** $1/6^{th}$ of the dining area for example if floor are of a restaurant is 3000 square feet then size of the pantry should not be less than $1/6^{th}$ of the floor area of the restaurant that is 3000 / 6 = 500 square feet.

***Shape***: preferably rectangle

***Subsections*** of the pantry/ service room:

1. Wash up area
2. Silver room / plate room
3. Still room
4. Dispense bar
5. Linen store room
6. Hot plate room

***Structural features of the pantry:***

- Two Separate entrances: one from restaurant to pantry and another from pantry to restaurant along with swing door and glass to see what is going in the restaurant/ pantry and to avoid accident.
- One separate access to the kitchen from pantry.
- One separate access to staff to enter in the pantry.
- Height of all working tables should not be more than 34" from the floor level.
- Ample space in the centre of pantry for smooth movement of manpower engaged in food and beverage operations.

***Still room*** It is the backbone of the service room/ pantry and makes the provisions of all the food and beverage items whish are not supplied by the kitchen. In small catering establishments, still room is generally termed as pantry and operated by a person designated as pantry man, responsible for preparations of small food and beverage items. But is large organization, a still room supervisor has a team of number of assistants under him.

***Duties and responsibilities of still room in charge:***

- To prepare requisitions as per demand of the items.
- To ensure pre-preparation, preparation and pick up all the food and beverage items required to dispense from the still room.
- To administer the still room activities.
- To prepare duty rota of the staff under him.
- To coordinate with the store, kitchen, dispense bar and other sections of food and beverage service department.

***Provisions of food and beverage items made from still room***

- *Accompaniments and Preserves such as types of sugars. Butters, pickles, proprietary sauces, jam, marmalades etc*
- *Non alcoholic beverages such as refreshing, nourishing and stimulating and Mineral waters*
- *Cereals*
- *Egg preparations*
- *Bread preparations such as sandwiches, burgers, hot dogs, toasts etc.*

***Note: All food and beverage items are picked up on the basis of order taken by the captain and against after producing Kitchen order ticket or Beverage order ticket, for further details refer chapter 8 sales control system.***

***Checklist of equipments:***

Still room is responsible for preparations, dispensing and service of various hot and cold food and beverage items restaurant/ hotel requires various light and heavy equipments for smooth operations such as:

- *Work table*
- *Bread slicer*
- *Butter padding machine*
- *Rechauffe battery*
- *Juice extractor*
- *Sugar grinder*
- *Different types of still sets*
- *Coffee grinding machine*
- *Water boilers*
- *Gas ranges*
- *Micro wave oven*
- *Salamander*
- *Rotator toaster*
- *Refrigerator*
- *Storage cupboards*

***Note: Checklist of equipment required in the still room varies from establishment to establishment and dependent on provisions made from still room.***

**Controlling procedures in the still room:**

- Always ask for a check from the waiter whenever he/ she ask to take any thing from the still room.
- Requisition must be signed by someone in authority.
- Have inventory of all the provisions at least twice in a day: at the time of opening and closing of the shift.
- Be honest.
- Don't be personal and be professional.

***Dispense bar*** is also termed as American bar and in most of the cases it is the part of pantry of a hotel from where alcoholic beverages are dispensed to the guest rooms. Dispense bar is not a common feature of a independent restaurant. The basic difference between dispense bar and bar is the excess to the public. Dispense bars are not accessible to the public and located behind the scene while bar is accessible by the diners.

**Spare linen store:** It is one of the important areas of the pantry and fresh linen is stored for emergency purpose in a lock and key cupboard and exchange on the basis of ***one clean to one dirty.*** A small wooden box or hamper is placed for keeping dirty linens. A senior food and beverage service personnel is made responsible exchange the linen from laundry department of the hotel on rotation basis.

***Hotplate /pick up counter area*** Hot plate is one of the most important areas of a service room. At hot plate, food production and service staff meets for food pick up and delivery, and that's why it is most crucial but important area. For smooth operation in the restaurant, a close relationship and coordination is upmost requirement between food production and service staff. Aboyeur or Barker is responsible to maintain cordial relationship as well as smooth operation of the food production and service area. Hot plate is generally a electronically operated and should be put on in advance so as to maintain right temperature and should be well stacked with all types of silver and chinaware required in serving.

***Duties and responsibilities of Aboyeur:***

- To receive KOT and announce the order for preparation and pick up.
- To ensure right pick up at right time with complete garnishes and temperature of food items.
- Responsible to inform and update restaurant staff for not available items in the kitchen.
- To maintain kitchen order ticket box by dropping all KOTs after food pick up.
- To maintain highest level of hygienic standards of pick up table.
- To ensure the mise en place of the pick up table.
- To co-ordinate with higher level of management of food production and service department.

**Documents used in the service room:**

- Requisition slip
- KOT/ BOT
- Linen exchange register
- Transfer memo
- Log book

**Requisition slip** is also termed as demand note and prepared by the various sections of the service room as per their requirement; requisition prepared in either in duplicate or in triplicate and sends it the store. For controlling purpose it must be signed by the supervisor.

HM Hotel

**Store Requisition**

Department: _____ Date requisitioned: _____Date required: _____

| Qty. Required | Items | Qty. Issued | Unit Cost | Total Cost | Qty. Required |
|---|---|---|---|---|---|
| | | | | | |
| | | | | | |
| | | | | | |

Requisitioned by: Verified by:

***KOT / BOT*** means kitchen order ticket or Beverage order ticket and prepared in the restaurant / bar as per the order. After taking the order KOT / BOT send to the kitchen/ bar/ dispense bar for pick up the order. (Format of K.O.T. is given in chapter 8 sales control system).

***Linen exchange register*** has the detail about the exchange of the linen from the laundry department. With the help of this you can get fair idea about the linen with the laundry and linen kept in the cupboard.

**Linen Exchange Format**

**VMOU Hotel**

**Linen Exchange Format**

**Name of Restaurant :**
**Date:**

| SL.No. | Balance brought forward | Type of linen | Dirty linen to be exchanged | Clean linen balance received |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

| |
|---|
| **Signature of Linen Keeper :**<br>**Signature of Restaurant Personnel:** |

**Fig: Linen Exchange Format**

**Purpose:**

- It is to keep an account of the linen exchange for different restaurant/s in a hotel.
- Details about the balance of clean and dirty linen are recorded.
- Signed by linen keeper and restaurant personnel to prevent any discrepancy.

***Transfer memo*** is prepared by the section which require a commodity from the other section or department and must be signed by both the party that is who made it and received the commodity.

**VMOU Hotel**
**Food/Beverage Transfer Memo**

**From: Dispense Bar** **Date: _____**

**To: Main Kitchen**

| Qty. | Description | Unit | Unit Price | Amount |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | **Total** | |

**Received by: _____**

**Sent by: _____**

Fig: **Food/Beverage Transfer Memo**

***Log book*** is one of the most important documents used in the service room and gives the detail about the happening of the day and special instructions can be noted down for further reference in next book.

***Maintenance order*** is prepared by restaurant supervisor whenever any equipment/ system is not in function and requires immediate action by the Hotel maintenance department.

| VMOU Hotel<br>Maintenance order | | |
|---|---|---|
| Restaurant name : Training Restaurant | Date: 29/6/2011 | Time: 1030 Hrs |
| *Nature of complaint*<br><br>• *2 Incandescent lamps (100 w) required changing.*<br>• *Bib cock is O/O/O.* | | |
| Restaurant supervisor's signature---------- | | |

## 3.6. Summary

Catering industry encompasses those places, institutions and companies that provide meals eaten away from home. Immense growth has been observed in catering sectors of India due to economic reforms for last ten years, a change in dining habits in the youngsters as well as in the families is main reasons of new types of catering establishments all over the country. Improved transport net wok has changed the nature of the catering industry from small catering units to large catering chains, operated by using concepts as franchising, partnership, leasing and management contracts. Although there is a risk due to high investment but as market is growing rapidly and if you are firm to provide quality foods and services and it is sure to get success in the catering business. Catering industry is classified according to nature of demand and leisure and entertainment sector is new in this category. Social catering business or out door catering business has taken its pace and shifting from unorganized sector to an organized sector and definitely will take a place in sectors of catering industry soon.

## *3.7. Key Words*

- **Aboyeur :** in charge of hot plate and person who bark the order in the kitchen.
- **Banquet :** a ceremonial dinner honoring a particular guest or occasion.
- **Coffee shop:** restaurant has informal atmosphere and guest can come in casual wear. The tables of the coffee shop generally have table mats and paper napkins. *Tables are laid with proper accompaniments to reduce the time in service.*
- **Captive**: customers have no choice: for example: welfare
- **Dining room**: most commonly found in small hotels, guest houses, resorts etc. the best part of dining room that atmosphere can be change according to meal time such as casual atmosphere during breakfast and formal

atmosphere during dinner. Most of the time dining room offer buffet menu at a fixed price.

- **Discotheque**: food and beverage outlet with facilities of dance floor and recorded music.
- **Non captive**: customers have a full choice.
- **Pubs: specialized outlet for types of beer and bar counter with beer taps.**
- **Rotisserie:** another term for grill room, an outlet specializes in grills and roast of different meats, fish, and poultry. A glass partition is essential feature of a grill room.
- **Semi captive**: customers have a choice before entering for example: transport catering such as if you are boarding in shatabdi express you have the right to select your choice and then after only alternative meal can be offer.

## *3.*8. Concept Review Questions

1. Classify catering industry and write two food and beverage outlets of each category.

2. Differentiate between any two of the following:

   A Coffee Shop and Ethnic Restaurant

   B. Bar and Bar Be Que

   C. Night Club and Pub

   D. Banquet and Grill Room

3. Explain three essential qualities required by service personnel to get success in food and beverage industry.

4. List career opportunities in food and beverage service industry for a young hotel management graduate.

5. Enlist possibilities of type of ownership in catering industry and select best type of ownership and justify your answer with valid reasons.

6. Why social caterers have a major share of catering business in our country.

7. Detail the scope of leisure and entertainment catering sector in our country.

***Test Your Knowledge One word answer:***

1. Provision of food and beverage for 24 hours:
2. Provision of alcoholic beverages at restricted place:
3. Provision of food and beverage on board:
4. Provision of food and beverage for mass people at a commercial place:
5. A food and beverage outlet only meant for students.

**State true or false:**

1. A grill room has a dance floor.
2. Bar is a public place and offer continental cuisine.
3. Dining room is an essential part of a five star hotel.
4. Coffee shop operates during night.
5. A specialty restaurant operates 24 hours.

## 3.9 Suggested Reading


1. Sudhir Andrews 2009 Food & Beverage Service McGraw Hill
2. Tarun Bansal 2011 Hotel Facility Planning Oxford University Press
3. Dasgupta 2011 Tourism Marketing Pearson
4. Bobby George Sandeep Chatterjee 2007 Food & Beverage Service Jaico Book
5. Walker 2003 The Restaurant Willy
6. S. N. Bagchi Anita Sharma 2003 Text Book of F & B Service AMAN PUBLISHERS
7. Davis & Stone 1999 F & B Management BH

# Unit – 4 : Food and Beverage Service Equipment

**Structure of Unit:**


4.0. Learning Objectives
4.1. Introduction
4.2. Selection Criteria
4.3. Classification
  4.3.1. Furniture and fixtures
  4.3.2. Linen
  4.3.3. Chinaware
  4.3.4. Flatware
  4.3.5. Hollowware
  4.3.6. Bar equipment
  4.3.7. Disposables
4.4 Leading Manufacturers and Suppliers
4.5. Key words and concepts
4.6. Career information
4.7. Summary
4.8. Review questions
4.9 Check Your Knowledge
4.10. Standard Measures
4.11 Reference and Suggested Reading


## 4.0. Learning Objectives

By studying of this chapter, you will be able to:

- Explain point to be considered while selecting food and beverage service equipment.
- Classify food and beverage service equipment.
- Identify food and beverage service equipment.
- Explain ideal storage conditions for food and beverage service equipment.
- Enlist leading manufacturers of food and beverage service equipment in India.

## 4.1. Introduction

Being a student of the catering industry it is of up most importance to familiarize with the food & beverage service equipments. Equipments are the simple tools, which assist us to perform a job in efficient & effective manners. It helps to a server to serve & to the customers to enjoy the meals.

## 4.2. Selection Criteria

Service equipments which include furniture, linen, crockery, cutlery, glassware, bar equipment and disposable reflects the standard of the food and beverage outlets. Whenever you are going to purchase/ select food and beverage equipment for your catering unit, does little home work before you proceed; think about utility of the equipment and if possible take feed back about the performance of the equipment from your seniors/ colleagues and check the reputation of the manufacturer in the market. Technology is changing very fast so consider the following points for selection of equipments:

- Check reputation and standard of food and beverage outlet.
- Kind of services provided by you: silver/ pre-plated/buffet.
- Décor and theme of the restaurant because right kind of equipment will add the value to the restaurant.
- Check essentiality of needs and satisfaction of specific needs.
- Type of diners: business executives / families / young graduates think about their share in restaurant.
- Spending power of the diners upscale / mid scale or low scale.
- Durability of equipment: Invest heavily on heavy duty equipment or capital equipment because this equipment should be more durable than light /trendy equipment which require to be changed after a year or two.
- Equipment should be maintenance free or ease of maintenance : maintenance of equipment should be economical otherwise it will be a burden in future on organization and later on will convert into heavy losses and will not carry and resale value. It is advisable to take assurance from the manufacturer/ supplier and ensure the feedback about their after sales service performance.
- A very common problem in selecting the equipment is find that most of the time you will find that item which you are going to purchase, will not be available after few months so always ensure the availability of the equipment from the manufacturer / supplier.
- Ensure availability of storage space before making decisions for bulk purchase. Stack ability of glassware and chinaware is very risky due to heavy breakage rate. Poor storage conditions or skills of the storekeeper make huge losses in terms of breakages.

- Now a day all purpose cutleries that is spoons, knives and forks are in trend so check flexibility of use of the equipment and you may reduce investment as well as maintenance and storage expenses.

- Price factors are major consideration so select the equipment according to standard of the organization as well as value for value.

## 4.3 Classification of Restaurant Equipment

Restaurant Equipments can be classified in various categories:

a. Furniture & fixtures
b. Linen
c. Chinaware
d. Glassware
e. Tableware (*flatware, cutlery Hollowware*)
f. Bar equipment (cocktail bar, wine bar, beer bar and bar accessories)
g. Disposables

4.3.1. Furniture & Fixtures: It includes all types of dining tables, dining chairs, sofa, sideboards, bar display counter, reception desk for the hostess or guest relation executives, bar stools and fixtures means decorative items such as murals, wall hanging etc. furniture is made up of various materials and finishes such as wood, aluminum, aluminum plated steel, or brass. Wood is strong and rigid and resists wear and stains most popular material in high class restaurant while plastic coated table tops or Formica is used in institutional and industrial catering units. Theme restaurants used materials for furniture according to its theme. Aluminum and aluminum plated steel furniture is lightweight, hard wearing and easy to maintain and mostly used by of premises caterers. In fast food outlets top of the dining tables are generally made of wood with a metal base and chair with a light weight frame and a plastic finish for the seat and back. Table tops come in a variety of colors and design to fulfill the need of catering operations and place mats are used in place of table cloths and slip cloth. Moulded furniture is in extensive used due to its low cost, no wear and tear, stack ability and large range of colors and design and mostly used in bar lounges, staff dining rooms and by of premises catering establishment.

**Dining Tables**

Tables are available in various shapes, sizes & in materials. The most popular & standard dining tables are as follows:

| Shape | Size | Nos. Of Covers (Capacity) |
|---|---|---|
| Square | 2 feet 6 inches | 2 |
| Square | 3 feet | 4 |
| Round | 3 feet DIA | 4 |

| | | |
|---|---|---|
| Round | 5 feet DIA | 8 |
| Round | 7feet DIA | 12 TO 16 |
| Rectangular | 4 feet X2feet 6 inches | 4 |
| Rectangular | 6feet X2feet 6 inches | 6 TO 8 |
| Rectangular | 4 feet X 3 feet | 4 |
| Rectangular | 6 feet X 3feet | 6 TO 8 |

**Note:**

Other types of tables are used in function catering and these come in different in sizes, shapes than the dining tables. Most of the catering units in India used rectangle, half round, spiral shape and round tables for uplift and create décor of the buffet counter.



A B C D E F

A= Rectangle table B= Rectangle table C= Round table

D= oval shape table E= Round table E= Rectangle coffee table

**Dining Chair**

Dining chairs come in many types and designs materials and color to suit all situations and occasions. Because of wide range of styles the chairs vary in height and width, a chair seat is normally about 6 cm from the ground, a minimum 46cm wide, the height from the ground to the top of the back is 1 meter and the depth from the front edge of the seat to the back of the chair is 46cm.



Dining armed chair



***Tips to follow:***

- Furniture must be hardwearing, easy to clean and durable.
- Always work on standard sizes such as height of the dining table (30”), width of the chair (18”), height of the chair seat from ground (18”).
- Space allowance per cover (10-12 sq. ft).
- Space allowance for gangway and access.

***Side Board***

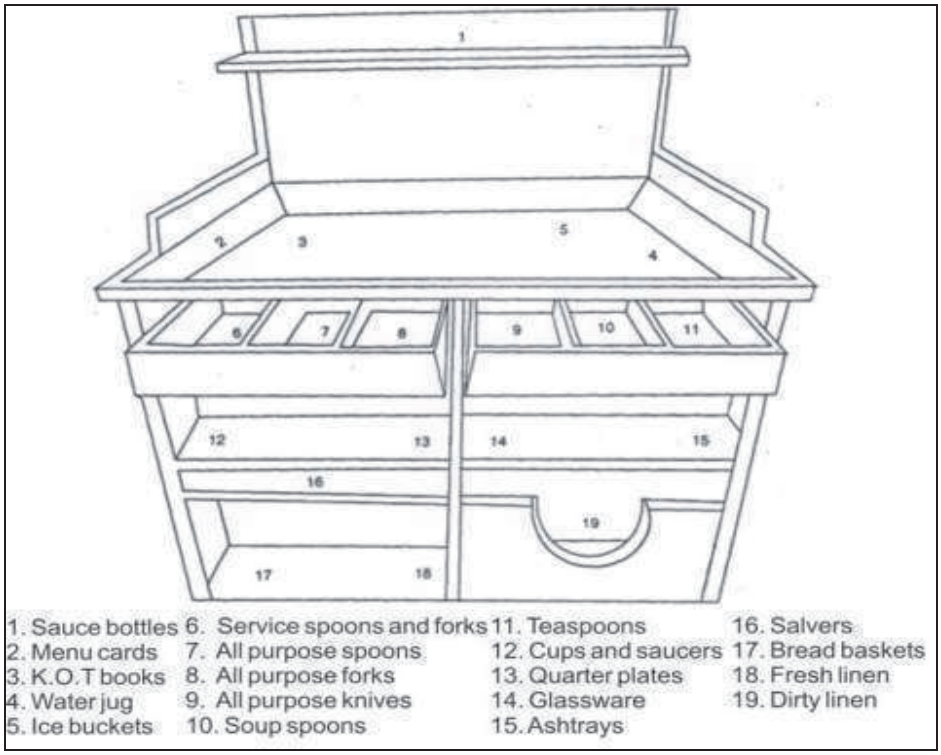
Sideboard is a piece of furniture and commonly termed as dummy waiter or service console or side table. Sideboard should be stacked properly with cutlery & crockery's, glassware, napkins, condiments sets, salvers and trays along with the Food menu / Beverage card & the KOT’s. The style and design of a side board is varies from establishment to establishment and depends on various factors. Success of the food and beverage operation totally depends on the setting of the side board. Think about the situation, you have been pick up the food from the kitchen in nicely arranged entrée dish and moving towards to the guest for service and suddenly you realize there is no service spoons and service forks in the side board. In today’s food and beverage terminology it is also termed as station (a station is a set up of 4-5 tales or approximate 20-25 covers).

Design, size and positioning of side board are dependent on following factors:

- ❖ Style of service
- ❖ Type of menu offered
- ❖ Numbers of service staff
- ❖ Numbers of tables to be served from one sideboard
- ❖ Amount of equipment it is expected to hold.

The following items can be stored in the side board

| | | |
|---|---|---|
| Salvers | Creamers | Wine chiller and stand |
| Coffee pots | Teapots | Ice buckets and tongs |
| Finger bowls | Cruet sets | Sugar bowl; and tongs |
| Soup ladles<br>Cigar cutters | Butter dishes<br>Bread baskets | Bottle and wine openers<br>Bud vases |
| Candle holders | Wine cradle | Toothpick stand |
| Straw stand | Pot holders | Drip bowls |




**Reception Desk**

It is also a piece of furniture assisting in positioning to reception desk in charge or hostess, receiving customers & keeping records required at the desk. It is a counter with a raised platform & provision of foot rail to rest the feet, as the job requires a long standing for 5 to 8 hours in a day. Design, shapes & sizes vary but there are certain standards about the sizes, which helps in designing of the desk.

- Overall height of the reception should not more than 54 inches.
- Size of the platform should not be more than 24 x 24 inches.
- Foot rail should be on adequate height of 4 inches from floor level.
- Provision of illumination with control switches will be an added advantage.
- Ensure Logo of the hotel/ restaurant/banquet property on the front side of the reception desk.

**Bar stools**

These have become essentials in bars with the passage of time. These come in various sizes and designs. Its height from ground is about 2' 6". Generally these are revolving and are made as comfortable as possible.



Bar stools

(Source: http://interiordesigning blog.com)

### 4.3.2. Table Linen:

It means all types of linen, which includes tablecloths, slip cloths or naprons, serviette or napkins, buffet clothes, table covers etc. It's available in various materials( cotton. but the best suitable material is *DEMASK* linen, which is a combination of 50% cotton & 50% demask.

Size of table cloth vary from tables to tables, table cloth must have a table fall of 9 inches to 1 foot from all sides.

| Shape of The Table | Size | Size of overlap | Size of table cloth | Remarks |
|---|---|---|---|---|
| Square | 2'6" | 12" or one feet x 2 sides | 4'6"X 4'6" | Overlap may vary from 9" to 12". |
| Square | 3' | | 5' X 5' | |
| Round | 3' DIA | | 5' DIA | |
| Round | 5' DIA | | 7' DIA | |
| Round | 7' DIA | | 9' DIA | |
| Rectangular | 4' X2'6" | | 6' X 4'6" | |
| Rectangular | 6' X 2'6" | | 8' X 4'6" | |
| Rectangular | 4' X3' | | 6' X 4'6" | |
| Rectangular | 6' X 3' | | 8' X 4'6" | |

***Hints:***

- We can convert feet into inches by multiplying with 12 e.g. 4'6" = (12 x 4 ) + 6" =48"+6"= 54"
- Size of slip cloth always constant i.e. 39" x 39" or 1 meter square.
- Buffet cloth size is 6' x 12' & size of table frill vary & depends on length of tables.

**Tableware** ***is term recognized as all items flatware, cutlery and hollowware***.

### 4.3.3. Chinaware / Crockery

Chinaware refers to crockery which includes all types of plates, saucers and cups. More and more people are eating out and they like to see china which is cheerful, colorful in design and pattern similar to that used in their own homes.
Pointers:

1. It should have a complete cover of glaze to ensure a reasonable length of life.

2. Vitrified ware is recognized to be the strongest and has very high rate of breakage so need to be careful while handling with vitrified chinaware.

3. Bone china is very fine, and hard china very expensive. It is porcelain made of clay mixed with bone ash and decorations are to be found under the glaze only. The range of design, pattern and color is very wide. Bone china suit all occasions and all situations.

4. Stoneware is a hard pottery made from siliceous paste (a natural ceramic) fired at high temperature to vitrify and comes from matt finish to a high gloss glaze. It is heavier, non- porous and extremely durable with high thermal and shock resistance. It has been produced in China since ancient times and is the forerunner of Chinese porcelain.

5. Earthenware may sometimes be as thin as bone china and other porcelains though it is not translucent and has tendency to chip more easily. It is economical where it is in used for 24 hrs a day, high turnover and hygiene is particularly important. It is less strong, less tough and more porous than stoneware and due to its high porosity, it must be water glazed in order to be watertight.

6. Porcelain is a ceramic material made by heating selected and refined materials includes clay of kaolinite. The raw materials for porcelain, when mixed with water, form a plastic body that can be worked to a required shape before firing in a kiln at a temperature between 1200 - 1400 degree Celsius. Porcelain has a high resistance to chipping.

7. It should store at a convenient height and should be covered to prevent dust and germs settling on it.

8. All chinaware should be kept covered to avoid dust and germs.

*French Terminology : Plate : Assiette. China: vaiselle en porcelain, dish: plat, fork: fourchette, tray: plateau, knife:couteau, spoon: cuillere, table cloth: nappe, tooth pick: cure-dents, pepper mill: poivrier*

| *Chinaware* | *French Term* | *Size/ capacity* | *Purpose* |
|---|---|---|---|
| *Plate* | *Assiette* | | |
| Side Plate | Petite Assiette | 6.75 inches | To be placed on side of the cover. |
| Sweet Plates | Assiette de entrement | 8.5 inches | To serve sweets. |
| Fish Plates | Assiette de poisson | 8 inches | To serve fish preparations. |
| Joint /Meal/Full Plates/Large | Assiette anglaise/ assiette de viande | 10 inches | To serve main course |
| Cereal Plate | Assiette | 5 inches | To serve cereals |
| Finger Bowl | Rince-doigts | 8.75 inches | To pass Luke warm water with slices of lemon |
| Soup Plate | Assiette a potage | 8.75 inches | To serve soups (thick) |
| Coffee Saucer | Assiette a café | 5 inches | As an under plate for coffee cup |
| Tea Saucer | Assiette a the | 6 inches | As an under plate for tea cup |
| Saucer | Soucoupe | 6 inches | Multipurpose and may use under liner as per requirement |
| Salad Plate | Assiette a salade | 5 inches | To serve salad |
| Coffee Cup (Small Cup) | Demitasse | 100 ml | To serve coffee preferably black after the meals |
| Cup | Tasse | 150 ml | To serve tea/ cup |
| Consommé Saucer | Assiette a consommé | 7 inches | As an under plate for consommé soup |
| Butter Dish | Beurrier | ----- | To place butter |
| Teapot | Pot a the | ½ pint, 1 pint,1.5 pint and 2 pint | For tea service |
| Coffee Pot | Pot a café/ cafetiere | ½ pint, 1 pint,1.5 pint and 2 | For coffee service |

| | | | |
|---|---|---|---|
| | | pint | |
| Milk Jug/ Pot | Pot a lait | 150 ml - 250 ml | For milk |
| Jam Pot | Confiturier | 50 gms. | To place jam |
| Cream Jug | Pot a crème | 150 ml - 250 ml | To serve cream |
| Consommé Cups | Tasse a consommé | 240 ml | To serve consommé soup |
| Tea Cup | Tasse a the | 200 ml | To serve tea during conferences |
| Breakfast Cup | Tasse a petitdejunier | 240 ml | To serve tea / coffee during breakfast |
| Sauce Boat | Saucier | 150 ml-250 ml | To serve sauce |
| Oil And Vinegar Cruet | Huilier | ----- | To place oil and vinegar |
| Ash Trays | Cendrier | ------ | For ash of tobacco |
| Eggcups | Coquetier | 3 inches | To serve hard boiled egg |
| Fruit Bowl | Coupe a fruit | | To present fresh fruits |
| Salad Bowl | Saladier | To present and serve salad | |
| Salt Cellar | Saliere | To place salt | |
| Sugar pot | Sucrier | To place sugar cubes / granulated sugar | |

*Note:* Above sizes are most appropriate but may vary from manufacturer to manufacturer and owners of catering establishment are advised to select equipment according to their portion size offered by the catering establishment. Quarter, half and Full plates are most frequently used terminology in our country for side plate, fish/dessert plate and meal/meat plate respectively.

### 4.3.4. Cutlery/ Flatware:

**a.** Flatware is in the catering trade denotes all forms of spoons and fork.

**b.** Cutlery refers to all types of knives and cutting implements.

**c.** Hollowware consists of any item made from silver, apart from flatware and cutlery.

**d.** The majority of food and beverage areas use either plated silverware or stainless steel. Plain cutlery and flatware is most popular than patterned for the simple reason that it is cheaper and easier to keep clean. Stainless steel flatware and cutlery is available in a variety of grades. Good flatware is made of 18/8 stainless steel. This is 18% chromium and 8% nickel. Careful storage of cutlery and flatware is most important. Ideally, there should be boxes or drawers for specific item and each box and drawers being lined with baize to prevent sliding and becoming scratched and marked. They must be stored at a convenient height for placing on and removing from shelves.

**e.** There is an almost unlimited range of flatware, cutlery and hollowware in use in the catering industry. It is very essential to everyone must familiar with all.

| *Cutlery/Flatware* | *French Term* | *Cutlery /Flatware* | *French Term* |
|---|---|---|---|
| Oyster Fork | Forchette a huitre | Pastry tong | Pince a gateau |
| Pastry Fork | Forchette a gateau | Ice tong | Pince a glace |
| Dessert Fork | Forchette a dessert | Asparagus holder/tong | Pince a asperges |
| Fish Fork | Forchette a poisson | Salad tong | Pince a salade |
| Dinner Fork | Forchette a diner | Nut cracker | Casso- nossete |
| Salad Fork | Forchette a salade | Grape scissor | Ciseaux a couper les raisins |
| Snail Fork | Forchette a escargot | Sugar tongs | Pince a sucre |
| Service Fork | Forchette a service | Dessert spoon | Cuiller a dessert |
| Butter Knife | Couteau a beurre | Soup spoon | Cuiller a potage |
| Caviar Knife | Couteau a caviare | Tea spoon | Cuiller a the |
| Cheese Knife | Couteau a fromage | Coffee spoon | Cuiller a café |
| Fish Knife | Couteau a | Ice cream spoon | Cuiller a glace |

| | | | |
|---|---|---|---|
| | poisson | | |
| Dessert Knife | Couteau a dessert | Service spoon | Cuiller a service |
| Dinner Knife | Couteau a diner | Mustard spoon | Cuiller a moutarde |
| Steak Knife | Couteau a bifteck | Grapefruit spoon | Cuiller a pamplemousse |
| Snail Tongs | Pince a escatgot | Corn on the cob holder | Pince a mais |

Note: All of the above mentioned cutlery used for consumption of specific food items as per their name such as pastry fork is used for pastry, grapefruit spoon to eat grapefruit and all types of tongs used by server to hold the commodities/ raw material/ finished goods such as sugar tong for holding sugar and asparagus tong for holding asparagus.

**4.3.5.Hollowware**

| Hollowware | Purpose |
|---|---|
| Water Jug | For serving water |
| Soup Tureen | For serving/ portioning soup |
| Food Tray | To carry food items |
| Room Service Tray | To carry food in room service |
| Salver or Beverage Round | To carry beverages |
| Entrée Dishes | For serving food items |
| Soufflé Dish/ Case | For serving soufflé |
| Muffin Dish | For serving muffin |
| Toast Racks/ Bread Baskets | To place toast or assorted breads |
| Individual Soup Bowls | For serving soup |
| Sauce Ladles | To serve sauce |
| Soup Ladles | To serve soup |
| Fruit Basket | To place fresh fruits |
| Lid | To cover entrée dishes |
| Asparagus Dish | To serve Asparagus ( Hot/ Cold ) |
| Ice Bucket | To carry ice cubes |
| Champagne Bucket | To carry bottle of a champagne |
| Finger Bowl | Pass to the guest for cleaning of the fingers and |

| | |
|---|---|
| | mouth. |
| Straw Holder | To place straws |

Note: Entrée or vegetable dishes come in various sizes/ designed such as (round/ rectangle/ flats/ ovals/ two compartment and three compartment vegetable dishes) with lids.Few of the hollowware's are made of Stainless steel or Electro plated nickel silver (E.P.N.S).

4.3.6.Bar Equipment:

Bar equipment may be categorized into following categories:

1. Glassware
2. Mechanical equipment
3. Measuring devices
4. Manual equipment and Bar accessories

Glassware:

The thing which holds any sort of liquid is known as glass. There are many standard patterns available to the catering industry. Glasses contribute to the appearance of the table and the overall attraction of the room. Most of the restaurants in India used simple and plain glasses while specialty restaurants used colored glasses. Either glasses are simple or colored but it should always completely transparent, free of air bubbles and without any crack/ chip. Most manufacturers now supply glassware in standard sizes for convenience of ordering, availability and quick delivery. Capacity of glassware is measured in fluid ounces, out or centiliters. The term a '3 out' sherry glass denotes one is able to get three glasses from one gill (5 Oz) or a quarter of pint (14.20 cl.) .One pint is equals to 20 Oz. In specialty restaurants and high class restaurants colored glasses are used or cut glasses may be used. Glasses are stored in a glass pantry and should be placed in single rows on paper lined shelves, upside down to prevent from dust setting in them. Wire racks are now a days very popular for stacking and storing of glasses. Silica and soda ash are very common raw materials used in manufacturing glasses and silica is used to make it glass clear and crystal.



Elgin Cream sherry | Port | Brandy Balloon | Schnapps | Geneva | Cordial | Liqueur



Collins Hiball Juice Pint Pilsner Beer Mug Flute Goblet Wheat Beer Tulip



Red White Champagne Coupette Pitcher Old fashioned Yard Glass Irish Coffee

Fig: Types Of Glasses

| Glassware | Capacity | | Purpose to serve for |
|---|---|---|---|
| | In ounces | In ml | |
| Lager<br>Beer Goblet<br>Beer Tankard<br>Pilsner<br>Dimple | 10-12 | 300-360 | Beer |

| | | | |
|---|---|---|---|
| Yard glass | 40 | 1.2 liter | Beer |
| Elgin Sherry | 3 Out or 1 oz or 30 ml | | Sherry |
| Paris Goblet | 6-8 | 180-240 | Flavored coffee such as Irish/ Royale |
| White Wine Goblet | 5.5 | 165 | White wine |
| Red Wine Goblet | 7 | 210 | Red wine |
| German/ Alsace Wine | 6-8 | 180-240 | German white wine |
| Champagne Tulip<br>Champagne Flute<br>Champagne Saucer | 6 -8 | 180-240 | For champagne |
| Rose Wine Glass | 6-8 | 180-240 | Pink/ rose wine |
| Port | | | Port wine |
| Brandy Baloon/ Snifter | 8 | 240 | Brandy |
| Cocktail | 2-3 | 60 – 90 | Cocktail |
| Highball | 8 | 240 | Water |
| Pool | 12 | 360 | Long drinks |
| Parfait | 4 | 120 | Cocktails |
| Old Fashioned | 9 | 270 | Whisky or on the rock drinks |
| Rolly Polly | 9 | 270 | Bloody marry cocktail |
| Cordial<br>Liqueur (Clear)<br>Liqueur (Cream) | 6 out approximate 2 0z or 60 ml | | Liqueur cream glass used for service of liqueur on the bed of crushed ice and garnished with cream. |
| Water Goblet | 10 | 300 | Water |
| Tom Collins | 12 | 360 | Cold drinks, juices, Long drinks |
| Juice Glass | 5 | 150 | Fresh fruit juice |
| Pousse-café | 6 | 180 | Pousse coffee and other lauered dessert drinks |
| Margarita | 6-8 | 180-240 | Margarita cocktails / daiquiris and fruit drinks |

| | | | |
|---|---|---|---|
| Decanter | 5-30 | 150-900 | Used to store wines and other liquors, come in various shapes and sizes. |
| Sundae | 12-15 | 360- 450 | Used to sundae ice cream |
| Alsace | 6-8 | 180 -240 | For Alsace or German wines |
| Martini | 2-3 | 60-90 | Martini |

### 4.3.7. Disposables

Disposable are those equipment which are ingredients to be thrown away or destroyed after use they are also use for decorated items and meant for one time use only. It is the trend in many establishments today to use disposables to help cut costs. At the same time, the disposables must be attractive, presentable and acceptable to the client and also help to attract customers. Disposables are mainly used in function caterings, automatic vending machines, fast food and as a packed with meal packs.

**Factors for growth**

1. Need to reduce costs
2. Cutting of high cost of washing, laundering.
3. Improved standard's of hygiene
4. Breakage cost minimization
5. Reduction in storage cost, space and inventory management
6. Customer's acceptability

**Types of disposables:** Disposable are those equipment which are ingredients to be thrown away or destroyed after use they are also use for decorated items and meant for one time use only.

- **Mocktail Umbrella** preparing by straw of tooth peak and cutting paper in various designs.
- **Straw:** is an elongated plastic and can be molded into various design.
- **Paper Napkin** the main purpose is raping the drink.

Other examples of disposable are

1. Plates
2. Knives
3. Forks
4. Cups
5. Napkins
6. Tablecloths, Slip cloths, place mats, banquet rolls
7. Aprons, chef hats, gloves
8. Tray cloths, coasters, serviettes
9. Luncheon plats, snack trays
10. Compartments plates

## 4.4. Leading Manufacturers and Suppliers of India

| | |
|---|---|
| Bhalaria Metal Craft Pvt Ltd. | Cutlery, Tableware And Bar Equipments |
| Bharti Refrigeration Works | Heavy Duty Kitchen & Restaurant Equipment |
| Rishab Hotel & Restaurant Services Pvt. Ltd | Bar Equipment and Disposables |
| Jacksons Industries (India) | Furniture and Fixtures and Room Supplies |
| Meladi Metal Products | Kitchen and Restaurant Equipments |
| Pearl Crockery | Chinaware |
| Prayaga Industries | Disposables |
| Decent Lights | Glassware's |
| Venus Industries | Cutlery and Kitchen Equipment |
| GBM Industries | Industrial Ovens, Tray Dryers And Dryers |
| Nand Lal Tanddor Wala | All Types of Quality Tandoors |
| Falcon Exports | Kitchen Equipment and Cold Rooms |
| Mandar Food Products | Suppliers of Frozen Foods |
| Empire Products | Computerized Cookie Depositors and Rotary Rack Ovens |
| Gift Land | Brassware |
| Rolex Tin & Metal Works | Non Stick Bakeware and Bakery Moulds |
| Fortune Enterprises | Tea/ Coffee Vending Machines |
| Alif Ovens | Bakery Equipments |
| Optics Technology | Laboratory Testing Equipments |
| Sembhi Engineers | Biscuit Making Plant |
| Titan Foods | Chocolates |
| Shiva International | Disposable Food Containers |
| Godrej | Refrigeration Solutions |
| Maharaja Dehydration Pvt Ltd | Dehydrated Vegetables and Fruits |
| Ushodaya Enterprises | Pickles, Spice and Masala Powder, Pastes, Ready to Eat Foods, Convenient Mixes |
| Packaging Solutions | Fruit and Vegetables Processing Equipments |
| Scientific Systems | Automatic and Semi Automatic Chapatti Making Plant |

## 4.4Key Words and Concepts

- ***Bud vase:*** to hold a rose bud.
- **Cutlery:** used for equipment have cutting edges such as forks and knives.
- **Chinaware:** used for porcelain pottery originally from China.
- **Champagne bucket:** used to keep champagne bottle chill and have crushed ice.

- **Cruet set:** a pair of salt and pepper dispenser.
- **Demitasse:** small cup used for service of black coffee after the meals.
- EPNS: electro plated nickel silver
- **Entrée dishes:** serving dishes made up of stainless steel, chinaware, porcelain, EPNS etc. entrée comes in different shapes and sizes.
- **Flatware:** term used for cutlery.
- **Finger bowl:** a bowl contains Luke warm water, slice of lemon to wash fingers after a meal
- **Fondue fork:** a fork with a long handle with two prongs and used to cook food cubes in a fondue pot.
- **Fruit stand:** used to display fresh whole fruit.
- **Glass racks:** used to store glassware.
- **Gateaux slice:** a flat spoon used to lift pastry from display counter.
- **Hollowware:** containers used for service and made up of ceramic and metal.
- **Nut cracker:** a type of pliers used in cracking nuts.
- **Salver:** round trays used for service of beverage items.
- **Side board:** Most important piece of furniture for the smooth operation of service and also termed as "dumb waiter".
- **Steal knife:** used to cut steak and have serrated edge.
- **Tea strainer:** equipment used to strain tea liquor made up of metal / plastic.
- **Wine cradle:** used to hold wine bottle especially old red wines from Bordeaux and Port wines.

## 4.5 Career Information

There is no doubt about bright career opportunities in food and beverage service operations if you are sound enough in social, technical and marketing skills but hundreds of scholars are working successfully in marketing of food and beverage equipments as the industry is growing at very fast rate so the demand of equipments are increasing day by day and rapid change in technology, choice of

the diners and trends in food and beverage operation provide career opportunities to the young hotel management graduates. Leading manufacturers and suppliers prefer employ hotel management in this lucrative and progressive career. Being a marketing manager or business associates you always remain in touch with the industry, myself always encourage students to join this niche market of food and beverage service equipment and have a firm believe that no one else can better understand and demonstrate utility of these equipments to the owners hotel and restaurants. After completing hotel management you can join this industry where payoffs are very high along with lot of opportunities for career progression. A young graduate may start his/ her career as sales representative and with in a span of two to three years he/ she can become area manager, approximate salary is Rs.16000/- per month and incentives on sales target plus fair amount to transport and other allowances.

## 4.6. Summary

Chapter deals with food and beverage service equipment with their sizes/ specifications used in a commercial food and beverage outlet with their sizes/ specifications. Selection criteria of the food and beverage service are given in detail to fulfill the purpose of purchasing and storing. Readers are advised to keep a track on the market as every day you will find few of the equipments are launching. Details of the suppliers are given for reference purpose only.

## 4.7 Review Questions

1. Enlist points to be considered while selecting equipment for a bar.

2. Classify equipments and state why Bone china is one of the most popular chinaware used in the catering industry all over the world.

3. Enlist five equipments of following categories with their dimensions/ size/ capacity and purpose:

   - Crockery
   - Furniture
   - Linen
   - Bar equipment
   - Cutlery

4. Why Colored disposables are ideal to use on pool side bar. State reasons.

5. What is glassware? Give a brief description about the types of glasswares used in restaurants.

6. Write in your own words how you will handle glassware and Chinaware.

7. Enumerate about the tables and chairs used in the restaurants.

8. Give a brief description about the side station.
9. What are the main items of linen found in a restaurant?

## 4.8 Check Your Knowledge

- Match the following table:

| English equivalent | French equivalent |
|---|---|
| Table | |
| Spoon | |
| Knife | |
| Fork | |
| Napkin | |
| Tea pot | |
| Coffee spoon | |
| Steak knife | |
| Fish knife | |
| Large knife | |

***Fill in the blanks:***

1. Capacity of brandy balloon is ---------- ml.
2. Size of a waiter's cloth is ----------.
3. French term for small coffee cup is ----------.
4. Brandy balloon is used to serve----------.
5. One Pint is equal to ---- fluid ounce.
6. Maximum size for three feet square table is ----------
7. ---------- has a wooden handle with a durable stainless steel blade.
8. Walking bar is also known as ----------.
9. Platform of reception desk should not be more than 24 x 24 inches.
10. Distance between front bar and back bar should not be more than ------.

## 4.9 Standard Measures

- 1 liter =1.057 quarts = 1000 ml
- 1 gallon = 128 fl. Oz = 3785 ml = 3.785 litre
- 1 ounce = 28.25 gm
- 2 ounce= 55 gm
- 3 ounce = 85 gm
- 4 ounce = 120 gm = ¼ pound
- 8 ounce = 240 gm = 1/2 pound
- 16 ounce = 454 gm = 1 pound
- 1 kgm = 1000 gm = 2.2 pounds = 35.2 ounce
- 1 firkin = 34.096 lit.

- 1 hogs head = 235.48 lit.
- Australian tea spoon is of 20 ml.
- British tea spoon is of 17.7 ml.
- Canadian tea spoon is of 15 ml.
- In British, Australian and Canadian recipes the imperial Pint is used for 20 fl. Oz. while American Pint is of 16 fl. oz.
- 1 tea spoon = 1/3 table spoon = 5 ml.
- 1/2 fl oz = 1 table spoon = 3 tea spoon = 15 ml.
- 1 fl oz = 2 table spoon = 6 tea spoon = 30 ml.
- 1/ 4 cup = 2 fl oz = 4 table spoon = 12 tea spoon = 60 ml.
- 1/ 2 cup = 4 fl oz = 8 table spoon = 24 tea spoon = 120 ml.
- 1 cup = 8 fl oz = 16 table spoon = 48 tea spoon = 240 ml.
- 1 Gill = 118.294 ml
- 1 Pint = 473.1765 ml.
- 1 inch = 2.54 cm. = 25.4 mm
- 1 foot = 30.48 cm
- 1 yard = 914.4 mm

## 4.10 Reference & Suggested Reading


1. Sudhir Andrews 2009 Food & Beverage Service McGraw Hill
2. Tarun Bansal 2011 Hotel Facility Planning Oxford University Press
3. Dasgupta 2011 Tourism Marketing Pearson
4. Bobby George Sandeep Chatterjee 2007 Food & Beverage Service Jaico Book
5 Walker 2003 The Restaurant Willy
6 S. N. Bagchi Anita Sharma 2003 Text Book of F & B Service AMAN PUBLISHERS
7 Davis & Stone 1999 F & B Management BH

# Unit – 5 : Care and Maintenance of Food & Beverage Service Equipment

**Structure of Unit:**


5.0. Learning objectives
5.1 Introduction
5.2. Guidelines for hygiene to food handlers.
5.3. Precautions in handling crockery & cutlery
5.4. Summary
5.5. Key words and concepts
5.6. Concept review questions
5.7. Reference and Suggested reading


## 5.1. Learning Objectives

**After studying of this chapter, you must be able to:**

- Explain importance of ancillary area in making success of a restaurant.
- Enlist different sections of the service area.
- Design layout and organization structure of a service room.
- Explain duties and responsibilities performed by silver room, still room in charge and aboyeur
- Precautions in handling crockery & Cutlery.
- Explain different silver polishing techniques.
- Enlist and design formats used to control activities of service room.

## 5.2. Introduction

Purchasing crockery can be a significant investment. Correct handling and proper care will enhance the longevity and appearance of the product. **It is important that a proper care is taken in cleaning, storing and use of them so as to improve the quality of the service and reduce the cost.**

**It is important to ensure that right crockery and cutlery is use for the right purpose. Improper and inappropriate usage would result in wear & tear of the crockery and cutlery.** While choosing the crockery & cutlery following point should be considered

1. **Type of service –** it is important that the type crockery & cutlery reflects the type of service and supports ease of service

2. **Usage and type of use** :- The heavy or light usage would need different types hence it is important to assess the usage further self service, silver service would need different types.

3. **Cost of procurement and cost of replacement** :- It is a capital investment hence should be made wisely further future replacement cost such as availability etc should also be considered

4. **Maintenance:-** Manual cleaning, automated cleaning, storage space, type of storage should also be considered

5. **Quantity: -** Optimum stock should be maintained both higher and lower inventories are not recommended.

## 5.3. Guidelines for Hygiene To Food Handlers

Being a food and beverage service personnel, it is of upmost importance to maintain highest standards of hygiene and sanitation to make sure the food is safe to eat. Food poisoning and other illness can occur quickly and easily when the proper work hygiene practices are not executed. Maintaining good work hygiene at your work place and following practices will help to provide safe food. All food handlers must be well versed with The Fruit Products Order 1955. Few of the important highlights of the FPO are as follows:

- Maintain your personal hygiene and take bathe daily.
- Keep your cloth clean and wear apron and never wipe your hands with apron.
- Keep your hair clean.
- If you are feeling sick, do not handle food.
- Always use dry and antiseptic bandage to cover cuts, burns and abrasions.
- Use hot water and preferably soap to wash your hands frequently especially after any act which may contaminate foods.
- Avoid touching the parts of your body because it may contaminate foods.
- Wash all food preparation items thoroughly and immediately after use.
- Keep all working surface, utensils, and cupboards clean and tidy. Remember crumbs and food particles attract rodents and bugs, so clean all areas and frequently sweep and wash the kitchen
- Always use napkin or handkerchief while handling raw food.
- Keep food away from chemicals.
- Keep cold or frozen food out of refrigerator to Bring food on normal temperature.

• Always wash raw vegetables and fruits before preparation.

• Keep food cover whenever possible.

• Never plate food that has touched the floor.

• Never use cutlery/ chinaware which fallen on the floor. Clean and sanitize it.

• Hold food at right temperature and follow temperature guide: cold food 4 degree Celsius or below, stuffed meat and reheated leftovers at 74 degree Celsius, beef and other hot food 60 degree Celsius, fish and poultry 63 degree Celsius and cooked pork and eggs at 68 degree Celsius.

• Always use food grade containers and wraps to store food.

• Always remember that most harmful germs generates and develops between 4 and 60 degree Celsius and this is known as ***Danzer Zone and whenever prepare food, keep it always out of temperature zone. Always remember room temperature comes in Danzer Zone so never keep food on room temperature for more than one hour.***

## 5.4. Precautions In Handling Crockery & Cutlery

- As in most of the cases in catering industry the crockery is washed in washing machine hence it is to be ensured that the right detergents is used so as not to effected the super-vitrified glazed surfaces. It is important to check the dishwasher instructions for the correct settings and temperature.
- While storing crockery items that are not being used regularly, separate each item with paper or tissue to avoid scratches. One should never store cups with the rim down and one should not hang cups as this can weaken the handles.
- Crockery and cutlery should always be washed separately to avoid metal markings and never use harsh scourers or abrasive materials -the surface of your crockery can become damaged if the proper care is not taken. To remove stains or burnt particles, one should let the crockery piece be soaked in warm water for few minutes before washing.
- Crockery should only be used for serving and not for cooking.
- Some crockery is designed with gold or metallic trims – these must never be used in a microwave.
- One should stack plates of similar sizes together, they should not be stacked to form a tower,

- Rotating the crockery in use promotes even wear and tear. Ensure that there is enough stock in operation to prevent excessive use and premature deterioration.

- Glassware should be cleaned immediately after use to avoid stubborn residues. Wash glassware in hot water and rinse with cold water.

- Avoid stacking glassware unless it is specifically identified as stackable. For best results store glasses in appropriate crates

- Avoid using kitchen knives for any other purpose such as screwdriver, hammer etc.

- Always ensure that the knives are sharp and their edges are protected. Sharp knives are always safe knives

- Storage of knives is very important, they should not be left loose in the drawer, as it will dull the edges of the knives. It also increases the chances of being cut when reaching into the drawer. One should use wood or hard polyethylene plastic cutting boards. Avoid hard surfaces such marble, granite as they dull the edge.

- Knives should be generally hand washed with warm water. Knives can be wiped with vinegar dipped damp cloth to remove any grease deposit.

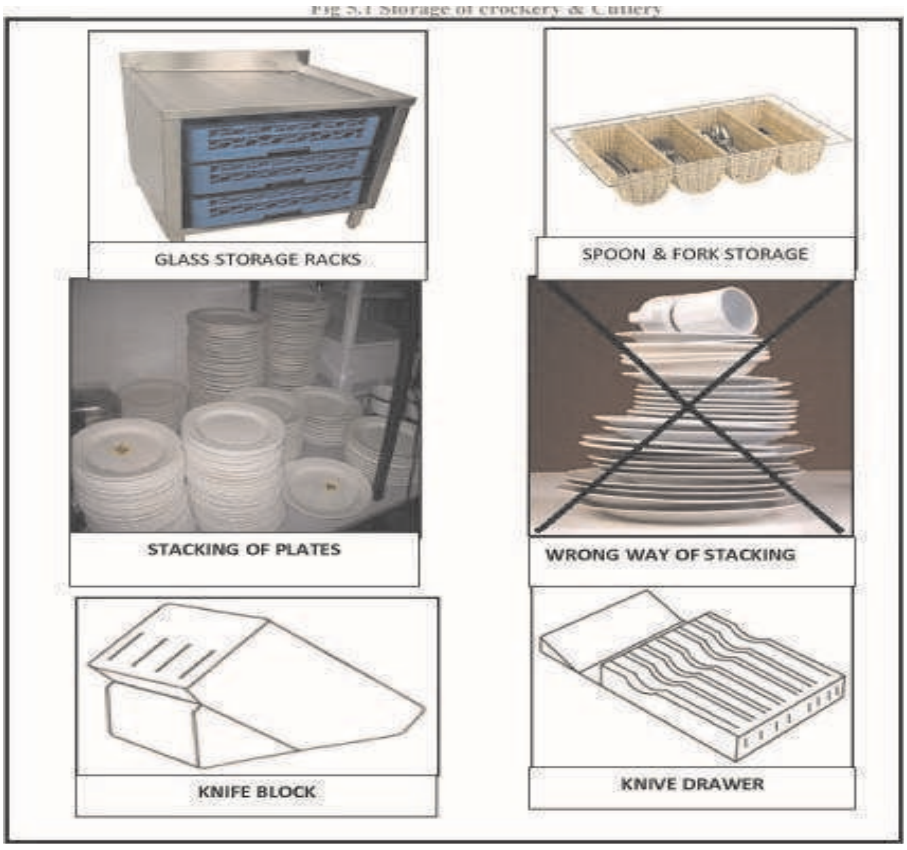
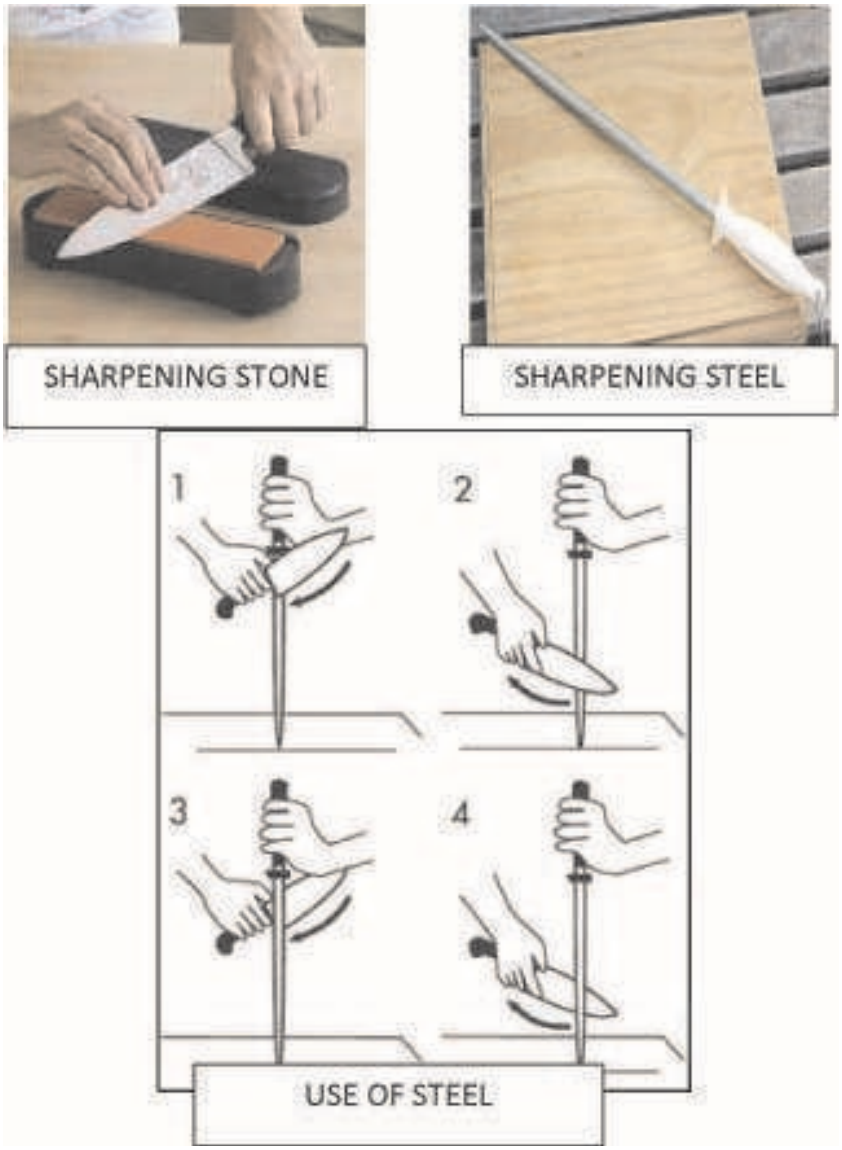



**Fig 5.1 Storage of crockery & Cutlery**

**SHARPENING OF KNIVES**

It is important to maintain knives edges as dull knives are dangerous. Sharp knives are easy to handle as they cut with minimum pressure hence better grip is possible. One should use stone or sharpening steel to regularly sharpen the knives. While using sharpening steel one must work on the full length of the edge at an angle of 22.5 degree. Refer image given below :-




## 5.5. Care and Maintenance In Wash Up Area

This area must be planned in this manner so a service personnel entering from restaurant with trays/ soiled dishes can stack them properly and that is the reason

you will find this wash up area as a first area of a service room. There should be provisions of soiled tables with minimum two garbage chutes, one for soiled organic waste and other for inorganic waste. Area should have ample space so a steward/s deposit all dirties by tacking correctly. A separate wire basket (bin) to be placed for tableware to be ready for washing.

Dishwashing methods: there are various methods of dish washing adopted by catering industry depending on volume of dish wash and how frequently dishes are required for further operations. Small or medium size restaurants of India are still dependent on manual system of dishwashing while large restaurants or banquets are using flight conveyer type dish washing technique.

Dish washing can be categorized into four types:

1. ***Manual***
2. ***Semi automatic***
3. ***Automatic conveyer***
4. ***Flight conveyer***

**Manual**

There are three different methods used:

- Single tank
- Two/ Double tank
- Three tanks /Triple tank

**Single tank** method mostly used by off premises caterers and in very small food and beverage outlets. In this method only one sink is used and dishes are soaked in soapy hot water for couple of seconds and then dry out with the help of a cloth

**Two sink** or double sink is advance form of single tank and in this method, two tanks are used, first tank for wash cycle and second tank is used for rinse.

**In three sink** method of dish washing, three sinks are used: first for pre wash, second for wash and third sink is used for rinse. This is one of the most ideal methods of manual dish washing.



Fig: 2 sinks/ 3 sinks and one sink dish wash unit

***Sink Specifications***

| Specification | Single sink | Double sink | Three sink |
|---|---|---|---|
| No. of sinks | 1 | 2 | Three |
| Size | 1180 x 525 mm or<br>46-1/2" x 20-5/8" | 810 x 480 mm or 32" x 19" | 1180 x 525 mm<br>or 46-1/2" x 20-5/8" |
| Tank dimensions | 475 x 400 mm | 432 x 406 mm first sink<br>432 x 327 mm second sink | 475 x 400 mm (Large)<br>330 x 270 mm (middle small sink) |
| Depth | 10” | **10”** | 9"/5" |
| Thickness | 1.2 -1.5 mm or 18 SWG – 16 SWG | 1.2 -1.5 mm or 18 SWG – 16 SWG | 1.2 -1.5 mm or 18 SWG – 16 SWG |
| NOTE: All specifications are standards according to manufacturer but can be developing according to need and volume of business. Height of the sink table from floor level is 34”.sink must have lower tier 4” above from floor level and with back splash of 4-6” with faucet/s and draining board. | | | |

***Tips to manual dish washing***: Always consider the following points before proceed for manual dish washing:

1. Scrap the dishes with excess food.

2. Stack the dishes in preparation for washing.

3. Dishes wash easily if you keep them under the water while scrubbing.

4. Soak the dishes in the water in the sink allow few minutes of soaking time. Don’t allow aluminum dishes for soaking if any because doing so can darken their finish.

5. Always wash light equipment first such as glasses; cups and flatware, always remember to scrape these items before washing.

6. Special attention to be given on chinaware and serving dishes and ensure these should not carry any grease marks.

7. Always use right temperature, at right temperature the dishes dry quickly on their own.

8. Always use dish towel and ensure towel should be clean and change when it become damp.

9. Wipe down the sink, sink drainer and dish pan.

10. Ensure dish soap, hot water, dish cloths, scrubber, sponges, steel wool, dish rack for drying, lint free cloth for silverware and paper towels to dry pots and pans

***Semi automatic*** as the name indicates this machine partially manual and partially automatic and in these machine soiled ware loaded manually into dish washing machine**.** A wide variety of semi automatic dish washing machine is in the market and whiles the machine for your organization, you have to consider following facts:

- Number of utensils required to be cleaned
- Duration and frequency of meal time
- Waste disposal and pre washing method
- Clean dish storage capacity
- Time management
- Area for dish washing.

Operation: There are four stages in the proper operation of a dish machine:

**Pre wash ⟶ wash ⟶ rinse ⟶ final rinse or sanitization**

1. Pre wash uses hot water sprays to remove easy grease and soil.
2. Wash is the back bone of the cycle where hot water and detergent are sprayed with the help of nozzle. Washing loosens and washes away the soil. Water temperature should be between 140° and 160°F.
3. The basic purpose of rinsing is to remove wash solution and any other residual soils. During rinsing, detergents are not used and temperature of water should be higher than wash cycle.
4. All traces of wash solutions are removed during the fourth phase of final rinsing and sanitization. High temperature of water between 180° and 195°F. High temperature has the added advantage of reducing drying time.

***Suggestive temperature table for various cycles:***

| Cycle | Temperature in Fahrenheit | Temperature in Centigrade |
|---|---|---|

| | | |
|---|---|---|
| Wash | 140-160 | 60- 72 |
| Rinse | 160-180 | 72- 82 |
| Final rinse | 180-195 | 82-90 |

***Components of a semi automatic dish washing machine***

1. Water holding tank
2. Racks
3. Spray nozzles
4. Vents
5. Electrical power
6. Water connection
7. Door

**Types of semi automatic dish washing**:

***Single tank under counter dishwasher*** is suitable for small food and beverage outlets. Under counter model washes 17-21 racks of the dish ware per hour and require approximate 160 liter water per hour. A complete cleaning cycle takes 120 seconds to 150 seconds and proper maintenance, correct water temperature and full load operation increase the efficiency of the machine.

***Door type dish washer*** is more popular than under counter due to its efficiency and can wash 60 racks per hour and consume 300 liter water per hour. Dish wash is placed between soiled table and clean table on the discharge side if the unit. In this dish wash, water circulates by a motor -driven pump through spray or nozzles and a complete wash cycle take one minute including 12 seconds for rinsing.

***Automatic conveyer:*** In this machine operator loads the racks and feeds the machine with one rack after another and racks hold the dishes move on a continuous chain conveyer through each step of the automatic and rinse cycle. Automatic conveyer is capable to clean 125 to 360 racks of soiled dishes per hour and takes 1200 liter of water per hour. Automatic conveyer comes in three different models:

1. One tank model
2. Two tank model
3. Three tank model

In the single tank machine, the tank holds the wash water and detergent mixture. Rinse water is supplied by the booster heater and then drained into the wash water tank.

A two tank machine has a detergent wash, a hot water rinse and final sanitizing rinse. It is faster and effective than single tank conveyer dish wash.

Three tank conveyers have three tanks: prewash tank, wash tank and rinse tank. Basically three tank has an additional pre wash cycle and eliminate the need to

spray –rinse flat tableware manually. These are best suited for large hotels, hospitals, institutions and industrial catering units

***Flight conveyer or conveyer rack*** is mostly used by large institutions and mega hotels and commonly known as rack- less or belt conveyer and capable of washing 24000 dishes per hour. Flight type conveyer comes in double; triple or some time custom built four tank units and are very similar to automatic conveyer in their functions. All flight type machines have a final sanitizing cycle.

***Note: Always taken care of proper ventilation as all these conveyers release lot of heat and steam and can make kitchen area uncomfortable.***

## 5.5. Care and Maintenance In Plate Room

These areas hold the complete stock of sliver required for the service of the meal, together with same circular stock in case of emergencies. The large silver items such as plates, salvers, soup tureens etc are also stored and care in the taken that the heavier items go on the shelves lower down followed by the lighter items.

Silver room in charge is responsible for the up keeping of all the equipments stored in the room, he/ she ensure that all the silver is cleaned and burnished on the regular bases. Always remember to stack all heavy silver items in the lower shelves rack and smaller or lighter equipment to be stored on upper shelves, it is always better to labeled all the shelves as it will help you in storing and control purposes. Small items such as ash trays, menu stands, candle stands are advised to store in drawers to avoid breakages. Drawers should have a heavy cloth or use discarded baize cloth for the same purpose. This will help you to reduce noise level and to avoid scratched or marked on these small and expensive equipments.

Silver is an alloy of 92.5% silver and 7.5% of copper and it beatify as per frequency of uses increases. Electro Plated nickel silver is silver and electroplated on other metal. Silver has the tendency to get tarnish when it contacts or exposed with the air and get frequently tarnish in damp and foggy weather and that's why it must always stored in paper cloth or plastic film. There are various methods of cleaning silver and totally dependent on quality and design pattern.

***Tips to follow to care silver***

- Silver have couple of enemies specially table salt, vinegar, lemon, lime juice, salad dressings, vinegar, olive oil etc and recommended to serve all these items either on a glassware or chinaware and if it is essential to use silver then always use glass or plastic liners so silver does not come in direct with all these commodities.

- Rubber is also the one of the enemy of silver and corrodes silver easily and recommended not to use rubber cabinet or side board to store silver.

- Never use harsh abrasive.

- Never polish with wearing rubber gloves and use cotton or plastic gloves.

- For washing silver, use Luke warm water as hot water could remove the polish, rinse and dry out immediately.

- Handle silverware with care to avoid scratches.

***Methods of Silver polishing*** Different methods involved, which generally depend upon the size and class of the establishment, are as follows:

- Burnishing method
- Polivit method
- Plate powder method
- Silver dip method

***Burnishing machine*** is one of the most effective and economical equipment used by catering industry all over world. It comes in various sizes and design but principle of working is the same in all types of machines. It carries a revolving drum with a safety shield. Provision of removable rod is in the machine to hold the handles of all the pots such as tea, Coffee, creamer, milk etc while machine is in function. Soap water is passing with the help of a hose while machine is in operation. Machine should be half full with the ball bearings. Machine operates on the principle of rotary and when you plug in the machine starts and silverware start to sparkle, shiny and perfectly smooth. Machine is useful to repair, restore and polish of silverware, hollowware, tableware, metal serving dishes.

***Tips to follow:***

- Never place dissimilar pieces in the machine and it could lead to scratches.
- Always follow the manufacturer's instructions.
- Keep hollowware away from flatware and tableware.
- Use the machine with complete load.
- Ball bearing must always cover with water otherwise it may rust.
- All silver must be rinsed with hot water and dried properly after taking out from the machine.

***Polivit*** is a metal sheet with lot of holes and the entire process is a chemical reaction between polivit, soda, salt, boiling water and silver. Place sheet in the bottom of a pan, add 2-3 inches of water, one tea spoon soda and one teaspoon salt and bring to boil or always use boiling water. Add silver polishes to be cleaned and ensure that all the silver must be covered with the boiling water and boil for 2-3 minutes. Remove silver, rinse, dry and buff with a soft cloth. Polivit method is very effective for expensive and carved silverware.

***Plate powder*** is most commonly known as Jewelers rouge and this is a pink powder generally mix with methylated spirit to make a smooth paste and due to its nature of volatile, methylated spirit evaporates after rubbing on the silver. Plate powder in rubbed on the silver to remove all tarnish and then rinse in the very hot water and then final polish to the silver.

***Silver dip***: silver dip is a pink color harsh chemical and react with the silver and in this method all silver is placed into a plastic basket and covered by silver dip for few seconds, silver should be rinse well in very hot water and then polished with a dry tea cloth.

## 5.6. Summary

The operating equipments used in hotels / restaurants play an important role in attracting customers. The restaurant operating equipments include service equipments, furnitures, fixtures and linen all of which squarely reflect the standard and style of the restaurant.

The quality and standard of any service outlet is reflected through the kind and service equipment and crockery cutlery used in the outlet. There is heavy investment in these items hence there proper upkeep and longevity is important for achieving desired profits. The damage and un natural wear and tear would result in frequent replacement of the wares which would involve loss of time and money.

Proper care and precaution may involve some additional investment of time and money but in long term it leads to higher return both in the form of quality of service and higher monetary returns.

Service equipments include attractive service ware, clean dishes, plates and glassware. Glassware refers to glass and drink ware items besides tableware, such as dishes, cutlery and flatware, used to set a table for eating a meal.
Chinaware is made of silica, soda ash, and china clay, glazed to give a fine finish. Chinaware is more resistant to heat than glassware. There are various classifications of chinaware which include porcelain, clay mixed with bone ash, earthenware, stoneware, etc. Tableware includes the dishes, glassware, cutlery, and flatware eating utensils (knives, forks, and spoons) used to set a table for eating a meal. Special table ware include asparagus holder, pastry slicer, pastry fork, oyster fork, lobster pick, snail tong and snail fork, snail dish, skewers, ice-cream scoop, nutcracker, etc. Stainless steel flatware and cutlery are available in a variety of grades.

## 5.7. Review Questions

1. Justify why service room is back bone of food and beverage operations.

2. State techniques to be used in silver polishing.

3. Suggest type of wash up procedure for 60 covers multi cuisine restaurant and serve 240 meals in a day.

## 5.8 Reference and Suggested Reading


1. Sudhir Andrews 2009 Food & Beverage Service McGraw Hill
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4. Bobby George Sandeep Chatterjee 2007 Food & Beverage Service Jaico Book
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# Unit – 6 : Basic Technical Skills

**Structure of Unit:**

6.0 Learning objectives
6.1 Introduction
6.2 Attribute and personal skills
6.3 Basic Technical Skills
6.4 Career information
6.5 Summary
6.6 Key words and concepts
6.7 Concept review questions

## 6.0 Learning Objectives

By the end of this chapter you will be able to:

- Identify various attributes needed for a successful Service personnel
- Explain basic technical skills required by F & B Service personnel.
- Learn to stack the sideboards and prepare the restaurant for service

## 6.1 Introduction Technical Skills

Thousands of students enrolled for hospitality education in the country every year in degree programs offered by various Universities, National Council for Hotel Management etc but few number of students get success in their career why its so, inputs were same and given to all the students at same pace but why only few of the students prove themselves as a manager, simple answer is attributes. In the unit we will discuss some of the important attributes that are needed to be successful in this trade.

## 6.2 Attributes of Food and Beverage Service Personnel's

Attributes tells us how an individual can do the job by looking at what personal skills or competencies are needed to be a successful food and beverage service personnel's.

Vince Lombardi**:** ***Leaders aren't born they are made. And they are made just like anything else, through hard work. And that's the price we'll have to pay to achieve that goal, or any goal.***

We find few very common attributes in successful manager:

- **Care:** Good managers care for their clients, subordinates, seniors, vendors, environment and definitely themselves. According to Oberoi

Group , "***We are ladies and gentlemen and serving ladies and gentlemen***" is one of the best example of care. Motto of the Mariott, ***you care for your employees, they will care you*** is totally base on the philosophy of care. You must be observing that few of your seniors are very caring and few of them are not and from this point difference start between a successful manager and average or bad ones.

- **Knowledge** is the another attributes wonderful attributes of a successful manager, why only one student get top position and simple answer is knowledge and you have to be very careful during your learning process and when ever you will get the opportunity to acquire knowledge, you have to get it. Most of the time it has been observe that we say yes for any and every thing without going in details and really holding yourself is very habit and definitely it will hampered your learning process. Being in food and beverage service industry you can not be a successful salesman till the time you are not well versed with your product range. A successful manager must be a good mentor who can mould the personality.

- ***Good sense of humor*** is another attribute of a good manager. Every day you will be required to take certain decisions which will be based on your sense of humor. You have to be careful while dealing with such problems:

  *Assume a guest is passing through the lobby and asking, what is the time now, in very harsh language and I think so you will not tell him the time by seeing your wrist watch, here as sense of humor will you to detail the situation and anticipate the need of the guest before you start responding the situation.*

> Success is nothing more than a few simple disciplines, practiced every day, while failure is simply a few errors in judgment, repeated every day. It's the accumulative weight of our disciplines and our judgments that leads to either fortune or failure.' —— Jim Rohn, *an American Business Philosopher*

- ***Sense of fairness*** *: you must be wondering how this can be an attributes but we are all human behavior and have the tendency to be more polite, humble and courteous whenever we find very close friends or relatives and show extra ordinary care but in our industry it will not be a fair practice and ignoring a guest may give you a very bad experience for your life . So you must develop this attribute of sense of fairness.*

- ***Excellent communication skills:*** This is the first and foremost requirement of a successful manager and those are good in communication develop a level of confidence while interacting with the guests/ seniors/ subordinates. Although we don't require being a speaker but our communication must be flawless and effective. Always have a pause and

if you are unable to understand, request them to repeat but never assume the things. In our industry there are number of words which have different meaning and even you can't assume for example: screw driver is a name of cocktail and don't assume guest is asking for a maintenance tool while sitting in a bar, in the similar way Pink lady (cocktail name), white horse (brand of scotch whisky) etc, so whenever you are in doubt make it clear. Here the discussion is not only restricted with verbal communication but you have to be excellent in written communication also.

- ***Honesty*** is always assets of a human being and it pays in long run, so be honest towards to every body, you must heard various stories of honesty and its result to the honest human being, just recall the story of a man who were ask to select his axe made of iron/ silver /gold----------.

**The only person over whom you have direct and immediate control is yourself. The most important assets to develop, preserve and enhance, therefore, are your own capabilities. And no one can do it for you. You must cultivate the habit of leadership effectiveness for you— and doing so will be the single best investment you will ever make.'** —— Stephen R. Covey**, *author of The Seven Habits of Highly Effective People***

- ***Memory*** will help you in various ways in your hospitality and service career. Diners always appreciate the server who has the ability to remember their likes and dislikes in view of choice of food and drink, place for sitting, music etc and you can convert them into a regular customer for your organization.

***The leaders who work most effectively, it seems to me, never say "I." And that's not because they have trained themselves not to say "I." They don't think "I." They think "we"; they think "team." They understand their job to be to make the team function. They accept responsibility and don't sidestep it, but "we" gets the credit…. This is what creates trust, what enables you to get the task done.*** Peter Drucker

- ***Diplomacy:*** *According to* ***Fredk. Sawyer****," **A diplomat is a man who thinks twice before he says nothing**".* Diplomacy is the ability to treat others fairly, regardless of personal biases and to achieve you have to respect your colleagues, to understand and values differences between people and respect diversity in race, religion, gender, life style, age and disability. You will find lot of situations when you have to behave diplomatically and come out with a positive solution.

- ***Hard work:*** *According to* ***Jim Rohn, an American Business Philosopher****,* ***"if you work hard on your job, you can make a living. But if you work harder on yourself that you do on your job, you can make a fortune****", always remember there is no short cut to get success in the life so be positive and work hard. You can find a lot of success stories of the successful men due to their hard work.*

**Inter personal skills:** You must be fond of people and have to trust them, have consistency in your behavior, control your emotions and keep them out while making decisions and interacts with others. Take advice from your subordinates and seniors and come on to consensus to avoid grievances. Work with open mind and be a good listener. Always be ready to learn from your past mistakes and don't have false ego. Successful manager are always found excellent in their inter personal skills because of their quality of flexibility and allow to get credit for positive outcomes and have a belief that manpower is the assets for them

## 6.3. Technical Skills

Being a member of food and beverage service team you are expected to perform various tasks for several people those may be guests/ managers and colleagues.

The Following checklist includes most of the essential skills required by service personnel:

1. Cleaning of restaurant
2. Holding service spoons and forks
3. Carrying a Tray and Salver
4. Laying a Table Cloth
5. Changing Table Cloth During Operations
6. Laying a Slip Cloth
7. Placing Meal Plates and clearing soiled plates
8. Stocking Sideboard / Dummy Waiter
9. Service of Water
10. Napkin Folds
11. Changing Dirty Ashtray
12. Cleaning and polishing glassware

### Sequencing of Meal Service

First and foremost important point is to recognize the host and there are no set rules to over come this problems and it comes through the working experience in catering business. After recognizing the host, service personnel may follow the sequence in given manner:

- Receiving of guest
- Ensure reservation
- Check size of the group
- Escort to the tables and assist in seating
- Present the BAR CARD

- Ensure order for aperitif
- Making of KOT and order processing
- Serve aperitif where the guest are seated/ handed over to the station head waiter
- Present food menu
- Place accompaniments or any other food items as per policy of hotel. (Most of the Indian specialty restaurants India offer basket of papads and pickled onions and small tidbits)
- Service of water
- Take order and encourage Chef's creation/ sales promotion
- Making of KOT and order processing
- Placing accompaniments
- Modification of cover lay-ups (if required)
- Serve starter (most of the times starters are served prelate and served from right hand side of the guest/s).
- Clear starter
- Place fish /half plate if ordered
- Serve fish preparation along with accompanies sauces and accompaniments.
- Clear fish course
- Ensure accompaniments and water
- Place meal plates
- Ensure accompaniments and vegetables with green salads
- Ensure food pick up and serve main course by using service gears
- Ensure extra services/ order
- Ask for clearance and clear meal plates and other equipment
- Remove bread and other accompaniments
- Modify covers for next course and check water
- Serve dessert
- Ask for coffee
- Set salver for coffee service
- Pick up coffee and serve in demitasse
- Clear dessert along with coffee
- Presenting of bill
- Receive payments
- Pull chairs

  Escort and confirm feed back and wish for next visits

**TASK 1 CLEANING THE RESTAURANT**

Cleaning is an important task. No one would like to sit and eat in a restaurant that is not kept clean and maintained properly.

**PROCEDURE FOR CLEANING**

- Collect all materials and equipments.
- Dispose of any rubbish if applicable.
- Follow the workflow.
- Begin at one point, e.g., at the door and work systematically until back at the same door.
- Vaccum floor (Note if floor is of the hard variety, e.g. tiled, sweap or mop. Sweap before dusting and wet mop floor)
- Check for Maintenance faults. Stains treat as soon as possible or Lost property (Should be reported immediately)
- The waiter should also pay attention to hidden areas such as behind curtains, under cushions, under table etc
- He should also check that
    - Tables and chairs are correctly arranged.
    - Pictures are level.
    - Lamp shades are straight with seams to the wall.

The cleaning can be divided into two broad categories a. Routine Cleaning and b) Non routine cleaning

**A. ROUTINE CLEANING**

We should follow the instructions of the supervisors and work according to the work flow prepared. The basic rule is clean them as they appear while we move systematically in the restaurant.

| Location/Item | Process |
|---|---|
| Door | Damp dust door, front, back and ledges. Ensure there are no streaks on glass. |
| Mirrors/Pictures | Damp dust frames and glass – ensure there are no streaks. |
| Wall fittings/Lights | Damp dust all over. Brush or damp wipe shade depending on fabric. Include inside surface of shade, and bulb. (take care and use dry duster on bulbs.) |
| Telephone | Damp wipes unit receiver, mouthpiece, cradle and cords |
| Furniture | Damp dust all exposed surfaces |
| Chairs | Brush off chairs if fabric. Damp wipe frame, legs and rungs |
| Tables | Damp wipe legs and rungs |
| Window frames & Glass | Damp wipe. Ensure there are no cobwebs behind the curtains, and that all hooks are present. |
| Brass | Clean with metal polish. Use a clean cloth. Ensure no damage to surrounding areas. Polish to a shine |
| Walls & Skirting | Spot check and remove marks, damp dust |

**GLASS CLEANING**

While cleaning the glass we should always use neutral detergents. While vinegar and water is used in industry to produce shine on the glass, nowadays there are

plenty of proprietary brands also available in the market. In using these cleaners we should be careful as they may smear the glass and are also expensive.

GLASS CLEANING CLOTHS/MATERIALS

It is important to use proper glass cleaning material so as not to leave any marks or lint on the glass. While cleaning large areas squeegees may be used.

**B. NON – ROUTINE TASKS**

Many items and areas may not require cleaning on a day to day basis but still they need to be cleaned frequently else they would become very dirty. To clean these areas we randomly take the task. Hence they need to be taken as non routine tasks. These would include:

- Dusting of areas above eye line (High)
- Washing the glass of ceiling and wall lights. Cleaning area that has tiles
- Hidden part of furniture such as back of sofas, under side of tables, cupboards, sideboards etc
- If upholstery is used on furniture than we need to do vacuum cleaning to pull out dirt and dust
- Shampooing carpets.
- Maintenance of various floors and materials such as buffering, scrubbing etc
- Washing walls and paint work.

The frequency by which the cleaning is undertaken depends on many factors:

- Use of area type and location of establishment standards 'costs' etc.
- Determining the frequency is a management decision.

Various systems is adopted by different organizations for completing the tasks. The system will vary from establishment to establishment, either one task will be completed daily in all areas or an entire area will be closed off and thoroughly cleaned in one day.

As these are simple to very elaborate task the equipment used will depend on the nature of the task undertaken. It may include: vaccum cleaner; long handled light weight brush for high dusting; carpet shampooer; scrubber / polisher, etc.

| Safety steps | |
|---|---|
| Doors and walls | Wash from bottom up to avoid streaking and marking. |
| Glass shades | Wash in a neutral warm detergent. Rinse and allow drying. |
| Back of furniture | Move out from wall, Brush off dust / debris, wipe with damp cloth |
| Cane and wicker | Vaccum or suction clean, using correct attachment, use a moist cloth to clean, ensure that the cloth is not |

| | |
|---|---|
| | wet as excessive moisture would damage the cane. Use neutral detergent. Rinse in cold salty water |
| Lamp shades (Non Fabric) | Always remove the shades from the fittings, cleaning them while still attached to fittings may damage the shades or the lamp. Immerse in warm water and neutral detergent. Rub gently or brush Rinse in cold water and allow to drip dry. |
| Fabric lamp shades | Always remove the shades from the fittings, cleaning them while still attached to fittings may damage the shades or the lamp. Wipe with a damp cloth wrung out with neutral detergent. Rinse and dry. |
| Fans | Turn off power. Always follow instructions provided by the manufacturer. Try to remove as much dirt as possible with clean dry cloth. Wipe blades and fittings with a clean cloth damped with neutral detergent. Dry using clean mopping cloth and then polish with clean dry cloth. |
| Carpet shampooing | Carpet is spread out in the service area, for shampooing it is important that we remove as much furniture as possible. If we are not able to remove some furniture than a plastic strip should be placed under the furniture to prevent spoilage during shampooing. Vaccum thoroughly to achieve spotlessly clean carpet. On the edges where the machine is not able to reach, we should hand shampoo. To speed up the drying windows may be left open |
| Guidelines for shampooing | Follow all safety precautions as listed in user manual.<br>Dilute and add shampoo as per instructions. (Normally 1 part shampoo to 8 parts water). The best results are achieved when the shampooing is done in a straight line. We should shampoo in an overlapping up an down lines. If the carpet area is large that we should work in small sections at one time. Empty and rinse tank. Entire carpet should be rinsed with clean water. Do not rest machines on pads as resting it on pads would damage the pads |

**TASK 02. HOLDING SERVICE SPOONS AND FORKS**

- The first finger gives initial leverage and when removed from between fork and spoon enables the two to close non food to hold firmly.
- The fork in invested to hold removed food item like potatoes tomatoes etc.
- The fork and spoon are kept facing upward along side each other to form a broader base to scoop rice, fish fillets and sweet dishes.

## TASK 03. CARRYING A TRAY AND SALVER

- Always hold in the Left hand by the side & by the right hand pulls out the nearest tip of tray so that the tray is half out over the edge of the table.
- The left hand palm should be facing upward under tray and let palm make contact with bottom of tray so that it reaches center of the tray pull tray by the right to enable the left hand to reach the bottom center of tray. The table still supports the main weight of the tray.
- Take the weight of the tray and lift it slightly above left shoulder adjust tray to balance properly on left palm.
- Keep holding right tip of tray to center balances, by the left palm. Ensure the left palm adequately support tray.
- Look a head to proceed walking.
- Light slaver / tray can be rest easily on the fingers of the left hand.

## TASK 04. LAYING OF A TABLE CLOTH

- Hold the tip of table cloth with thumb and forefinger. Hold central fold between the second fingers.
- Position yourself in the centre of the table and ensure right foot forward.
- Spread table cloth on table cloth and ensure falls should be equal from all four sides.
- Pull gently releasing the central fold. Once the tablecloth is distributed drip the near of cloth.
- Smooth out the tablecloth and give final touch with the help of the palm, ensure fall should be equal from all sides and then miter the corner by holding the table cloth from corner's and press it neatly and then release it.

## TASK 05 CHANGING A TABLE CLOTH DURING OPERATIONS

- Hold fresh tablecloth.
- Hold one tip with thumb and first finger.
- Hold far left corner of soiled tablecloth with second and third finger and base of palm. The fresh tablecloth is still hold by thumb &first finger.
- Release fresh tablecloth over near edge of table. Keep holding soiled tablecloth till it slips off the table from under the fresh tablecloth.With palm facing downwards in contact with table-cloth, smooth out rumples in concentric circle moving from inward to outward.

## TASK 06. LAYING A SLIP CLOTH

- Hold the tip of slip cloth with thumb and forefinger. Hold central fold between the second fingers.
- Position yourself at any corner the table and ensure right foot forward.
- Pull gently releasing the central fold. Once the slip cloth is distributed drip the near of cloth.
- Smooth out the slip cloth, adjust from all the sides with the help of the palm.

## TASK 7 PLACING MEAL PLATES

Meal plates are placed in two ways;

- according to English concepts meal plates are placed from left hand side of the guest while American concepts is reverse of English concepts and place meal plates from right hand side of the guest.
- Plates are placed from right hand side of the guest in Indian hotel and catering industry.
- While carrying Meal plates it should be covered by waiter's cloth (18" x24") and absolutely clean ,without any cracks
- Ensure placing hot meal plate while serving hot meal and cold meal plate for cold meals.

### *CLEARING SOILED PLATES*

- Lift soiled plates from right of guest.
- Transfer soiled plate from right hand to left hand. Placing first, second and third finger under the plate and the thumb on near edge of plate to balance. The fourth finger protrudes outside the top of plate to receive other plates.
- Place used fork, prongs upward and the knife put at right angles under the bridge of the fork.
- Receive second soiled plate and balance on three points formed by thumb, forth finger and base of hand.
- Use knife and fork of second plate to drop any left over food into first plate. Then transfer the knife and fork to the first plate placing them along with original knife and fork.

### *Rules to maintain Sanitation and hygiene*

- Remove soiled dishes and leftover food from the table immediately.
- Crumbing should be done regularly before laying the new cover.
- Keep side-station, table and other surroundings clean and meticulous.
- Keep all sauce bottles clean with the mouth wiped.
- Clean cutlery in fresh water and wipe & dry this before use.
- Wipe glasses with a clean waiter-cloth & always hold the glasses from the bottom.
- Bar mirror & plate glasses should be free from stains.

## TASK 08. STACKING SIDEBOARD / DUMMY WAITER:

As we know that side board is a piece of furniture and most essential equipment in food and beverage operation and comes in different designs, shapes and sizes but basic principles of stacking side board is very similar for all types of side board. Side boards are stack according to the parts of it. A brief summary of practices adopted in Indian catering for stacking side board is as follows:

***1. Checklist of items to be placed on top of the Sideboard/ side table arrangements***

- Cold water in water jugs with under plate and napkin to cover and wrapped to avoid excessive condensation if any.
- All important proprietary sauces such as tobacco, Worcestershire, tomato etc.
- Tooth picks in tooth pick holder
- Sugar bowl for both brown and white sugar with tea spoons for each
- Straws in a Straw holder
- Pickles and chutneys in preserve dishes on a preserve tray with preserve spoons
- Bread basket
- Ash trays ( optional )
- Salvers and trays
- Under liners
- Chinaware
- Crumbing plate
- Paper napkins and dolly paper
- Butter dishes
- Finger bowls
- Cloth napkins
- Cruet sets
- Condiments tray
- Candle stand
- Small writing pad along a pen
- Match box
- Face towels
- Nutties and candies
- Mouth freshener

***2. Sequence of placing the cutlery in pigeon hole from left to right***

Placement of cutlery in pigeon hole of the side board varies from outlet to outlet and totally depends on menu, style of service and standard practices followed by the catering units. Most of the Indian catering industry follow given below sequence to place cutlery from left to right.

1. Service spoons and service forks
2. Soup spoons and dessert spoons
3. Fish knives and fish forks
4. Large knives and large forks ( joint knives and joint forks)
5. Small knives and small forks ( dessert knives and dessert forks)
6. Dessert spoons and dessert forks
7. Tea spoons and coffee spoons
8. Assorted cutleries may includes side knives, butter knives, tongs etc.

***Arrangements of items on the lower and upper section/ tier***

In the open lower left hand side section of the side board arrangement of heavy utensils such as serving dishes, pots etc can be made and open upper left hand side section of the side board may use for stacking of light duty equipment such as chinaware, glassware. In the similar way closed lower right hand side section of the side board may be use for keeping soiled linens and closed upper right hand side section of the side board may use for stacking of fresh linens. Back splash is fixed on top tier of the side board to avoid accidents and to protect the items to be fallen down. Hole on the back splash of the side board is use as an exit for electrical cord.

## TASK 09 SERVICE OF WATER

Placement of water jug: water jug filled with ice cold water covered and wrapped in cloth napkin on under plate.

**Steps:**

- Uncover water jug by removing napkin and make a nice fold of that napkin and place on under plate.
- Hold water jug on your left hand palm by supporting with your thumb and index figure.
- Approach the guest from right hand side and keep your right foot foreword at an angle of 45 degree from the edge of the table.
- Change the position of water goblet if required and ensure upside up.
- Say, excuse me and bend a little and start serving water till 1" below the rim of water goblet.
- Wait till last drop and wipe the mouth of water jug with waiter's cloth nicely and move towards other guests clockwise.

## TASK 10 NAPKIN FOLDS

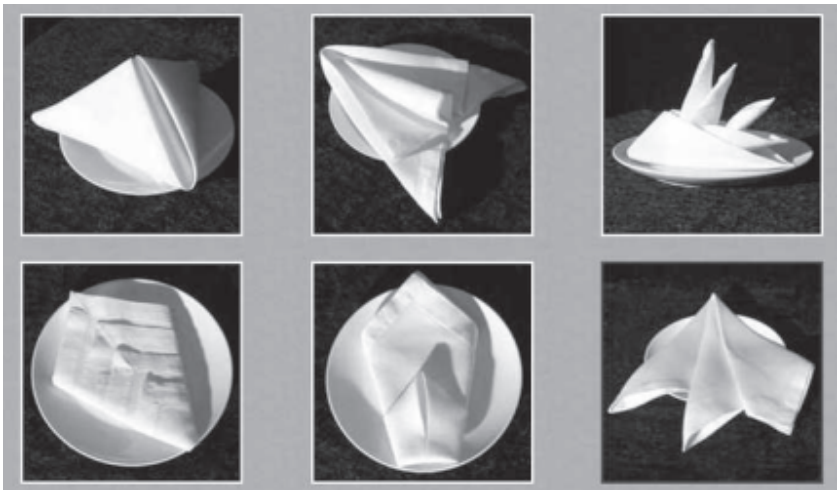
Making napkin fold is one of the oldest arts of the food and beverage service industry and food and beverage service staff prepares different napkin folds for different time of the meals and positioning of folds depends on its shape and utility. Few folds are placed at the centre of the cover, on the side plate while couple of the folds is placed on water goblet. Room service staffs various styles of pouch to carry silverware in the guest's apartment. Cloth Napkin folds are used in fine dining restaurants.

***Pointers for napkin folds***: always consider four facts while making and placing napkin folds: shape, size, material and position.

- Always use fresh and well starch napkin.
- Napkin should be in perfect size (18" x 18" or 20"x 20") and in perfect square shape.
- Always use best material for napkins.
- Napkin should be free from grease or any stain.
- Hamming should be even and neat.

- Never use soiled / used napkin.
- Use right fold for right time of meal such as candle fold is indication for dinner and should not be used in day time.
- Avoid using fancy folds or multiple folds napkin to maintain hygienic standards.

***Most popular napkin folds***:
Arrow, Pyramid, Bird Of Paradise, Diamond, Cone, French Napkin, Bishop's Hat, Rose Bud, Sail, Slide, Crown, Standing Fan, Neck Tie, Candle Fold, Twin Candle, Rose, and Various Types Of Pouch For Silverware.



***Step by step procedure to make silverware pouch***

1. Place the napkin on a hard surface and ensure its size and hamming should be towards you.
2. Hold napkin from top and make a half fold and ensure open end towards you.
3. Fold the napkin into quarters and ensure open corner is facing away and to the left.
4. Fold the top most layer of napkin in half diagonally and press it down.
5. Turn the napkin and check that open corner is facing away and to the right.
6. Fold the right side back about 1/3 of the way and press it down.
7. Flip it over, straighten it up.
8. Insert required cutlery to carry in the pouch.

***Water lily***

***Step by step procedure to make water lily***

1. Spread the napkin and ensure its quality, napkin should be perfect square and well starched, and fold all edges in the center.

2. Again fold edges in the center and then turn napkin backwards (see stage 2).

3. Fold all edges to the center and if possible get assistance from your friend to hold it as napkin now become very thick.

4. Pull these entire corners upwards.

5. Now pull the underside corners.

6. Napkin fold is ready to keep in the centre as a show piece, or place in a hi ball glass or to serve boiled eggs/ bread rolls.

**Other Napkin folds :**

- **Standing fan fold**
- **Bishop's cap**
- **Crown**
- **Bird of Paradise**
- **Cone**
- **Candle**

***TASK 11 CHANGING DIRTY ASHTRAY***

Most of the restaurants in India have separate smoking zone and you require changing very frequently. Always use two ash tray one for covering the soiled / used ash tray and another to replace with the soiled ash tray. It is mandatory to wash your hands with soap after changing ash tray to maintain the high level of service standards. Ashtrays must be immediately cleaned and must not have cigarette butts.

**TASK 12 CLEARING OF GLASSES**

- When removing glassware from tables always being by ensuring that the salver or tray is placed on the palm of the hand.
- It must be covered with a clean waiter's cloth, this helps you to rotate the tray while.

- First dirty glasses always positioned closest to the holding hand and working out towards the rim of the salver or tray.

## 6.4 Summary

In this unit we observed that to be successful in F& B Services one must be fond of people and have to trust them, have consistency in one's behavior, control emotions and keep them out while making decisions and interacting with others. Take advice from subordinates and seniors and come on to consensus to avoid grievances. Work with open mind and be a good listener. Always be ready to learn from past mistakes and don't have false ego. Successful manager are always found excellent in their inter personal skills because of their quality of flexibility and allow to get credit for positive outcomes and have a belief that manpower is the assets for them

Some technical skills needed at the entry level and for smooth operational abilities are , Cleaning of restaurant, Holding service spoons and forks , Carrying a Tray and Salver, Laying a Table Cloth, Changing Table Cloth During Operations, Laying a Slip Cloth , Placing Meal Plates and clearing soiled plates, Stocking Sideboard / Dummy Waiter, Service of Water , Napkin Folds, Changing Dirty Ashtray, Cleaning and polishing glassware

## 6.5 Review Questions

1. Discuss briefly various attributes & personal Skills of F & B personnel.
2. Elaborate on the points to be considered while cleaning the restaurant.
3 List out steps of service in serving water.
4. What are the precautions to be taken while changing the ash tray?
5 Briefly discuss the safety steps while performing cleaning of therestaurant.

## 6.6 Reference & Suggested Reading


1. Sudhir Andrews 2009 Food & Beverage Service McGraw Hill
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3. Dasgupta 2011 Tourism Marketing Pearson
4. Bobby George Sandeep Chatterjee 2007 Food & Beverage Service Jaico Book
5. Walker 2003 The Restaurant Willy
6. S. N. Bagchi Anita Sharma 2003 Text Book of F & B Service AMAN PUBLISHERS
7. Davis & Stone 1999 F & B Management BH

# Unit – 7 : Non Alcoholic Beverages -1

**Structure of Unit:**


7.0 Objectives
7.1 Introduction
7.2 Beverage and their classification
7.3 Non Alcoholic Beverages - Hot Beverages
7.4. Tea
7.4.1 Storage of Dried Tea
7.4.2 Preparation of Tea
7.5. Coffee
7.5.1 Processing of Coffee Beans
**7.5.2 Characteristics of Coffee**
7.5.3 Methods of Preparation of Coffee
7.5.4 General Rules for Storing and for Making Coffee
7.6 Summary
7.7 Review Questions
7.8 Reference & Suggestive Reading


## 7.0 Objectives

In this lesson we shall discuss about the beverages. After completion of this lesson you will be able to understand:

- Beverages and their classification
- Alcoholic and non-alcoholic beverages
- Preparation of non-alcoholic beverages.
- Tea and coffee

## 7.1 Introduction

Beverages are potable drinks which have thirst-quenching, refreshing, stimulating and nourishing qualities. By refreshing, one means the replenishment of fluid loss from the body due to perspiration. Simulation results in increase of the heart beat and blood pressure. This is due to the intake of spirits (alcohol) or tea (thein) and coffee (coffein). Nourishment is provided by the nutrients in the beverages, especially fruit juices.

Most of the beverages supply energy in the form of sugar or alcohol. They also provide other nutrients like mineral salts and vitamins. For example, milk gives calcium and citrus fruits give vitamin C.

Generally, people drink for one or more of six reasons; to quench thirst, to get drunk, to enjoy a social setting (social drinking), to enjoy the taste of the beverage, to feed an addiction (alcoholism), or as part of a religious or traditional ceremony or custom (proposing toast).

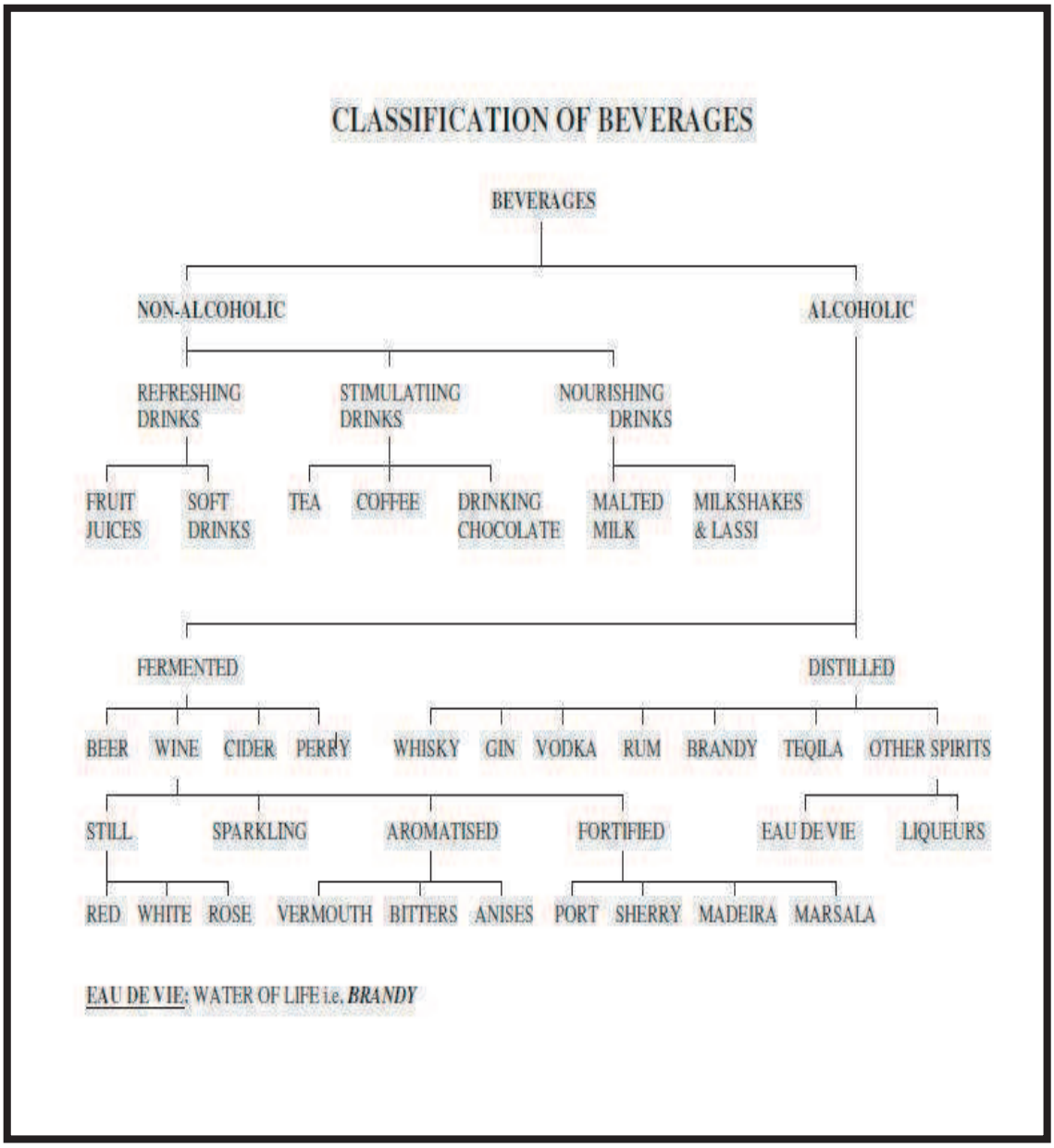


**Fig 7.1**

## 7.2 Beverages and their Classification

A beverage is a liquid formulation specifically prepared for human consumption. The word “Beverage” has been derived from the Latin word “bever” meaning rest from work. After work, one tends to feel thirsty due to fluid loss through perspiration and one is inclined to drink water or other potable beverages to compensate fluid loss. Beverages can be broadly classified into two. They are Alcoholic Beverages and Non-alcoholic Beverages. The following chart shows the classification of beverages.

## 7.3 Non-Alcoholic Beverages – Hot Drinks

A non-alcoholic beverage is a beverage that contains no alcohol. Such drinks are generally drunk for refreshment, or to quench people's thirst. Non-alcoholic beverages can be mainly classified as hot and cold beverages.

**Tea**

Tea is one of the most widely-consumed stimulant beverage in the world. It has a cooling, slightly bitter, astringent flavor. It has almost no carbohydrates, fat, or protein. Tea is a natural source of the amino acid theanine, methylxanthines such as caffeine and theobromine, and polyphenolic antioxidant catechins.

**Coffee**

Coffee is a widely consumed stimulant beverage prepared from roasted seeds, commonly called coffee beans, of the coffee plant. Once brewed, coffee may be presented in a variety of ways. Drip brewed, percolated, or French-pressed / cafetière coffee may be served with no additives (colloquially known as black) or with either sugar, milk or cream, or both. When served cold, it is called iced coffee.

**Cocoa**

it is a powder made from cacao seeds (bean) after they have been fermented, roasted, shelled, ground, and freed of most of their fat. A beverage is made by mixing this powder with sugar in hot water or milk. It is a rich source of theobromine which acts as a stimulant.

## 7.4 Tea

The most popular non-alcoholic beverage, tea is a stimulating and refreshing drink. All tea comes from the "*Camellia sinensis*", an evergreen shrub that may grow up to 60 feet in the wild. When cultivated for harvest, the tea bushes are kept to a height of about three feet. There are over 3000 varieties of tea each with their own specific characteristics.

Tea leaves have a characteristic oval shape and serrated edge. Younger the leaves better the quality of the tea. The kind of tea obtained is determined by the manufacturing process and treatment. The principle flavour components of tea are

caffeine, tannin yielding compounds and small amounts of essential oils. Caffeine provides the stimulating effect, tannin the colour, body and taste to the extract and the essential oils contribute the characteristic aroma. It is predominantly grown in India, Ceylon, China and Japan. Chinese tea contains less tannin than the other varieties.

Tea i s mostly named after the region in which they are cultivated. Example: Assam tea is named after the Assam region in India, and Keemun is named after the Keemun region of China.

**Types of Tea**

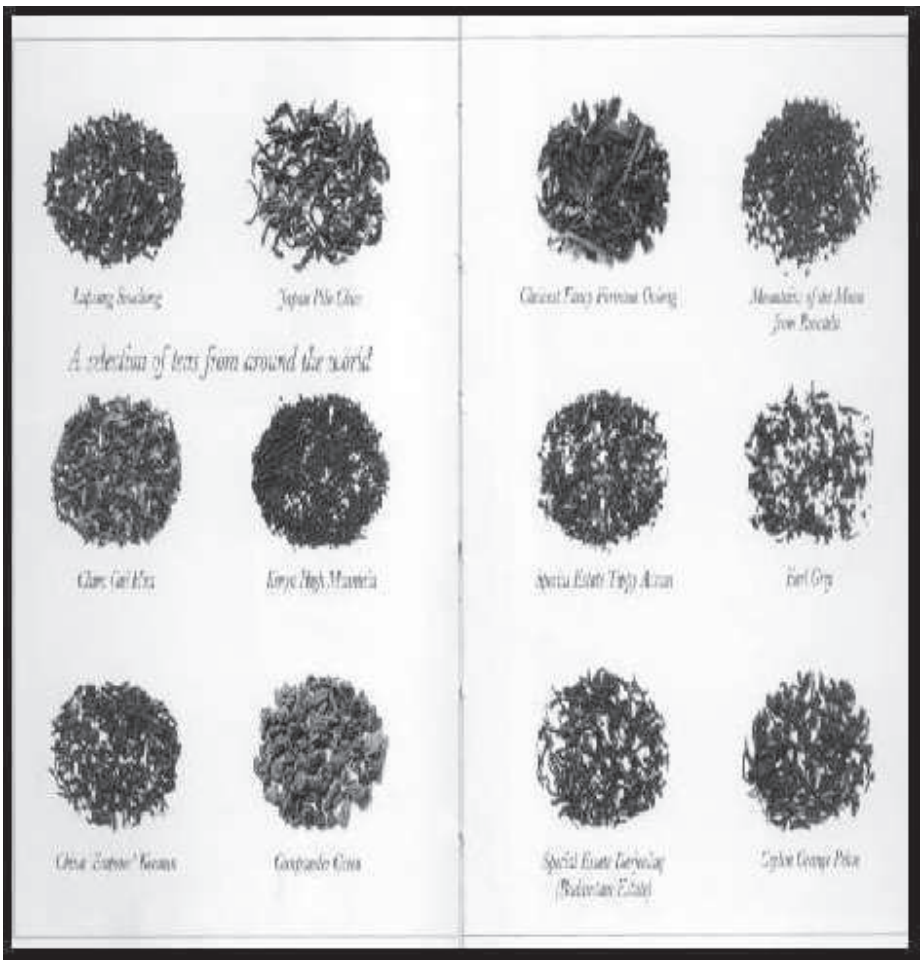


**Fig 7.2**

The climate, soil conditions where the tea is grown, and how the tea is processed, determines the flavor characteristics of the tea. Tea is harvested after each flush - the sprouting of the top two leaves and bud. Tea pickers' motto is 'two leaf and a bud.' The top two leaves and bud are hand plucked and then processed into any of the four types of tea, which are Black, Green, Oolong, and White.

**Black Tea**
The leaves are withered, then rolled till they become soft and massy. This is done to break up the fiber and cells of the leaf to liberate the constituents so that their extraction is easy. The leaves are then fermented. During the process of fermentation some of the acid in the leaves oxidizes and is converted into less soluble forms while more essential oils develop. After fermentation is complete, the leaves are fired in a drying machine. Some of the popular black teas include English Breakfast, and Darjeeling.

**Green Tea**
Skips the oxidizing step. It is simply withered and then dried. It has a more delicate taste and is pale green/ golden in color. The chief difference between black
tea and green tea is the former is fermented while the latter is not. Since the purpose of fermentation is to make tannin less soluble, an infusion of green tea has more tannin in it, astringent and slightly bitter to taste.

**Oolong tea**
**Oolong Tea** is popular in China, it is withered, partially oxidized, and dried. Oolong is a cross between black and green tea in color and taste.

**White tea**
**White Tea** is the least processed. A very rare tea from China, White tea is not oxidized or rolled, but simply withered and dried by steaming. The best tea generally produces a pale-coloured infusion and the depth of colour is not necessarily a 'sign of strength.' Freshly infused tea is harmless to normal digestion; continued infusion extracts the tannin, a bitter substance which is harmfull.

### 7.4.1 Storage of Dried Tea

1. Tea easily absorbs moisture and odors and so it is essential that it is kept in a cool dry place away from any strong smelling items.

2. Tea must be stored in an airtight container not exposed to light and used within a reasonable time. Because light breaks down the quality (photo-oxidation) of tea, glass containers are not suitable for the storage of tea unless stored away from light.

3. If the tea in chest, they should be kept off the ground and at 16 cm. or 6 inches away from the wafts. This allows a current of air to circulate round the tea chest and averts dampness.

4. Once a chest is opened it is advisable to put a close-fitting lid over it.

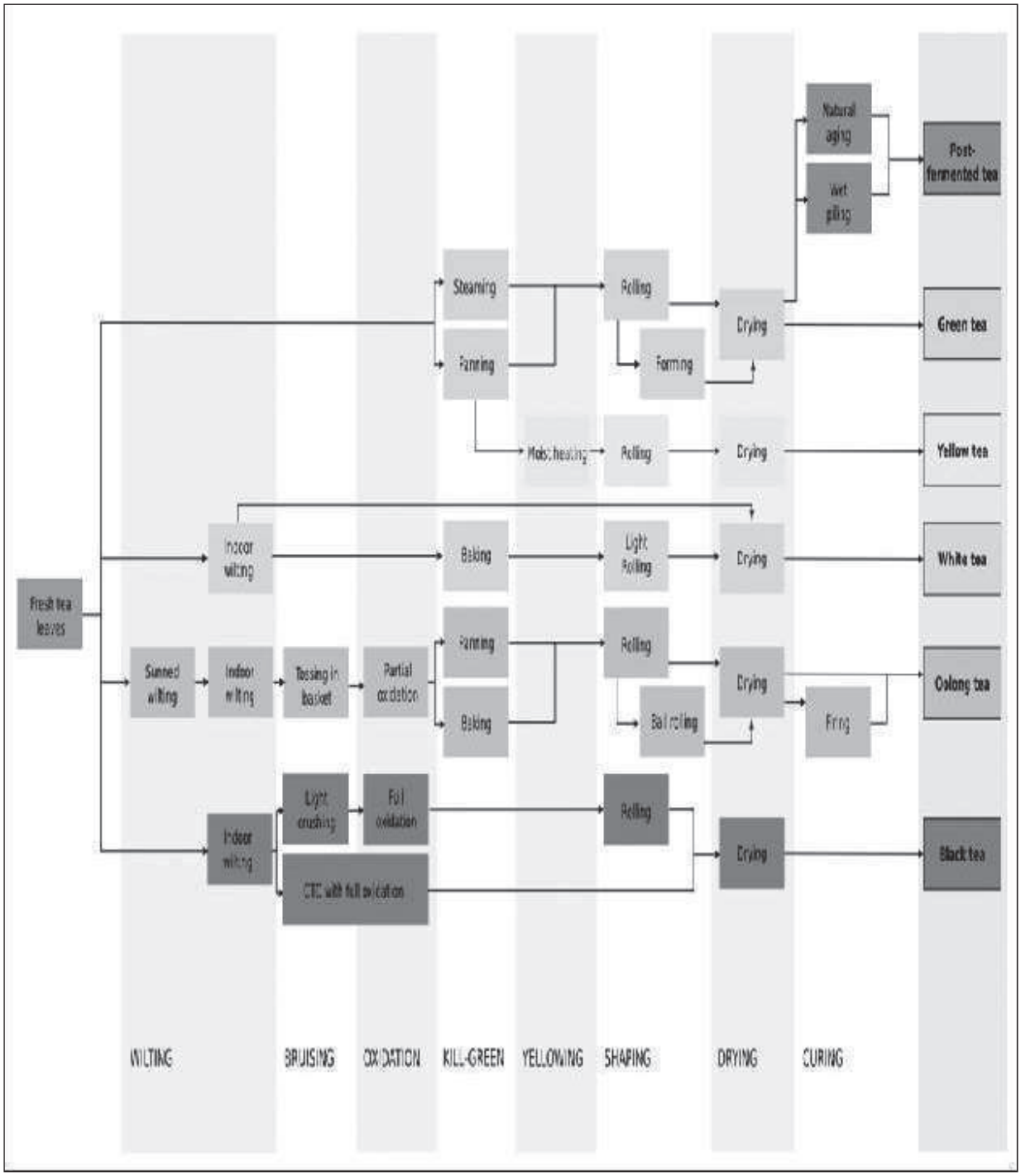
Fresh tea leaves
Sunned wilting
Indoor wilting
Tossing in basket
Partial oxidation
Steaming
Panning
Baking
Indoor wilting
Light crushing
Full oxidation
CTC with full oxidation
Rolling
Forming
Light Rolling
Ball rolling
Drying
Natural aging
Wet piling
Firing
Post-fermented tea
Green tea
Yellow tea
White tea
Oolong tea
Black tea
WILTING
BRUISING
OXIDATION
KILL-GREEN
YELLOWING
SHAPING
DRYING
CURING

**Fig 7.3**

### 7.4.2 Preparation of Tea

Tea brewing or preparation is an art that is simple to perform but which also requires some care to do well. While essentially tea is brewed by adding boiling water to the dry leaf, the quantity of leaves, the temperature of the water and timing is of vital concern. The following is a guide for the preparation of tea. The basic rule of thumb to start is 'one teaspoon of loose-leaf tea per cup'.

1. Warm your empty tea pot by filling it with hot water. This will prevent the hot water from cooling too quickly when leaves are added.

2. Boil freshly drawn tap water. If the quality of your tap water is poor, try using filtered or bottled spring water. For black tea, use the water when it comes to a boil. Water left boiling too long will de-aerate. This will result in a flat tasting tea. For green tea, the water should be heated to a lower temperature (usually approximately 80 degrees Celsius), which may vary from tea to tea.

3. Empty the hot water from your tea pot and add 2.25g or one rounded teaspoon of tea leaves for each cup of water (or one heaping teaspoon per mug), placing the tea directly into the bottom of the pot or using a basket infuser. Tea ball strainers, while convenient, often yield poorer tasting tea as they are often too small to allow all of the leaves to fully unravel its contents. If you do use a tea ball, be sure to use one that is sufficiently large to pack the tea loosely.

4. Add the freshly boiled water over the leaves in the tea pot.

5. Brew tea for the appropriate length of time. Time needed to brew tea varies depending on the leaves being used and the drinker's individual taste. Careful timing is essential for brewing tea. A very general rule to follow is the smaller the leaf, the less time required for brewing. Broken grades of tea leaves and most Darjeeling teas usually only need 3-4 minutes to brew. Whole-leaf teas often need 4-5 minutes. All teas, however, will become bitter due to higher tannin extraction if brewed for longer than 5 or 6 minutes. When brewing tea, time with a timer, and not with your eyes. It is a common mistake to brew the tea until it looks a particular color or shade. The color of tea is a poor indicator of the tea's taste.

6. If you use a basket infuser or a tea ball, remove these promptly when the brewing time has expired. If you placed the tea directly into the pot, pour the tea into the cups through a strainer to catch the leaves. In this instance, if you do not wish to serve your tea immediately, pour your tea through a strainer into another pre-heated tea pot.

7. Tea sometimes is brewed with spices like fresh ginger, dried ginger powder or cardoms to enrich the flavor. Milk and sugar should be added according to individual taste. Adding of milk first or last does not make any significant difference in the taste of tea - but many people have their choice some like to add milk first and some afterwards. Sugar must be added last. Tea is also taken hot with sugar and slices of lemon. This is known as Russian Tea. For preparing iced tea: prepare strong tea. Pour over crushed ice on which placed a sprig of mint and topped with lemon slices. Instant tea: Of late completely water soluble tea powder is getting popular. Another convenient method of preparing tea is to use tea bags.

**Check your progress 1**

1. State the various types of tea

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## 7.5 COFFEE

Coffee berries, which contain the coffee bean, are produced by several species of small evergreen bush of the genus Coffea. The two most commonly grown species are *Coffea canephora* (also known as *Coffea robusta*) and *Coffea arabica*. These are cultivated
in India, Latin America, Southeast Asia, and Africa. Once ripe, coffee berries are picked, processed to remove the mesocarp, and dried. The seeds are then roasted, undergoing several physical and chemical changes. They are roasted to various degrees, depending

on the desired flavor. They are then ground and brewed to produce liquid coffee which is also known as coffee decoction. Coffee can be prepared and presented by a variety of methods to cater the need of loca palate.
Coffee is always brewed by the user immediately before drinking. In most areas, coffee may be purchased unprocessed, or already roasted, or already roasted and ground. Coffee is often vacuum packed to prevent oxidation and lengthen its shelf life.

### 7.5.1 Processing of Coffee Beans

Coffee preparation is the process of turning coffee beans into a beverage. While the specific steps needed vary with the type of coffee desired and with the raw material being utilized, the process is composed of four basic steps; raw coffee beans must be roasted, the roasted coffee beans must then be ground, the ground coffee must then be mixed with hot water for a certain time (brewed), and finally the liquid coffee must be filtered off from the spent powder.

**Roasting**
Roasting coffee transforms the chemical and physical properties of green coffee beans into roasted coffee products. The roasting process is integral to producing a savory cup of coffee. When roasted, the green coffee bean expands to nearly double its original size, changing in color and density. As the bean absorbs heat, the color shifts to yellow and then to a light "cinnamon" brown then to a dark and oily color. During roasting, oils appear on the surface of the bean. The roast will continue to darken until it is removed from the heat source. Coffee can be roasted with ordinary kitchen equipment (frying pan, grill, oven) or by specialised appliances. Some times, butter fat (melted butter / ghee) is added during roasting to enhance the flavour of the resultant powder.

Roasting may differ with what the coffee is going to be used for :

(a) Light city roast : Cinnamon colour , thin flavour and is very popular in the west
(b) City roast / Brown / American : Has a flat flavour and is popular in America
(c) Full city roast : Dark brown colour and a hearty flavour
(d) Brazillian roast : There is a trace of oil on the beans
(e) French Coffee : Burnt amber colour and is very close to Espresso roast
(f) Vienniese roast : The beans are roasted to between full city and French roast
(g) Italian / Espresso roast: Almost burnt or cabonized and yields the darkest and the heaviest of coffees

Roasting is a very specialized job and specialists called roasters are required to do the job.

- Incase the roast is for a longer duration; it would lead to burnt coffee and impart bitter taste.
- On the other hand, coffee roasted for a smaller duration will make it very weak in flavour.

**Grinding**

The whole roasted coffee beans are ground, which is also known as milling, to facilitate the brewing process. The fineness of grind strongly affects brewing, and must be matched to the brewing method for best results. Brewing methods which expose coffee grounds to heated water for longer require a coarser grind than faster brewing methods. Uniformly ground coffee is better than the mixture of sizes produced by a mill with chopping blades. Many coffee drinkers grind the beans themselves immediately before brewing. There are four methods of grinding coffee for brewing: burr-grinding, chopping, pounding, and roller grinding.

The types of grind are :

(a) Pulverised : Only used for Turkish coffee and is a large grind .

(b) Very fine : Used for filter coffee

(c) Fine Espresso : Specifically for use in the expresso machine and is generally applied for the Expresso roast .

(d) Medium : This grind is specifically for percolators , vacuum machines , coffee jugs , etc.

(e) Coarse : This is a finer grind than the other grinds . It yields a muddy coffee and the grind should not be too fine .

**7.5.2 Characteristics of Coffee:**

The characteristics of coffee are:

(a) Acidity: Renders a sharp and strong flavour, which is neither sour nor sweet .

(b) Body: Taste sensation , richness or thickness contribute to the body of the coffee .

(c) Harshness: This leads to an unpleasant taste and is very specific of the Robusta variety a and also seen in coffee made from unripe beans

(d) Winy: The flavour and aroma of a well-fermented bean

(e) Aroma: Is the smell or bouquet in coffee. It is rendered when the coffee beans are roasted.

**BLENDING:**

Blending is done for following reasons

- To produce uniform taste and flavour
- To enhance the taste of coffee
- To reduce costs
- Blending may be done at the bean phase or after the beans have been ground . Arabica and Robusta blends well as the ‘body’ of Arabica helps mask the harshness and inferiority of Robusta .
- Some examples of blends are : Mocha Java , Nepolitan , Roma .
- A very common blend is the blend of coffee with Chicory [The root of Endive/Chicory plant] is used . This is actually an adulterant , and is roasted ground and blend with coffee in the required proportions . This is a definite observation in south Indian coffees .

### 7.5.3 Methods of Preparation of Coffee

**Brewing** Coffee can be brewed in several different ways, but these methods fall into two main groups depending upon how the water is introduced to the coffee grounds.

· If the method allows the water to pass only once through the grounds, the resulting brew will contain mainly the more soluble components (including caffeine).
· If the water is repeatedly cycled through the beans (as with the common percolator), the brew will also contain more of the relatively less soluble, and bitter-tasting, compounds found in the bean, but for this coarse ground coffee will be required.

**Boiling** Despite the name, care should be taken not to actually boil coffee for more than an instant because the decoction becomes bitter.

· The simplest method is to put the ground coffee in a cup, pour in hot water and let it cool while the grounds sink to the bottom. This is a traditional method for making a cup of coffee (known as "mud coffee")
· "Cowboy coffee" is made by simply heating coarse grounds with water in a pot, letting the grounds settle and pouring off the liquid to drink, The above methods are sometimes used with hot milk instead of water. Water temperature is crucial to the proper extraction of flavor from the ground coffee. The recommended brewing temperature of coffee is 93°C (199.4°F). If cooler, some of the soluble that make up the flavor will not be extracted. If the water is too hot, some undesirable, bitter, components will be extracted, adversely affecting the taste. If coffee is heated to boiling point only very briefly, the taste will be little affected; the longer it is kept at a high temperature the worse the taste becomes.



**French Press**

**Steeping**

A cafetière (or French press) is a tall, narrow cylinder with a plunger that includes a metal or nylon mesh filter. Coffee is placed in the cylinder and boiling water is poured on. The coffee and hot water are left in the cylinder for a few minutes (typically 4'-7') and the plunger is pushed down leaving the filter immediately above the grounds, allowing the coffee to be poured out while the filter retains the grounds. Depending on the type of filter, it is important to pay attention to the grind of the coffee beans, though a rather coarse grind is almost always called for. A plain glass cylinder may be used, or a vacuum flask arrangement to keep the coffee hot.

**Drip Brew**

Drip brew (also known as filter or American coffee) is made by letting hot water drip onto coffee grounds held in a coffee filter (paper or perforated metal).
Strength varies according to the ratio of water to coffee and the fineness of the grind, but is typically weaker than espresso, though the final product contains more caffeine. By convention, regular coffee brewed by this method is served in a brown or black pot (or a pot with a brown or black handle), while decaffeinated coffee is served in an orange pot (or a pot with an orange handle).



**Moka Pot Method**

There is an art to making coffee in a moka pot that includes the amount of water, the amount and grind of the coffee, the compactness of the coffee grounds in the filter and the heat of the water used to brew it. It is possible to make excellent coffee without
any acidity or bitterness in a moka pot if you follow simple procedures listed below:

1. Place your kettle of cold water on your stove burner and heat water until hot. Depending on the quality of your water, you may find that using filtered water
significantly improves the taste of your coffee.

2. Grind your coffee. Grind just a little coarser than for an espresso machine (fine, espresso grind of dark roasted coffee). Just coarse enough so it doesn't go
through the upper filter holes or block them.
3. Place hot water in the bottom section of the pot up to the level of the safety valve.

4. Insert the filter basket. Fill the filter basket with ground coffee until it is level and then level off with a knife. Do not compact the coffee, because as the water reaches the grounds they will expand effectively tamping your coffee for you.

5. Make sure the filter disk and gasket are in place in the top portion of the pot. Screw the top section onto the bottom section of the pot and tighten to obtain a perfect seal. If using a stovetop moka pot, place it on the stove on medium to medium-high heat. When hot, the air and water trapped inside the bottom tank expand due to the heat being applied the device. As this happens, it pushes the hot water up a tube, through the coffee grinds, and out of the spout into the top chamber of the pot.

6. When the water in the tank has been exhausted that's when you hear the 'gurgle,' that signifies the drink is ready to pour (approximately 4-5 minutes). Brewing is completed when all the water has been percolated into the top chamber. Remove the moka pot from the stove. Do not put the pot in the dishwasher. Wash the pot in mild detergent and water and dry thoroughly after each use. Always keep your moka pot scrupulously clean. Disassemble the moka pot after , being sure that you clean the underside of the top pot. Every few weeks, run some vinegar through the moka pot as if you were brewing coffee to get rid of any mineral deposits left behind by hard water.

**Pot Method**

i) Warm an earthenware pot or jug. Put in 3 level teaspoons of fresh coffee powder (coarse grind) for each 250 ml cup.

ii) Pour water which has started to boil over the powder and stir. Cover the pot and let it stand near the fire for 5 to 7 minutes.

iii) Pour the coffee through a fine meshed sieve or cloth. Add milk and sugar to taste.

**Filter Method**

Several types of filters are available. Stainless steel or brass filters are the best, but the latter should be properly tinned, or else the coffee will be spoilt. Glass or china containers are good but are fragile. Copper should not be used because of possible copper poisoning.

i) Put in 3 level teaspoons of coffee powder (fine or medium grind) to each 250 ml. or 8 oz. cup. Press the plunger down lightly over the powder.

ii) Pour water which has just come to boil over (the plunger in a circular motion. Let it stand for 5 to 7 minutes.

iii) Coffee can be poured out straight from the lower vessel and milk and sugar added as required.



**Percolator Method**

i) Place the ground coffee powder in the centre section of a clean warm percolator on a fine strainer fitted inside and resting on a paper filter (a pinch off salt is mixed with the coffee).

ii) Pour fresh boiling water slowly through the top section.

iii) The water passes through the coffee, is strained and collects in ihe bottom section of the apparatus.



**Espresso**

Espresso is a concentrated coffee beverage brewed by forcing very hot, but not boiling water under high pressure through coffee that has been ground to a consistency between extremely fine and powder.

The defining characteristics of espresso include a thicker consistency than drip coffee, a higher amount of dissolved solids than drip coffee per relative volume, and a serving size that is usually measured in shots, which are between 25 and 30 ml (30ml=1 fluid ounce) in size. Espresso is chemically complex and volatile, with many of its chemical components quickly degrading due to oxidation or loss of temperature. Properly brewed espresso has three major parts: the heart, body, and the most distinguishing factor, the presence of crema, reddish-brown foam that floats on the surface of the espresso. It is composed of vegetable oils, proteins and sugars. Crema has elements of both emulsion and foam colloid.

**Instant Coffee**

A thick coffee decoction is prepared first and then it is either spray dried to a fine powder or freeze dried to granules. When added to hot water it dissolves completely leaving no residue.

**Turkish Coffee**

It is heavily laced with cardomom and is quite thick in consistency. It is a traditional after meal drink in many Arab countries.

**7.5.4 General Rules for Storing and for Making Coffee**

i) Coffee loses aroma and flavour with storage, as the volatile components evaporate. It should be roasted and ground immediately before brewing for the best possible drink.

ii) Roasted coffee bean can be stored for some time, and can be re-roasted briefly immediately before use. Ground coffee should be used within two or three days of grinding.

iii) Vacuum-packing extends storage life much. Roasted coffee, whether ground or not, can be kept in an airtight container in a freezer to lengthen shelf life.

iv) Fresh coffee is the best; so buy quantities to last not more than a week.

v) Use the exact quantity of powder required. vi) Use freshly drawn and freshly boiled water.

vii) The coffee-maker must be rinsed with hot water before each use and thoroughly washed and dried before being put away. Never brew less than three fourths of the coffee maker's capacity; use a smaller one instead.

**Check your progress 2**

2. State the various types of Coffees

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## 7.6 Summary

In this unit we reviewed the various types of non alcoholic beverages that are popular in the hospitality industry. The most popular non alcoholic beverages are Tea and coffee and they are consumed all across the globe. They are popular in various forms and have both recreational and therapeutic value. Both the beverages have various styles for preparation and the style of preparing has deep impact on the final taste of the beverage.

Each beverage has a unique style of service and typical chinaware is used for them

## 7.7 Review Test

1. Give broad classification of Beverages
2. Write a short note on Tea?
3. List out the various types of tea.
4. What are the various methods of making Coffee?
5. List the characteristics of the Coffee.

## 7.8 Reference and Suggestive Reading


1 Sudhir Andrews 2009 Food & Beverage Service McGraw Hill

2 Tarun Bansal 2011 Hotel Facility Planning Oxford University Press

3 Dasgupta 2011 Tourism Marketing Pearson

4 Bobby George Sandeep Chatterjee 2007 Food & Beverage Service Jaico Book

5 Walker 2003 The Restaurant Willy

6 S. N. Bagchi Anita Sharma 2003 Text Book of F & B Service AMAN PUBLISHERS

7 Davis & Stone 1999 F & B Management BH

# Unit – 8 :Non Alcoholic Beverages -2

**Structure of Unit:**


8.1 Objectives
8.2 Introduction
8.3 Cold Beverages
8.4 Nourishing Drinks
8.4.1 Cocoa
8.4.2 Malted Beverages
8.4,3 Advantages of Beverages
8.5 Juices and soft drinks
8.6 Bottled water
8.7 Mocktails
8.8 Summary
8.9 Key words Glossary
8.10 Review Questions
8.11 Reference and Suggestive Reading


## 8.0 Objectives

At the end of the unit the learner would be able to

- List various types of nourishing beverages
- Identify the advantages of beverages
- Prepare various types of mocktails
- List leading brands of bottled waters
- Identify the difference between different types of non alcoholic beverages

## 8.1 Introduction

In the earlier unit we have studied two of the most popular hot beverages, in this unit we are going to study malted beverages and cold beverages. One of the main functions of beverage is to provide nourishment and quench thirst. The beverages that we are going to study perform the same function of providing nourishment and quench the thirst. In this unit we will study about nourishing drinks which includes malted beverages, cocoa based beverages and juices. We will also explore the various types of bottled drinking water and their peculiarities. There are varied types of bottled drinking water ranging from simple purified waters to bottled on site natural spring waters.

We will also get introduced to the concept of mocktails and the advantages of mocktails in the food and beverage service.

## 8.2 Cold Beverages

**Aerated**
These beverages are charged or aerated with carbonic gas. The charging with carbonic gas imparts the pleasant effervescent characteristic of these beverages. Carbonation occurs when carbon dioxide is dissolved in water or an aqueous solution. This process yields the "fizz" to carbonated water and sparkling mineral water. Example: soda water, dry ginger, fizzy lemonade, ginger beer, coca-cola, pepsi, and others.

**Spring water/**
Spring water is the water derived from underground.

**Mineral water**
Mineral water formation from which water flows naturally (artesian) to the surface of the earth. Minerals become dissolved in the water as it moves through the underground
rocks. This may give the water flavor and even carbon dioxide bubbles, depending upon the nature of the geology through which it passes. This is why spring water is often bottled and sold as mineral water. Mineral water is the water containing minerals or other
issolved substances that alter its taste or gives it therapeutic value. Salts, sulfur compounds, and gases are among the substances that can be dissolved in the water. Mineral water can often be effervescent. Mineral water can be prepared or can occur naturally.

**Squash**
Squash is a highly-sweetened (and often fruit-based) concentrate, which is diluted with a liquid, most commonly water, before drinking. Typically, squash is created by mixing one part concentrate with four or five parts of water (depending on concentration and personal taste) directly into a glass or mug or into a jug. Squashes are also mixed with spirits or cocktails. The most common flavours are orange, apple and blackcurrant, lemon, peppermint, mixed fruit, summer fruits, and lemon-lime. Other flavours include peach, strawberry, passion fruit, custard apple and kiwi fruit.

**Juice**
Juice is prepared by mechanically squeezing or macerating fresh fruits or vegetables without the application of heat or solvents. Popular juices include, but are not limited to, apple, orange, prune, lemon, grapefruit, cherry, pineapple, tomato, carrot, grape, strawberry, cranberry, pomegranate guava, sapota and celery. It has become increasingly popular to combine a variety of fruits into single juice drinks. Popular blends include cran-apple (cranberry and apple) and apple and blackcurrant. Juices are also
used for cocktails and mixing with spirits.

**Syrup**
Syrup is a thick, viscous liquid, containing a large amount of dissolved sugars (60 to 65% brix), but showing little tendency for crystalisation of dissolved sugar. The main use of these concentrated sweet fruit flavourings is as a base for cocktails, fruit cups or
mixed with soda water as a long drink. Some examples of syrup are orgeat (almond), cassis (blackcurrant), citronelle (lemon), framboise (raspberry) and cerise (cherry)

## 8.3 Nourishing Drinks (Cocoa And Malted Beverages)

As the name signifies these drinks provide significant instant nourishment to the human body and associated with milk based nourishing drinks such as drinking Chocolate, Milo, Boost, Complan, Horlicks, Oval Tine, Bournvita. These are sweetened powder mixes with milk to give a rich cocoa flavor.

### 8.3.1 COCOA

The word cocoa is derived from the Aztec word ***cacabuatl*** and used in the form of powder obtained from the beans,which are the seeds of cacao. Cocoa provides protein and large proportion of starch which helps to provide energy to the body. Cocoa is the source of iron too.
Cocoa, besides being a stimulant, is also a food. It is prepared from the seeds (beans) of a tree called *theobromo cacao*, grown in South and Central America.the West and East Indies and along the Gold Coast and adjacent areas in Africa. Common commercial varities are criolo (fine quality) and trinitario (medium quality). The pods are gathered in heaps and cut open with sharp rounded knives. The cocoa beans which are covered with a moist, glistening sweet white pulp (mucilage) are scooped out. Oxidation begins almost at once causing the beans to become brown. Therefore, as soon as possible, they must be placed on fermenting heaps and are spread in the sun to remove the moisture so that spoilage does not set in.

Cacao plant is a tropical tree 4-12 meter high and found in West Indies, Ghana, Nigeria and South America and fruit (pod) contains 25-40 beans. Beans are extracted from the ripe pods and heaped up into mounds so that they ferment then they are sorted, washed, dried and roasted.
However, fermentation is necessary to get the finest possible flavor. This is accompanied by a rise in temperature and the transformation of natural sugars to acetic and other acids. After several days, this operation is complete and the beans are allowed to dry. They are then ready to be packed and shipped. Cocoa contains theobromine and caffeine as well as starch fat, nitrogenous compounds and salts. So, apart from being a stimulating drink, it is also a food. Cocoa can be prepared in milk only, or in milk and water, mixed to suit the taste of the individual. The powder is mixed with sugar to avoid lumping. A little cold milk is added and a thick even paste made. Either hot rnilk or hot milk and water are poured over. The preparation is then allowed to boil for a few minutes which improves the flavour. A pinch of salt added at the beginning enhances the flavour.

**Interesting fact's about cacao**

- Initially cacao tree was used for hunger and thirst and most beautiful tree in the paradise of Aztec.
- In 1502 Christopher Columbus was welcome by offering cocoa beans, cocoa fabrics, and cocoa weapons.
- In Aztec society cocoa was used as a currency as well as food.
- Most aromatic cocoa comes from Venezuela and known as Carcas cacao.
- Brazilian cacao has a bitter taste and used as a blending for weaker cacao.
- Cocoa powder contains 8% -20% fats and obtained from grinding of cocoa cake.
- Cocoa butter is natural fatty material in cocoa beans.
- Raw material of all cocoa or chocolate based products is cocoa.
- World cocoa production is growing @2.2 % a year and reach 3.7 million tones.
- Africa share 68% of total production of cocoa in the world followed by Far East 18%, Latin America and Caribbean contributes 14% in total production.
- Consumption of cocoa is increasing @2.1% per annum.
- Cocoa used in cakes, puddings, sauces, icings and ice cream.

**Storage:** cocoa should be kept in air tight containers and in a well ventilated room.

**Cocoa drink:**

**Ingredients:** 30 gm cocoa, 60 gm sugar and 1liter milk (milk and water)

Preparation: dissolve cocoa in cold milk. Boil the remaining liquid, add cocoa and stir continuously all the time and add sugar.

**Chocolate:** It is a mixture of cocoa, sugar, milk, honey and dried fruits. Chocolate comes in different forms: plain or bitter, semi sweet, sweet, white and milk. It has multiple use such as in bakery and confectionary, drinks, flavoring agents, garnishes etc. a good chocolate is shiny brown, breaks cleanly and is free of lumps. Chocolate may also be served in the form of beverage as hot or cold with water and milk or a mixture of both. Chocolate drink was discovered in Mexico and then introduced by Spanish to the Europe. In England chocolate drink was very popular as a beverage to break the fast or enjoyed a day before of fast to get sufficient energy for the next day of fast. ***The Marquise de Sevigne*** wrote: "***the day before yesterday I took some chocolate to digest my dinner in order to sup well and I took some yesterday evening so as to nourish my self well and be able to fast until the evening that is why I find it pleasant, because it acts according to purpose".***

***Foamy chocolate*** is a combination of 1 liter milk, 200 gm chocolate and 15 gm vanilla flavored sugar and garnish with 100 ml of single cream and cinnamon powder.

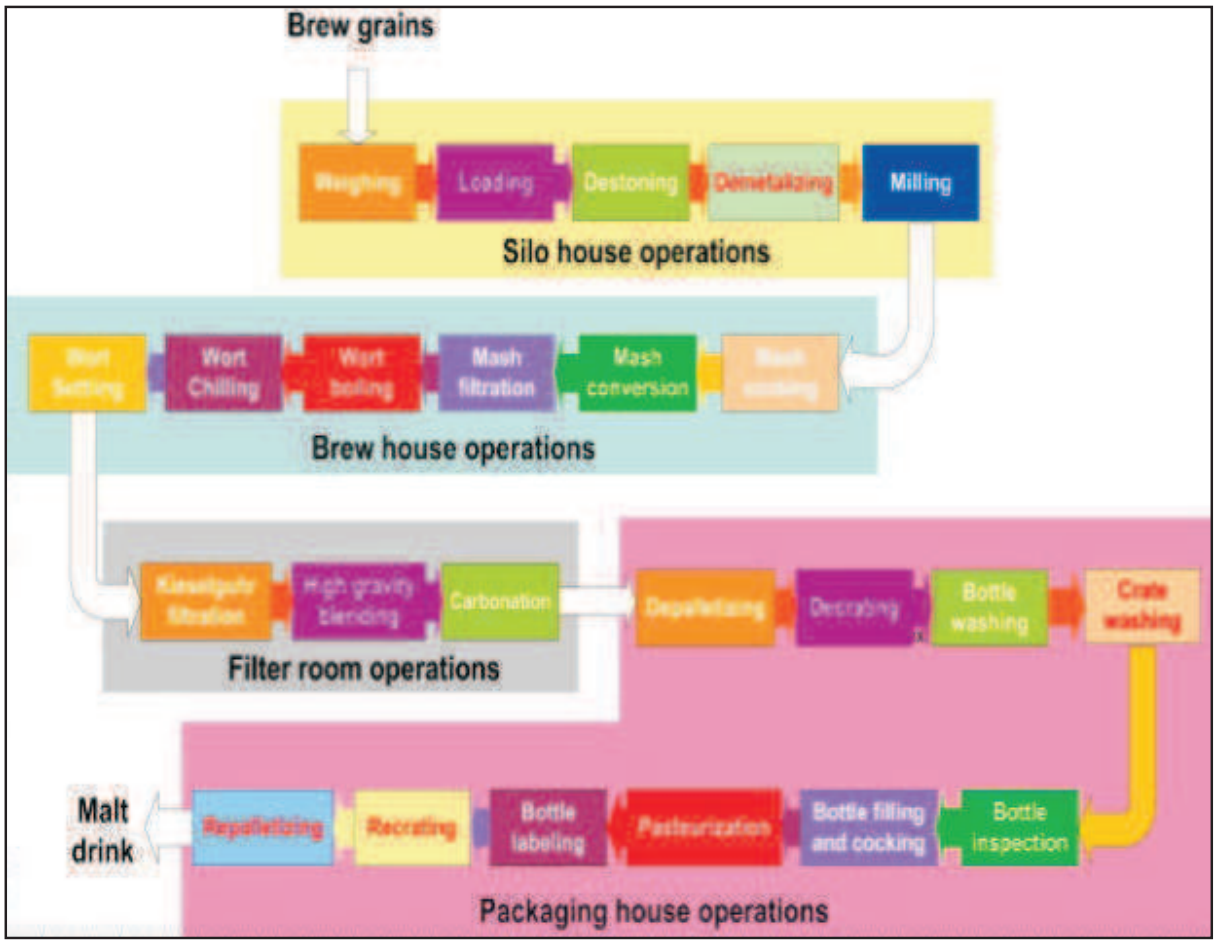
Preparation: Melt the chocolate in boiling milk and add vanilla sugar and garnish with single cream and cinnamon powder. Foamy chocolate can also serve cold by reducing the quantity of chocolate by half (100gm).

### 8.3.2 MALT BEVERAGE

Malt beverage is an American term for both alcohol containing and non-alcoholic fermented beverages, in which the primary ingredient is the grain, or seed of the barley plant, which has been allowed to sprout in a traditional way called "malting" slightly before it is processed. By far, the most predominant malt beverage is beer (naturally fermented barley sugars flavored with hops), of which there are two main styles: ale and lager. A very low alcohol level beverage brewed in this fashion is technically identical to "non-alcoholic beer." Such a beverage may be prepared by using a slightly altered brewing process which yields very little alcohol (technically less than 0.5% by volume). These are calledLow-alcohol beers or "near beers".

- Point Break: Papaya, Banana, Coconut milk, soy and hint of Ginger.

**Production Process of Malt Beverage**
**FIG 8.1**




### 8.3.3 ADVANTAGES OF BEVERAGES

1. **Refreshment:** Non-alcoholic beverages such as plain or carbonated water, lime juice, ginger ale and other bottled beverages, fruit juices and iced tea or coffee are refreshing drinks and are used to relieve thirst.
2. **Nourishment:** Pasteurized milk, butter milk, chocolate and cocoa drinks, eggnog made with rum, fruit juices, glucose water, lemonade provide nutrients and help in nourishing the body.
3. **Stimulant:** Tea, coffee, cocoa and chocolate beverages help in stimulating the system.
4. **Soothing Agent**: Warm milk and hot tea have a soothing effect and are used for this purpose.
5. **Appetizers:** Soups, fruit juice and alcoholic drinks in limited quantities increase an individual's appetite and thereby food consumption.

## 8.4 Juices & Soft Drinks

- **Refreshing or Aerated Beverages:** Most popular non alcoholic beverages and today's life hardly any human being who didn't taste and consume these drinks. **You must hear about Pepsi, Thumps up, Mirinda, Slice, 7 up, and coke** and these are the most common brands of aerated beverages. These are mostly aerated with carbonic gas and made with the combination of essence, sugar, water and gas. Essences are mostly derived from citrus fruits. Water, sugar and essence are infused with carbon di oxide and bottle sealed immediately. Soda is just purified water and now day's soda also comes in different flavors. ***Dry ginger*** (golden straw colored with a ginger flavor), ***Bitter Lemon*** (pale cloudy colored with a sharp lemon flavor), ***Ginger Beer*** are most common aerated beverages used in preparation of cocktails.

- ***Syrup*** is a concentrated solution of sugar such as glucose/sucrose/fructose in water or fruit juice other aqueous liquid (containing water), sometimes with an agent carry medicinal value also, usually served as a refreshing drinks. syrups are clear, viscous liquids and have an aroma of fruit and have caloric content approximate 245 kilocalories per 100 gm and sugar content varies from 40%-80%. Water base syrups have less sugar content 30%-60%. Syrups are used in the making of mocktails, carbonated beverages, still beverages, cocktails, fruit cups or mixed with soda as a long drink, bakery and confectionery items. Syrups are also used as a flavoring agent in preparation of shakes and cold milk drinks.

- Indian catering industry widely used ***Grenadine*** ( pomegranate), **Cassis** (blackcurrant), ***Citronelle*** ( lemon ), ***Lemoneez*** (lemon), ***Golden***, **Gomme** ( white sugar syrup), **Maple, Framboise** ( raspberry), Cerise (cherry), **Orgeat** ( almond) and ***Khus.***

- **Squash** sometimes referred as cordial prior to mixing water is a sweetened or unsweetened fruit based concentrate (strawberry, raspberry, orange, lemon) that is mixed with a liquid and most commonly used as refreshing

drinks. Squash is very popular drink in UK, France, Malta, Pakistan, Ireland, India, South Africa, Kenya, New Zealand, and have a large market share in competition with fruit juices and soft drinks. Consumption of squashes is very popular in summer season especially in South Asian countries and serves as a welcome drink in every house. Squash is prepared by combination of one part of squash with 4-5 parts of water on the bed of crushed ice directly into a glass.

- **Popular Brands of Squashes:**

- ***India:*** Rasna, Kissan, Rooh Afza, Miwadi, Vimto, Ribena,Robinson, Kia-Ora.

- ***International:*** Golden Circle, Cottes, Bickford's, Assis, Prigat, Primor.

- ***Juices*** are also widely consumes as a refreshing drink in the form of fresh or canned or bottled. Juices can be consumed as a straight drink (small or large) or as a mixing agent in preparations of cocktails and as base ingredients for preparation of mocktails. Most commonly juice consumed in the catering industry are as follows: ***Orange, Pineapple, Tomato, Apple, Grapefruit, Lemon, Sweet Lime, Mango, etc.***

- ***Non alcoholic beers*** or fruit beers are becoming popular day by day and most of the consumers of such beers of the age of 14-21. Alcohol is removed by reverse osmosis process. Ancheuser – Busch and Miller were the first manufacturer and market the Non alcoholic beers. Ancheuser – Busch created O'Doul's and Miller created Sharp's. Other popular non alcoholic beers in the market are Buckler, Clausthale,Kaliber and Moussy.

- **Non *alcoholic wines*** or wimp wines dealcoholized wines excellent options for pregnant women, people with diabetes and guests who are on meditation and those want to have something other than fruit juices or mocktails. ***Carl Jung*** was one of the first to create a non alcoholic wine in 1912. These wines are not truly alcohol free and contain trace amount of alcohol. ***Ariel, a Californian wine maker*** introduce a process of cold filtration or ultra filtration is a form of reverse osmosis( for removal of alcohol from the wine) after the ageing of wine to retain as much flavor as possible of the original wine. To achieve ultrafiltration, the wine is forced to flow under high pressure along a porous cylindrical wall of one or two membranes with tiny pores. As water and alcohol have smaller molecules than the wine juice or must pass through this membrane wall leaving a very thick, syrupy concentrate of the wine's flavors and essence in the cylinder. Water is added back to the concentrated wine flavors and essences, creating an almost –reconstitutes wine which lacks only alcohol.

- Another older process to dealcoholize wine is distillation but this process didn't get success as during the process of distillation it not only removes the alcohol but also aroma and flavor of the wine. Non alcoholic wines include red and white table wine as well as ***white Zinfandel, Cabernet, Sauvignon, Chardonnay, Riesling*** and blends of these grape varieties as well as champagne or sparkling wines.

## 8.5 Bottled Waters

***There are five categories of bottled waters namely as:***

1. Sparkling (effervescent) Waters
2. Still Waters
3. Spring Waters
4. Mineral Waters
5. Flavored waters

***Sparkling waters*** are refreshment beverages, consumed not necessary to quench thirst, but as a beverage with a meal in lieu of alcoholic drinks or fruit juice. Sparkling waters are plain as well as flavored waters and may have a flavoring of orange, raspberry. Sparkling waters may have calories or caffeine and characterized by bubbles or effervescence. Voslau (Austria) is well known for its bubbles. While many of the sparkling waters are effervescent and noted on the label that it is not carbonated.

***Popular international sparkling waters***:

- San Pellegrino ( Italy)
- Loka ( Sweden)
- Artesia (Texas)
- Perrier, Vittel, Vichy Celestine, Badoit (France)
- Crystal geyser( Californian's Napa Valley)
- Royal Farris ( Norway )
- Appollinaris ( Germany )
- Spa, Spa Monopole ( Belgium)

***Still waters*** or non-sparkling can contain minerals and can be pumped well water or even distilled waters. These waters are used for every day drinking, cooking and water for making tea and coffee or mixed with flavored concentrate to make flavored beverages as a replacement for tap water. Most of the still waters are sold in large gallons or in small tanks and can be utilized for a week or more by any house hold. These waters are taken from springs, well or pumped water and have been distilled/ processed and purified. No addition or deletions of substances, including minerals or other dissolved substances are permitted except for ozonation or disinfection or filtration process necessary for safety.

***Indian Brands:*** Alfa Blue, Atlas Premium, Bailey, Bisleri, Cool Valley, Dew Drops, Golden Eagle, Golden Valley, Hello, Kinley, Rain Drops, Himalayan, Nestle Pure Life, Sprint Up.

***International brands:***

- *Evian, Contrex, Volvic( France )*
- Spa, Spa Monopole ( Belgium)
- Ashboure, Malvern, Buxton ( England )
- Highland Spring ( Scotland )

***Water fact's file****:*

- Water constitutes 60% of adult body and 75% of a child body.
- Oceans are the biggest source of water and have 97.2% i.e. approximate 31,70,00, 00,0 cubic miles
- Icecaps / glacier are the second important source of water and have 7, 00,000 cubic miles (2.15%).
- Atmosphere is the third important source of water and has 3, 000 cubic miles (0.001%).
- 0.3241% of fresh water is available.
- Approximate 1000 liter of water passes every year in our body.
- 1.5 billion People will not have water by the end of year 2015.
- Lack of water is number one fatigue.
- Sufficient water intake that is approximate 2 liter per day reduce the colon cancer by 45%, breast cancer by 79% and bladder cancer by 50%.
- According to UN Study, We are in 120$^{th}$ position in terms of quality of water out of 122 countries.
- Coding of bottle is a legal requirement and date of manufacturing, batch number and best before information needs to be printed/ coded before final packing.
- There are around 150 brands of bottled water , more than 1200 bottled water factories in India and water business is very close to Rs. 1000 crores and growing @40% -50% annually for last five years.
- Serving temperature of Still water is 12 degree centigrade while sparkling water should serve slightly higher temperature (14-16 degree centigrade).
- If you want to enjoy water with ice and then ensure ice should be made from same water.
- Potential hydrogen (pH) measures level of acidity or alkanity of a substance, on the scale 1.0 to 6.9 is acidic, 7.0 is neutral and 7.1 to 14.0 is alkaline. Since pH is a logarithmic scale, the difference of one degree indicates a tenfold increase or decrease for example water with a pH of 5.0 is ten times more acidic than ph 6.0.
- Taste of water is always based on pH factor: acidic pH 5-6.7, neutral pH 6.7- 7.3, hints of sweet pH7.3- 7.8 and alkaline pH 7.8-10.0.
- Bottled water comes in different packages of 250 ml cup, 250 ml bottles, 500 ml bottles, 1 lit, 1.5 lit, 2 lit and for commercial and household purpose big package of 5 lit and lit are available.

***Spring waters*** are taken from underground springs or underground formation from which water flows naturally to the surface. No processing is permitted other than bottling and labeling and often written as ***natural spring water***. Evian is the leader in this category; Spa from Belgium, Volvic (France) and Naya (Canada) are other most popular brands of natural spring water in the world. Well water is another category of natural water and it is taken from wells- holes are drilled, bored, dug into the ground and then it is bottled and labeled.

***Mineral waters*** are those waters, natural and processed and contain dissolved minerals. The measure used by regulatory agencies is milligrams of totally dissolved mineral solids or TDS (totally dissolved solids) per liter. Range of TDS varies from 500 -1500 per liter, or 500 -1500 parts per million (PPM). Minerals dissolved in the waters include sodium, calcium, magnesium, potassium. Mineral waters must have the designation "mineral water" and total TDS must be appearing on their labels and be stated in PPM. Mineral waters are of two types sparkling and still. If the carbonation is added then label must quoted ***carbonated natural mineral water*** otherwise ***naturally carbonated mineral water as it is very confusing but the change of first two words the whole meaning will change.***

***Classification, characteristics and brand names of mineral waters***

| ***Type*** | ***Characteristics*** | ***Brand names*** |
|---|---|---|
| ***Alkaline*** | Helps in gout and rheumatism | Perrier, Malvern, Vichy, Evian, Selters |
| ***Aperient*** | Contains main sulphates of magnesia or sulphate of soda | Cheltenham, Montmirail, Seidlitz |
| ***Chalybeate*** | Comes in 2 categories either carbonated or sulphated and act as a stimulant and a tonic. | Forges, Passy, Saint Nectaire, Vittel |
| ***Lithiated*** | As the name states they are rich in Lithia salts | Baden-Baden, Salvator, Saint Macro, Carlsbad |
| ***Sulphurous*** | Impregnated with hydrogen | St. Boes, Harrogate, Challes |

***Flavored waters*** have flavors and it should not be more than 0.02%- 0.05% of fruit extracts either juices or essences of juices and/or herbs or spices (mint, cinnamon) and does not has color, no carbonated gas and no calories. Purists regard only those waters with essences and fruit extracts added as flavored waters others that have sugars (corn syrup) regarded as flavored drinks. There are many flavored waters in the market with flavoring of berries (strawberry, raspberry, blackberry), orange, lemon, lime, peach, cherry, tangerine, kiwi. Corn syrup has been added or not is notified on the label. ***Jeera water is being served today in Kerala***

***There are various techniques adopted by manufacturers to purify the water such as reverse osmosis, distillation, deionization to make water sage, drinkable, free of odors, colors and dissolved particles.***

1. *Reverse osmosis (RO) is a process by which water is forced, under heavy pressure through membranes or filters that remove 90% or more of any dissolved minerals and solids.*
2. *Distillation is process in which water is vaporized by boiling until it turns into steam, the steam rises is collected and then condensed. The condensed water is free of any dissolved minerals and solids because they did not vaporize with the water.*
3. *Deionization is the process in which water is passed through resins that remove the majority of the dissolved materials.*

## 8.6 Mocktails

# Mocktails are the combination of two or more than two fruit juices.

***Temperance is the noblest gift of gods' and temperance is the greatest of all virtues. And who are we to argue? Syrups in flavors as deserve as peach, almond, strawberry and mint, as well as a wide range of exotic fruit juices means that mocktails can be as exciting and delicious as their alcoholic rivals. Here is the chance to go a little bit mad with the garnishes- so let your imagination run riot.***

***Parts of a mocktail:***

1. ***Base*** *is the fundamental ingredient. It is usually a juice or ice-cream and it is possible to combine two or more fruit juices for example orange and pine apple juice as they are in different flavors and common characteristics.*

2. ***Modifier*** *agents smoothes the biting sharpness and adds character to its natural flavor but flavor of modifier should not predominant over the base.*

3. ***Flavoring agent*** *like syrups as well as cordials and it may possible an ingredient used in a mocktail is modifier and in other mocktail as a flavoring agent.*

4. ***Coloring agent*** *give color to the mocktail.*

5. ***Additive****s includes eggs, capsico, Worcestershire, Tobasco sauce, salt and muts etc.*

6. ***Garnish*** *increase eye appeal of a cocktail and it is usually a fruit on a stick or something which enhances the eye appeal and flavor.*

7. ***Ice*** *is the most important ingredient and be careful while using it as warm ice melts quickly and makes weak diluted drinks.*

**First words: shaken or stirred**

**You will need…**

- Shaker
- Cork screw
- Mixing glass
- Bar spoon
- Strainer
- Electric blender
- Refrigerator
- Ice
- Measure
- Fruit knife
- Chopping board
- Lemon squeezer
- Recipe……..

**Glasses:**

- Choose stemmed glasses which are not served on ice
- High ball glasses for rocks drinks
- Goblets are for drinks incorporating egg yolks

**Garnishes:** the most immediate appeal of garnishes in drinks is visual and contributes many functions: flavor, aroma and makes them integral to the drinking experience. You must be noticed that diners are eaten garnishes. Think about spearing olives and slices of lemon or lime. Decorations can be divided into three basis categories:

1. ***On the edge of the glass*** such as slice of citrus fruit
2. ***Speared on cocktail sticks:*** olives, cocktail cherries
3. ***Floated in the drink***: herb springs or spices.

***Following are the prominent garnishes used in Indian catering industry***

- Creamy white orchid floating on an exotic frapped concoction
- Stuffed green olive speared on a cocktail stick
- Slices of lemon, orange and lime
- Cocktail cherries
- Pineapple, kiwi or mango

- Slices of peach, strawberry
- Wedges of apricot
- Pearl onions, cucumber slices, celery stick, sprigs of fresh mint
- Salt /sugar/honey frosted glasses
- Freshly grated nutmeg, powdered cinnamon, blanched almonds
- Straws, colures paper parasols
- Pineapple spears
- Celery ribs
- Citrus wedges, twists, wheels, peel spirals.

***Golden Rules for Making Mocktails:***

1. Never overdress a drink as it simply looks silly, but tantalizes both the eye and palate.

2. Always use fresh ice and ingredients. And ice should always be clean and clear.

3. Always use standard recipe.

4. Never overfill the shaker.

5. Effervescent drinks should never be shaken.

6. To shake, use short and snappy actions.

7. Mocktail glass should be pre-chilled. Glasses should stand in the refrigerator for an hour or two before needed, but a scoop of ice placed in the glass, and left there while the drink is being prepared, ill chill it very efficiently.

8. To stir, stir briskly until blend is cold.

9. Always add garnish after the mocktail has been made; add it to the glass.

10. Never use the same ice twice.

**Mocktail Recipes**

- **The pussyfoot**: Equal combination of orange, lemon and sweet lime juice with one egg yolk and 15 ml grenadine syrup.

- **11 pm**: Three parts fruit juice, one part grenadine, scoop of ice cream, fresh cream and top up with cola my princess: strawberry sorbet120 ml with dash of peppermint and topped with grated chocolate.

- **Simpy**: 3 parts of orange juice, one part of lemon juice and couple dashes of angostura bitters top with soda water garnish with fruit and serve with straw.

- **Couple's dream**: Shake together 6 parts pineapple juice, one part grape fruit juice, two parts coconut cream and a scoop of crushed ice. Serve unstrained.

- **Red eye**: Shake together tomato juice, a good squeeze of lemon juice, a couple dashes of Worcestershire sauce, a couple drops of tobasco, a pinch of celery salt and a shake of pepper. Strain and serve straight up or on the rocks. Garnish with a slice of lemon and a stick of celery.

- **Honeymoon special**: On the bed of ice cubes few drops of khus syrup, a dash of Worcestershire sauce, a dash of tobasco, a stroke of salt, bit of green chilli sauce, top up with 7 up. Garnish with slitted green chili, lemon wedges and mint leaves serves in a salt frosted glass.

- **Jump up and kiss me**: Mirinda on the bed of vanilla ice cream, garnish with cherry.

- **Virgin Mary**: Tomato juice, lime juice (3:1), top up with soda a pinch of salt served in salt and lemon frosted glass garnish with mint sprig/ basil.

- **Egg nog**: Shake together a tumbler full of milk, an egg, a tea spoon of sugar, and plenty of crushed ice. Dust with freshly grated nutmeg, garnish with a maraschino cherry and serve with straws.

***Smoothies***

- Lava Lust: Coconut Milk, Puree of Fresh Mango, Pineapple Juice Blended with Raspberry Sorbet.

- Keko Berry: Blend Orange Juice, Chopped Ginger, and Banana with Strawberries.

- Punia Pau: Blend Strawberries, Papaya and Banana with Orange Juice.

- Hula Hula: Coconut Milk, Banana, Pineapple Juice and Hint of Ginger.

- Taste Of Aloha: Coconut Milk Blended With Papaya, Mango, Pineapple Juice and Hint of Ginger.

- Summer Breeze: Peaches, Strawberries, Banana all blended With Frozen Vanilla Yogurt & Lemonade.

- Kukui: Almonds, Banana, Vanilla Yogurt and Orange Juice.

- Hawaiian Blues: Blueberries, Pineapple, Banana, Soy and Ginger.
- Tropical Heat: Coconut Milk, Banana, Papaya, Ginger, Vanilla Yogurt and Soy.

## 8.7 Summary

There are set golden rules which must be adhere by the service personnel while preparing, dispensing and serving of food and beverages. Mocktail bar counter a trend has been observed in last couple of years in the function catering and it requires excellent knowledge and skills of the mixology of the non alcoholic beverages. Chapter highlights the most popular brand names of various beverages are given to understand the need of market. Chapter details with the simple recipes of mocktails, types of bottled beverages

## 8.8 Key Words & Concepts

- **Alkaline :-** Represents quality of a solution called bases which neutralize acids to form salts.
- **Bicarbonate :-** Means a salt of carbonic acids.
- **BIS:-** Bureau of Indian Standards responsible for formulating and setting quality standards.
- **Calcium carbonate:-** Responsible for water hardness.
- Carbonation:- Process of injecting carbon dioxide gas.
- **CGWA :-** Central Ground Water Authority engaged in ensuring safeguarding ground water in the country.
- **Cholera :-** a water borne disease and symptoms are diarrhea, vomiting and cramps.
- **Deionization :-** process of reducing water to a non mineral state by passing it over a bed of resins.
- **Distilled water:-** water that has been purified by passing through evaporation condensation cycle.
- **Filtration process:** naturally or artificial, where water passes through filters
- **Fluoride:-** a compound of fluorine

- **Ground water:-** supply tapped by wells, springs and saturated zones of Earth.
- **Hard water :-** rich in calcium and magnesium salts
- **Membrane filter:-** very fine filter used in reverse osmosis or filtration
- **Potable water:-** water fit to drink as per BIS 10500:1991
- **Ppm:-** parts per million
- **Pure water:-** water free from any physical, chemical and microbiological impurities

## 8.9. Review Questions

1. Define Beverage. Classify non alcoholic beverages and write two characteristics of each category.
2. State reasons of gaining popularity of mocktails in Indian catering industry and write two recipes with their garnishes and recommended glasses to serve.
3. Classify water and explain importance of bottled water in human life.
4. State production of cocoa and write two use of cocoa in preparing nourishing drinks.
5. Write two International brand names of the following:
    a. Sparkling Waters
    b. Still Waters
    c. Spring Waters
    d. Mineral Waters
    e. Flavored waters
6. Enlist preparation methods of coffee and explain two in details.
7. Write recipes of any two following mocktails:
    a. a. Virgin Mary. b. Red Eye c. Honeymoon Special

## 8.11 References and Suggested Reading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# Unit – 9 : Meal & Menu Planning

**Structure of Unit:**

9.1 Origin of Menu

9.2 Objectives of menu Planning

9.3 Types of Menu

9.4 Courses of French Classical Menu (Sequence, examples from each course)

9.5 Accompaniments

9.6 a) Type of meal, early morning tea, Breakfast

*(English, American, continental, Indian)*

b) Brunch, lunch, afternoon/high tea, dinner, supper

9.7 Review of questions

9.8 - Reference

## 9.1 - Origin of Menu

- First time an idea of designing a menu came in mind of duke henry in 1851 at Paris when he was hosting a party for has friends. Motive of his idea was to familiarize his guest from the dishes he was serving in that party so that they can decide what they are serving in that party, so that they can decide what they want. The menu was 2.75 meters (approximately 9 feet) long and made up of paper.

- In the year 1541 Mr. Duke Henrys hosted a party at his residence in the city burs wick of Paris. At the time of pre- reception he handed over a long slip to his valuable & respected guests. The slip comprising of details of food and beverage items offered by him in the same function. The basic purpose to provide the list of their guest so they can pre-decide what to have or not from the food displayed according to their choice. The idea became so popular that later on the list of food and beverage items was converted into the word “MENU”.

## 9.2 - Objectives of Menu Planning

- To identify factors planning for menu
- To identify constraints in menu planning
- To explain importance of menu
- To plan and write menu
- Be cost effective
- Be accurate
- Create a balance diet
- Use leftovers
- Enhance waste management
- Meet or exceed guest expectations
- Attaining marketing objectives
- Balance traditions and innovations
- Match available equipment facilities
- Reduce burden on storage equipments

## 9.3 - Types of Menu

**Menu is mainly of two types:**

- Table d'hôte
- A la carte

  - ***Table d'hôte*** is a French phrase which literally means ''host's table". It is used in restaurant terminology to indicate a menu where multi course meals with limited choices are charged at fixed price. Such a menu may also be called prix fixe (''fixed price"). Because the menu is set the cutlery on the table may also already be set for all of the courses, with the first course cutlery on the outside, working in towards the plate as the courses progress.
    Eg :- an Indian thali

**MERITS (customer point of view)**

- ✓ It is cheaper, more economical,
- ✓ Less waiting time is required as the menu is fixed so service is quick.
- ✓ Easily available
- ✓ Less interference, guest maintains privacy
- ✓ Fresh food items or preparation

**SERVICE STAFF POINT OF VIEW**

- ✓ Less skill is required.
- ✓ Menu is fixed so staff menu don't have to be confused.
- ✓ Staff efficiency is high as it leads to high turnover.

**ORGANISATIONAL POINT OF VIEW**

- ✓ Less breakage and wastage occurs losses in terms of wastage is less.
- ✓ Less staff is required
- ✓ Profit is based on less staff and high turnover

**DEMERITS**

- ✓ Less profitable
- ✓ Very difficult to develop image of the organization.

- ***À la carte*** is a French expression meaning "from the menu" and it is used in restaurant terminology like this:

It may refer to menu of items priced and ordered separately rather than selected from a list of preset multi- course meals at fixed prices.or it may designate the option to order a main course items along with your choice of an accompanied side dish included with the dish at no extra charge.

**MERITS (customer point of view)**

- ✓ A lot of choice is there
- ✓ Selection can be made according to the budget & nutritive value.

**SERVICE STAFF POINT OF VIEW**

- ✓ Service staff can have his/her skills in terms of technical, salesmanship and interpersonal relationship.
- ✓ Service staff can delight the guest by providing his/her services and earn tips.
- ✓ Helps in the image building of his /her as well as the organization.
- ✓ Promotional factor

**ORGANISATIONAL POINT OF VIEW**

- ✓ A more profitable in terms of revenue generation
- ✓ Effective tool for customer retention which will lead to profit to the organization.

**DEMERITS**

- ✓ A lot of manpower is required in production &service area, because of its nature it leads to lot of maintenance cast, food cost etc.
- ✓ Very difficult to maintain the quality of A' la carte menu which leads to tarnishing of image of restaurant.
- ✓ Waiting time is high. So the customer can feel boredom in restaurant during dining.
- ✓ More chances of breakage, wastage which lead to the losses to the company.

**DIFFERENCE BETWEEN TABLE D'HÔTE AND À LA CARTE**

| Table D'Hôte | À la Carte |
|---|---|
| Food is kept in fully prepared form and can be served immediately. | Food is kept in a semi – prepared form and takes time to serve |
| Portions served are small | Portions served are large |
| Menu is collectively priced and the customer has to pay for the full menu whether he consumes a certain dish or not. | Food items are individually served and guests pay for what the orders. |
| There is limited or no choice.<br><br>The menu is comparatively small. | There is vast choice. The menu is elaborate. |
| Silver for the whole menu is laid in advance as the menu is known in advance | Silver is laid according to the dishes ordered. |

## 9.4 - Courses of French Classical Menu (Sequence, examples from each course)

**French Classical Menu**

- Hors D' oeuvre
- Potage
- Oeuf
- Farinaceous
- Poisson

- Entrée
- Sorbet
- Releve
- Roti
- Legumes
- Entremets
- Savoureux
- Dessert
- Beveroise

**Hors d'oeuvre:**

The first course as usually composed of tangy, salty, spicy dishes aimed to stimulate the appétit. The term is accepted as meaning a variety of pickled or well seasoned Food stuff. The Hors d'oeuvre is either served from a rotating trolley or a tray. They may be hot or cold.

E.g.:-

- ✓ Jus de tomate
- ✓ Hus de huite
- ✓ Salade'de russe'

**Potage:**

Potage or soup is the extract of meat, fish, vegetables or poultry in stock or water, which sometimes has the pieces of solids floating in them. Soups may be considered as complete meal, because they are hearty, nourishing, economical and wholesome.

**A. Consommé:** It is clear amber colored transparent soup prepared by clarifying beef, poultry, mutton or chicken stock and flavored with bouquet gami & mirepoix
   - ➢ Consommé Celestine: garnished with strips of pancake.
   - ➢ Consommé Julienne: Juliennes of root vegetables.
   - ➢ Consommé Carmen: Tomato & capsicum juliennes, boiled rice.
   - ➢ Consommé Royale: Small cubes of savory egg custard.
   - ➢ Consommé Dubary: Flowerets of cauliflower.

**B. Crème:** These are thick passed soup finished with cream. Examples are:

   - ➢ Crème de Asparagus Blanched asparagus cooked with béchamel sauce & finished with cream.
   - ➢ Crème de Crecy : Carrot soup cooked with béchamel sauce & finished with cream.
   - ➢ Crème de Volatile : Chicken stock cooked with roux, garnished with small cubes of chicken & finished with cream.

- Crème Longchamp : Puree of fresh green peas garnished with vermicelli, shredded sorrel & chervil, finished with cream.

**C. Chowder:** These soups originated in USA. They are thick heavy soups thickened with potato starch 7 heavily flavored with seafood & contain pieces of seafood & vegetables.

- Manhattan clam chowder: Made from diced salted pork, onions, potatoes, tomatoes, celery, green pepper & clams. Finished with thyme, parsley & butter.
- Seafood Chowder: Made from diced salted pork, onions, potatoes, tomatoes, celery, green pepper & seafood. Finished with thyme, parsley & butter.

**D. Bisque:** Soup prepared from shellfish and thickened with a liaison of egg yolk and cream. Example is Bisque d'homard or lobster bisque. It is made with fish stock, lobster meat & fish veloute and flavored with root vegetables and tomato puree; finished with a liaison of egg yolk and cream.

**E. Broth:** It is an unpassed soup. It has the brunoise of various kinds of vegetables cooked in chicken or game stock, with the addition of cereals (barley, rice etc.) and gamished with meat or poultry according to the type of broth. The type of stock used is indicated in the name of the broth. Examples are Scotch broth, chicken broth etc.

**F. International soups:**

- Minestrone: Italian soup made of minced vegetables and pasta in chicken stock flavored with tomato, garlic & onion.
- Turtle Soup: An English consommé, made of beef, chicken and turtle, flavored with herbs and thickened with arrowroot.
- French Onion Soup: Consommé gamished with fried onions served with gratinated Melba toast.
- Cock-A-Leekie: It is a soup from Scotland made from veal & chicken stock gamished with juliennes of leek, prune & chicken.
- Mulligatawny: Srilankan soup with broiled Indian spice mixture cooked in water or stock with tomato, onion & served with boiled rice, dices of boiled mutton & lemon wedges.
- Bortsch: Duck flavored consommé from Russia and Poland, strongly flavored with herbs & beetroot juice. Garnished with juliennes of vegetables a cube of beef & duck. Accompaniments are warm beetroot juice, bouchees stuffed with duck meat and sour cream.
- Hangroise: Hungarian consommé made of dices of beef seasoned with paprika and garnished with dices of potato, pinch of fennel, crushed garlic & fried croutons.
- Biere: A German veloute with beer, pepper & cinnamon. Garnished with toast.

- Gazpacho: A cold vegetable soup from Spain made of cucumber, tomato, capsicum & garnished with dices of the same.
- Olla Podrida: Thick soup from Spain made of black beans.
- Madras Soup: Indian soup tempered with Indian spices and curry leaves.

G. **Convenience Soups:** These are a wide variety of soups available in ready to prepare or ready to eat form. They may be canned, frozen or in powder form.

**Oeuf:**

They may also be featured on the lunch menu prepared in various styles. However, boiled eggs are strictly excluded from the menu here.

E.g.:

- ✓ Oeuf Florentine
- ✓ Omellet
- ✓ Oeuf poche

**Farinaceous:**

This is usually the fourth course in a French classical menu. It includes all kinds of foods that are rich in carbohydrates, like rice, pasta and all other starchy products.

E.g.:

- ✓ Rice
- ✓ Lasagna
- ✓ Macaroni
- ✓ Ravioli

**Poisson:**

Fish is easily digested and helps to prepare the appetite for heavier courses that follow. It is prepared in various styles usually featuring fish on a diner or a banquet menu. Some of the important styles in which fish dishes are usually served are follows:

- Poached: Salmon, turbot and trout are served in this manner.
- Cooked meuniere: Sole, trout and salmon are usually served in this style.
- Fried: Whitebait and sole are often fried.
- Hot shellfish: Lobster, crayfish and Dublin bay prawn are served in this style.

E.g.:

- ✓ Poisson fume'
- ✓ Poisson grille
- ✓ Filled d dole grilled
- ✓ Fillet de sol poached

**Entrée:**

This is the first meat course in a French classical manu. Usually, a single-portioned item accompanied by a rich sauce or gravy and garnished. If releve does not follow the entrée, then potatoes and vegetables would be served with it.

E.g.:

- ✓ Agneau pie
- ✓ Pork pie
- ✓ Veal pie
- ✓ Curre' de boeuf

**Sorbet:**

This course is considered to be the rest between courses, where the diners may obtain their second wind. Sorbet must, therefore be able to counteract the richness of dished already served and stimulate the appetite for course that follow. It is usually iced water, flavored with appropriate wins or liqueurs, sometime with the addition of Italian meringue. It is served in a tall glass on an underliner with a teaspoon and generally avoided after a cold entrée. At this stage, cigarettes are passed around, which are traditionally Russian and handmade. About ten minutes are allowed before the next course commences.

E.g.:

- ✓ Mint flavor cigarette
- ✓ india kings
- ✓ ginger flavoured cigarette
- ✓ pine

**Releve:**

They are normally larger than entrée and take the from of butcher's joints, which have to be carved. These joints are either poele or roasted. A sauce or roast gravy accompanied by potatoes and green vegetables is also served with this course.

E.g.:

- ✓ long large joints of meat
- ✓ shoulder of mutton
- ✓ saddle of mutton
- ✓ beaf veal pork

**Roti:**

This course consists of roast poultry or game bird, like chicken, turkey, duck and quail. Each dish is accompanied by its own particular sauce and gravy, with salad usually served on a half-moon salad plate (crescent-shaped dish). The salad plate is placed on the top left-hand corner of the cover.

E.g.:

- ✓ small game birds and wild animals in the form of roast .eg- roast chicken, turkey, pigeon

**Legumes:**

At this stage, the meal returns from heavy to light items. Single vegetable are served with sauces. Such vegetables are asparagus, artichokes and corn on cob, with hollandaise sauce or beurre fondue.

E.g.:

- ✓ butter green peas
- ✓ spinach
- ✓ hot asparagus
- ✓ lady finger

**Entremets:**

Entremets is the sweet course. Hot and cold sweet dishes are served. Menu examples are:

- ➢ Indian Sweet: Rosogolla, Phirni, Gajar ka Halwa, Kheer, Jalebi etc.
- ➢ Apple Strudel: Thinly rolled out pastry filled with cooked apples flavored with cinnamon.
- ➢ Crème Caramel: Egg Custard with caramelized sugar on top.
- ➢ Fruit Savarin: fermented yeast cake topped with custard sauce and baked.
- ➢ Baked Alaska: Layers of sponge cake with ice-cream, fruits etc., topped with meringue and flambéed.
- ➢ Black Forest Gateaux: Chocolate sponge cake fingers in layers, covered with cherries and fresh cream.

- Fried Ice Cream: scoops of very hard ice-cream, wrapped in corn flour and deep fried.

**Savoury:**

A savoury is a small portion of toast with toppings, savoury soufflés or tiny tidbits of meat, fish, poultry, cheese etc. the cover is a half plate, a small knife & fork. Sometimes a finger bowl may also be provided. Menu examples are:

- Welsh rarebit: Grated cheddar cheese mixed with beer and seasonings & then bound with a liaison of eggs & cream. Then it is spread on a toast & gratinated.
- 2Angels on Horseback: Poached oysters wrapped in streaky bacon and grilled.
- Devils on Horseback: Stoned prunes rolled in streaky bacon and grilled.
- Quiche Lorraine: Short crust pastry filled with cubes of bacon and cheese, covered with egg custard and backed.

Canapé: These are small open sandwiches with any combination of dainty toppings. Canapés may be served both hot & cold

**Dessert:**

Dessert is an important course of the French classic menu. It forms the finals and takes the form of fruits and nuts served from a basket, Dates, Figs, bananas, grapes, pistachio, almonds, etc. constitute the dessert.

E.g.:

- ✓ cashew nut
- ✓ almond
- ✓ hazelnut
- ✓ orange

**Beveroise:**

Coffee is served usually with cognac and liqueurs.

E.g.:

- ✓ coffee : Cona, cafetiere, iced, filter, decaffeinated, specialty coffee
- ✓ Tea: Ceylon, Earl Gray, Darjeeling, tisanes, orange pekoe.

## 9.5 – Accompaniments

**Hors D oeuvre**

- Artichoke- Hollandaise ; melted butter (with hot) , vinaigrette(if cold)
- Asparagus- same as for artichoke
- Grape fruit- castor sugar
- Melon – caster sugar and ginger powder
- Prawn cocktail – cocktail sauce; brown bread and butter ;lemon wedge

**Potage**

- Minestrone – grated parmesan cheese
- Cream soups- croutons
- Consommé cold- lemon wedges
- Consommé hot- bread & butter

**Fish**

- Deep fried in egg and- tomato sauce- lemon wedges
- Bread crumbs-tartare sauce; lemon wedges
- Grilled- parsley butter, lemon
- Lobster-mayonnaise
- Scampi(large prawns)- tartare sauce

**Main course**

- Boiled -salt beef -English mustard; boiled vegetables
- Roast lamb- mint sauce
- Roast game- red currant jelly
- Roast turkey- cranberry sauce
- Grilled steak –parsley butter, mayonnaise bearnoise sauce

## 9.6 Type of meal, early morning tea, Breakfast- *(English, American, Continental, and Indian)*

**BREAKFAST *(PETIT DEJEUNER)***

The word 'breakfast' means to the fast after a long time. It is the first meal in the morning after fasting through the night before since dinner. Traditionally it is accepted as the most important meal of the day. The different types of breakfast are as follows:

**ENGLISH BREAKFAST**

An English breakfast is a very elaborate breakfast .it comprises of ten courses.

- CHOICE OF JUICE- pineapple, tomato, grape fruit, orange mango etc.
- STEWED FRUITS- apples, prunes, figs, pears etc. are cut into small pieces an sugar syrup flavored with clove and cinnamon. It is served in a cocktail cup with a quarter plates as underline and the cutlery provided in a teaspoon.
- CEREALS- oatmeal (meal) ,cornflakes , wheat flakes, rice crisps ,porridge are served with cold or hot milk in a soup bowl with quarter plate as underline and a dessert spoon is provided as cutlery.
- FISH- herring ,haddock, kedges, sardines are served
- EGGS TO ORDER- omelets, boiled eggs, scrambled egg, poached or fried eggs.
- MEAT- grilled bacon, sausages, ham, salami, kidney, or liver are served.
- CHOICE OF ROLLS OR TOAST- toast white or brown or rolls – like croissant, muffins, brioche, doughnuts, danish pastry are served.
- BUTTER AND PRESERVES- butter, jam, honey, marmalade, maple syrup etc. provided.
- FRUITS- fresh fruits like melon, papaya, mango, orange, grapefruit, pears are served in this course.
- BEVERAGES-tea/coffee or hot beverages like bourn vita, Milo, horlick, oval tine, coco etc. can be served.

**AMERICAN BREAKFAST**

- It starts with a glass of cold water.
- Consist of the table d' hot breakfast menu which one would generally find in the menu card of any 5 star hotel.
- CHOICE OF JUICE- mango , pineapple, tomato, orange, grapefruit
- CEREALS- choice of cornflakes, oatmeal, porridge, rice crispiest, wheat flakes served with cold or hot milk.
- EGGS TO ORDER-scrambled, poached, boiled, omelets, served with bacon, ham or sausages.
- CHOICE OF BREADS- B/F toast, rolls, brioche, croissant with preserves like batter, jam, marmalade, and honey.

**CONTINENTAL BREAKFAST**

This breakfast is a European breakfast. It comprises of:

- CHOICE OF JUICE- mango juice, pineapple juice, orange juice, or grape fruit juice

- CHOICE OF BREAD- toast (white bread/ brown bread), rolls, croissant, brioche, muffins, doughnuts, Danish pastry served with preserves, jam, honey, marmalade and butter.
- TEA/COFFEE- If tea is served with this breakfast, it is known as the' Complete.
  If coffee is served along with this breakfast it is known as cafe' Complete.

**CUTLERY REQUIRED FOR CONTINENTAL BREAKFAST**

A side plate or quarter plate with side knife, butter dish with underline and butter spreader, toast rack, tea/coffeepot, sugar bowl, milk pot/creamer.

**INDIAN BREAKFAST**

- CHOICE OF INDIAN BREAKFAST- Puri Bhajji Or Stuffed Parathas Served With Curd, Idli, Wada /Uttapam/Dosa/Upma Served With Sambhar.
- Beverages- Tea, Coffee, Or Hot Bourn Vita, Horlick, Oval Tine.

## 9.7 Brunch, lunch, afternoon/high tea, dinner, supper

**Brunch:**

Brunch menus are designed for families or guests who wish to wake up late. They are poepular on holidays and weekends. It is popular at resorts where the pace of life slows down. Brunches (which is a combination of breakfast and lunch), are spread well beyond breakfast hours. The brunch will have combinations of breakfast and lunch items to suit the mood and taste of the individual.

**Lunch:**

Lunch menus can very from elaborate meals to light meals depending on the purpose and culture of the guest. Business persons prefer sandwiches, salads and soups due to limited time at lunch breaks or because they are weight watchers. Salad bars have become an important part of most luncheon restaurants that have dedicated clientele may choose to rotate menus every week to break the monotony. They may even offer special of the day displayed along with their regular menu.

**Tea Menus:**

The English have made the late afternoon meal into a fine art. Apart from the traditional tea (which is now available in flavours and served in elaborate tea-sets), other items include dainty sandwiches (egg, chicken, cheese and tomato); breads (with butter, jam or honey); and pastries(like scones, doughnuts, cookies

and cakes). In may European culture "tea" may mean the dinner or supper. One must distinguish the exact meaning of "tea".

**Dinner menus:**

These menus are elaborate, as guests have more time and leisure for eating. Dinner menus are an entertainment and people are willing to pay extra for these meals. Alcoholic drinks are an essential part of dinner menus. A well-stocked wine list is offered in addition to the dinner menu. Dinner menus will have house specialties and a real chance to sell their expensive items. Appetisers are more accepted at the evening meal than during the day. Similarly desserts are preferred at dinner time.

**Supper Menus:**

The term supper comes from England that varies in purpose around the European continent. it is a light dinner which people take in early evening or late nights. It is a filler between two major meals lunch and dinner or dinner and breakfast typical early evening supper meal would be a soup, meat dish with vegetables and a light dessert. A late night supper could consist of a sandwich with hot cocoa or fruit.

## 9.8 Menu Balance

While selecting dishes from the range possible in the foregoing courses and in deciding the number of courses, it must be remembered that a suitable menu is one that confirms to :

a. The principles of digestibility.
b. The guest's individual preferences.
c. The season of the year and nature of the occasion.
d. The resources of a kitchen staff and equipment and what it is possible to prepare in the time.
e. Clear cost and price policy.
f. Balance of foods not only nutritionally and for digestion but also in terms of varied but balanced flavour, colour, texture and consistency.

Regular menus of the day are normally composed by the Chef in accordance with the management's catering policy. But menu for a pre-ordered party/banquet, will usually be compiled by the restaurant manager/banquet manager in consultation with the chef. The former should know what guest's desire, and the chef what can be prepared by his staff in the kitchen on the day in question and within the limits of costs that he is allowed.

It would be of little use to compile a menu of dishes which could be prepared only with more kitchen staff than actually exist or which demands much more knowledge or skill that is possessed by the chef and his assistants. It is obvious that there is a bit difference between compiling a menu for a busy restaurant

which has to serve to capacity and at a high speed during the rush hours of the day and making one for a leisurely banquet.

The following are important points to be considered at all times when compiling a menu:-

1. A menu should not contain two dishes which are composed of the same ingredients : e.g. if an egg dish on the menu then eggs should not form any appreciable part of the hors doeuvre. This applies to all other dishes, e.g. If the soup is Crème Dubarry, which contains cauliflower as its base, then cauliflower should not be served later as a vegetable. If pie or pastry is served e.g. vol-au-vent then there should not be any starch food e.g. apple pie, served as sweet.
2. Two white meats or two dark meats should never follow each other : e.g. pork should not be followed by veal or beef by mutton. There are so many different dishes that this duplication of taste and nutrients can easily be avoided.
3. A light entrée should be followed by a heavier dish.
4. If the menu is along, dishes should be chosen that they are not so heavy: e.g. If a big banquet is being served, earlier dishes in particular, should be without much bulk. Note, the possibility in the middle of an elaborate banquet (say before the roast is served) of serving a sorbet or water ice to stimulate appetite and to counteract the effect of the dishes that have already been eaten.
5. If the menu is short, dishes may be included which have consistency or bulk to ensure that diners will have sufficient.

## 9.8 Summary

Remember that there are two main kinds of menu, a'la carte and table d'hote. The former is a list of all the dishes within the resources of the particular restaurant's kitchen and from which the guest may select to compose his own menu. The table d'hote (literally and originally the host's or hotelier's own table) is a meal at a fixed price with limited choice or no choice.

The number of courses served varies with meals (whether lunch or dinner), type of restaurant, numbers catered for and price charged. The recognized sequence, outlines above, in which the various dishes are served is, however followed no matter how long or short the menu may be.

## 9.9 Review of questions

1 Write a note on the origin of menu? What are the types of menu?

2 - Define menu with their objectives?

3 - Explain the type of menu with their proper examples

4 - Explain the various types of breakfast?

5 - Differentiate between table D' hôte and À la cart

6 - Give the accompaniments of the following:
a) Roast lamb b) grilled steak
c) Artichoke d) prawn cocktail
e) Minestrone f) lobster

## 9.8 - Reference


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# Unit – 10 : Preparation for Service & Types of Food Service

**Structure of Unit**


10.0 Objective
10.1 Introduction
10.2 Concept of food service
10.3 Customer care
10.4. Principles of Excellence in Dining Service ( Do's and Don'ts)
10.4.1. Styles of Food Service
10.4.2. Russian
10.4.3. French / silver
10.4.4. British/ English/ Table
10.4.5. Pre-plated or kitchen plated
10.4.6. American
10.4.7. Single Point Service
10.4.8. Buffet Service
10.4.9. Gueridon Service
10.5. Best Practices of styles of services adopted by Indian Restaurants/ Fast Food
10.6. Orgaizing Mise-en-scene
10.7. Organizing Mise-en –place
10.8. Summary
10.9. Concept Review Questions
10.10. Suggested activities
10.11. References


## 10.0 Objective

The learner will be able to understand the factors that have impact on the overall service delivery. The leaner will also learn about the various types of services popular in the industry. The unit also covers the best practices followed by leading restaurants and fast foods across the country.

## 10.1. Introduction

**Good personal service** is about creating a sense of well being in our guests, a feeling that their needs are being met, that their business is valued, that they matter to us. It is difficult to define the personal service concept as it cannot be weighed or measured. Good service will mean different service to different people and the challenge for people working in the department is to anticipate and meet as possible the needs of all our customers**.**

## 10.2. Concept of Food Service

The Food and Beverage service is the department responsible for the **image building** of the organization and it is the first and last point of contact of every guest. The role of the food and beverage department to receive, serve and act as a continuous source of information to guests during their visit. As the food service is a critical department of your organization in view of its revenue generating and influence in image building, the staff working in it assume a special importance.

In view of the important role you play, you must have the following essential attributes:

1. A high sense of personal grooming
2. Personal hygiene
3. Self confidence
4. Communication must be clear and correct
5. Diplomacy
6. Calmness
7. Good manners
8. Ready smile
9. Physical fitness
10. Quick decision making ability

Possessed with the attributes mentioned above, you could build a fine team that is an asset to your organization.

There are two main types of service- material and personal. The term "***material service***" relates to the quality, quantity, price, physical comfort, and information and working methods while personal service is about creating a sense of well being of the customers. Personal service regarding their welcome and valued and same time ensuring their needs is looked after.

**That is the reason you and the job you do are so important to the business of your department**. **You are only the key – to providing a high level of personal service.**

***Definition of service***

Any act or performance that one party can offer to another that is essentially intangible and does not result in the ownership of anything. Its production may not be tied to a physical product" Kotler, 1991.

**Treat the guest the way that you would want to be treated if you were the guest.**

**S= Smiles for everyone**

**E= Excellence in every thing we do**

**R= Reaching out to every guest with hospitality**

**V= Viewing every guest as special**

**I= Inviting guests to return**

**C= creating a warm atmosphere**

**E= Eye contact that shows we care.**

As we know "service" is difficult to define because it is such a subjective concept especially in relation to personal service. There are several reasons why this is so:

1. People with different experience, education, age and background can view Service even in the same country or culture differently.
2. Service can be viewed differently by the same person at different times depending on their needs and mood.
3. How service is seen depends on people's prior expectations.

The difference between good and bad service can be simply represented as follows:

**Bad service= if reality is smaller than the expectations**

**Acceptable service= if reality is equals to the expectations**

**Good service= if reality is bigger than the expectations**

**Good service** means giving customers a little more than they expect**. Excellent service** is enjoying giving people a little more than they expect.

**Think about expectation of a guest:**

- Waiting in reception lounge of a coffee shop.
- Ordered for soup.
- Finished his/ her meal.
- A lady with a physically challenged husband.
- A group of senior citizens.
- Just married couple.
- Calling from room by telephone in rudely language.

***A point of discussion: From guest to consumer:***

***Situation one:*** a guest comes to a restaurant think about his/ her expectation: may be proper greeting/ welcome and to allocation of a seat.

***Situation two: after getting seat in a busy restaurant: quick presentation of the menu and order taking***

***Situation three: after giving the order: fast and quality food service***

***Situation four: after enjoying the meal: ----------***

*Above mentioned example make it clear that guest change his/ her role play from the guest to consumer at different stages think if restaurant hostess didn't provide seat in the restaurant then what will happen with the expectation to enjoy the meal. scenario of the expectations is totally change in the last 50 years and guest has been converted into the consumer and think about such consumers those are availing services on the behalf of the company or their bills are paying by the company. We are all* human behavior as we find fulfillment of our expectation it always increase and enhance pressure on food and beverage service personnel. Often, as customers, the point of contact makes no impact, neither good nor bad. However, if we are ignored, treated rudely or cheated, we are left with negative feelings of anger and frustration. We may never do business. At other times the attention we receive as customers seems special. The service giver is friendly, warm, and attentive and is prepared to go to trouble on our behalf. This leaves us positive feelings of appreciation and pleasure, which encourages us to do repeat business with the hotel in question.

**Characteristics of service**

- Intangibility
- Inseparability
- Variability or heterogeneity
- Perishability
- Ownership

**Intangibility** let's examine a product which carry a definite size, shape and you can see but services provided by a server can not see, feel, smell or measure a service performed and can be experienced. If guest is happy then the effect of service as good, otherwise it is experienced as bad. It does not matter than you are qualified, well trained and experienced service personnel.

***Inseparability***The service product being an intangible, as experienced by diners, exists only during the dining time and that is produced as well as consumed. The service in a restaurant is the courtesy of the waiter. Courtesy is the behavior of the waiter with the guest, not behaviors elsewhere. Courtesy is as guest perceives it. Courtesy is produced by the steward/ waiter and consumed by the guest simultaneously, hence production and consumption can not be separated.

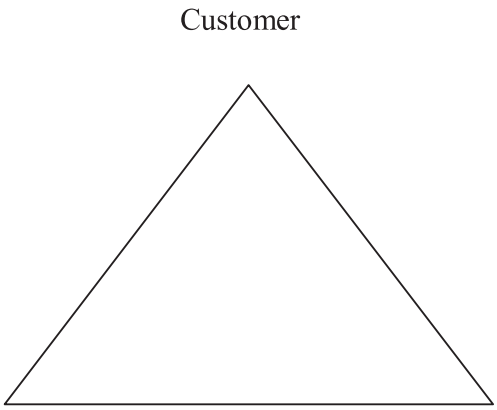
***Variability or heterogeneity*** Service can not produce in advance as its characteristics of inseparability according to specified standards. In a restaurant, service quality is influenced by the behavior of the companions. Number of time it has been observed that few people appreciate the efforts of a server but on the same table, you will find that few guests are not happy with the performance of the same server. Both production and consumption being by humans, the product of service as experienced, may not be consistent quality.

***Perishability*** Services are all perish if not utilized when available, the loss of revenue can not be made up, what is not sold can not be carried forward as stocks to be sold next day or at any other time, think if seats of a restaurant is not occupied by the guest then you can not get revenue from these seats next day. You can not gain profit if restaurant is occupied by 20% guests because operation cost will not come down by 20%.

***Ownership*** In service industry, no ownership passes from seller to buyer, for example dining in a restaurant does not give the right to the diners to take out the furniture or linen when he/ she depart. Diners may have the right to use the facilities for a period of time but the ownership will remain with the restaurant.

## 10.3. Customer Care

There are three parties involved in customer care and they are:




The benefits of good and effective customer care can be felt by all three parties- there is something in it for everyone and not just for the customer. These benefits may be identified as follows:

| **For the customers** | **For the organization** | **For you** |
|---|---|---|
| Pleasant | Satisfied customers | Customer being |

| | | |
|---|---|---|
| experience | | pleasant to you |
| Attractive, welcoming surroundings | Repeat business as satisfied customer will return again | The pleasure of seeing the customer satisfied |
| Helpful, interested staff | Customer loyalty and goodwill | The satisfaction of doing a good job and using your skills and knowledge |
| Finding what they want | Good " word of mouth" publicity | Knowing you have done your best |
| Being cared for and treated as an individual | Increased sales and profit | The satisfaction of being pleasant to people and giving them what they want |
| Respect and recognition | Meeting customers' needs for better service | More happiness, less stress |

## *10.4.* Principles of Excellence in Service or Quality Service

Do not confuse the idea of offering a perfect service with the idea of having the perfect product**. You are the central and key element in delivery of quality**. Quality service means:

- Offering a high quality experience to every customer every time
- Maintain with high standards and repeat them every time
- Developing systems and making them work every time
- Developing routines for tasks that have to be done again and again so that competing them becomes a habit and nothing gets left out.

Even when things go wrong you can still offer the customer a quality service by sorting out the problem promptly, efficiently and courteously.

**Meeting Different Needs**

Working in the organization means coming in contact with a wide cross section of public. In your job you will have to learn to recognize who your different types of customers are and the service that they will both expect and require – meeting their different needs to the highest possible standard to customer care in action. It is your duty to identify these individuals and to ensure the service you provide matches if not exceeds the customers' expectations.

The less obvious type of customer is those who may have special needs, requiring understanding and sensitive handling, such as:

- Elderly
- Disabled customers
- Visitors from different cultural backgrounds
- Ladies and children.

**Do's and Don'ts of customer care**

Keeps this checklist with you as a constant reminder to think and act "customer care" when doing your job.

*Do's*

- Think **customer**
- Anticipate requirements
- Act without being asked
- Do more than is asked for
- Do so willingly
- Enjoy doing a well job
- Be conscious of those needing special assistance
- Give a **little bit extra**
- Give it **RIGHT** every time.( **R= Respond promptly, I= Identity yourself, G= Go out of your way to help the guest, H=Hear carefully and patiently and T= Talk positively)**

*Don't*

- Wait to be asked
- Hesitate- act immediately
- Forget- the customer important to you
- Begrudge to helping others

| **Seven Steps to ensure customer satisfaction** | **Reasons of service failure** |
|---|---|
| 1. Ensure face to face dealing<br>2. Respond to messages promptly and keep your clients informed.<br>3. Be friendly and approachable.<br>4. Have a clearly defined customer policy.<br>5. Anticipate your customer's needs to go | 1. Delayed departures<br>2. Information<br>3. Front and back service personnel<br>4. Facilities and equipments<br>5. Material supplies<br>6. Customers<br>**7.** Procedures |

| | |
|---|---|
| out of your way to help them out.<br>6. Attention to detail.<br>7. Honor your promises. | |

## 10.5. Styles of food service

You will be wondering when you go to a restaurant and find out the waiter /waitress serve the various meal items in different ways, from different directions and so on. Why it's so and how he / she take the decisions to serve the different items. Let's find out the different ways of service with their merits and demerits. The service of a meal may be carried out in many ways depending on a number of factors.

- ❖ The type of catering establishment
- ❖ The type of customer to be served
- ❖ The time available for the meal
- ❖ The turnover of customer expected
- ❖ The type of menu presented
- ❖ The cost of meal served
- ❖ The site of the establishment

***In a commercial food and beverage outlets, services are performed in various styles such as:***

1. Russian
2. French / silver
3. British/ English/ Table
4. Pre-plated or kitchen plated
5. American
6. Single point

10.5.1. ***Russian service***: In the Russian service, chef plays a vital role and in this service chef precut the meat in the kitchen and than rearranged on the platter, all done in the kitchen prior to serving, we called it RUSSIAN SERVICE. Russian service is much easier to the server/ waiter and they have more time to be attentive to their guests' needs and have very little job to do on side table. This Russian service is very effective and preferred in banquet and take less time without rechauds (reheat) and food comes straight from the platter to the patron's plate. This ***RUSSIAN SERVICE*** came actually from Constantinople but only reached its fame under the Czar and during his famous banquets. Russian service requires skilled waiter and one server can handle 15-20 guests on good class of restaurants and take

extra time to serve the guest because waiter serve the guest individually with the help of service spoons and forks.

10.5.2. **French service or Silver service** French service is the extension of the Russian service and requires lot of skills and gives beautiful opportunity to the server to show their skills and please the guests. In contrast to the Russian way to serve food, the FRENCH SERVICE has much table-side-work. The food cooked to perfection and garnished with much care was brought on show platters to the guest. Most of the carving and portioning were done in front of the guest by the food server. In this service waiters do maximum jobs in front of the guest looking on. One may ask does FRENCH SERVICE have anything to do with French restaurants then the answer will be no, but it requires well skilled server and take more time in comparison to the Russian service. Now a day it is also termed as silver service.

10.5.3. **British/ English / Table service** most popular service in mid scale and low scale restaurants of India and in this type of service, big platters/ entrée dishes are placed onto the table in front of the guest along with appropriate service spoons and forks and guests helped themselves. Another most likely British invention is still known as ***BUTLER*** style, that's when canapés and other hors d'oeuvres are placed in the hands of servers who offer these to the guests as they pass by. English service does not require much serving skill from a waiter in comparison with silver and Russian service and one server can handle 25-30 guests on good class of restaurants. In traditional English service host portion out every dish and handed over to server and indicates the person to be served. In case of main dish after carving the meat pieces on dish, plate is handed over to service staff to complete the plate by placing the accompaniments and garnishes and serves to the person indicated by the host.

10.5.4. ***Plate Service*** kitchen plate service is the latest style of service and concept of plate service came at the end of year 1960 and early 1970s all over Europe and due to its merits of low investment and operating cost, fast service, portion control and down sizing, plate service replace all types of Russian, silver and English service and internationally accepted by all the restaurants. Concept of plated food is very similar to our home where we get the food in the plate from mother's kitchen. Kitchen plated service was not acceptable 50 years ago in fine dine European restaurants because guest expected to be pampered, to get a large selection to choose from and the ones who could afford to eat at restaurants were quite willing to pay the prices charged. In 1970s restaurants all over Europe started to replace the silver food-platters with individual plates. Portion controlled, plated food was then successfully introduced.

10.5.5. ***American or Cafeteria style*** Cafeteria styles are worldwide accepted as successful ways for restaurant operations. The first cafeteria style self service restaurant appeared in 1849 in San Francisco. There

everything was a la carte (from the card) customers were serving themselves and paid a cashier for each item they chose. Now in 1996 nearly a hundred and fifty years later cafeteria style is found everywhere around the world. This style of service take minimum time and minimum manpower required for service and generate maximum profit. In most of the countries around the world nowadays both men and women work to earn the income needed for a modern day household. The time to cook regular meals is limited. Fast-food becomes tempting especially when the price is right. This type of service is very suitable for such diners those are in hurry and doesn't want to pay for a restaurant meal. The menu is based on in advance prepared food items which can be heated up and served in minutes. Added to it is a range of easy to prepare and serve restaurant items. These restaurants are very successful near major highways, in the malls, and corners of the street.

**Comparative analysis of merits and demerits of styles of service:**

| Style of service | Merits | Demerits |
|---|---|---|
| **French** | 1. Guest's feel that he / she is receiving royal treatment and being acknowledge VVIP.<br>2. Margin of the profit is very high. | 1. More expensive.<br>2. Required more manpower.<br>3. Required more space which may leads to reduce seating capacity.<br>4. Time taking |
| **Russian** | 1. Faster than French service and required less manpower.<br>2. Minimum wastage as the food left on the silver may recycle.<br>3. Personal attention to the guest and ensure repeat business. | 1. Take more time than American service.<br>2. Required skilled manpower.<br>3. Chances for discrimination of the guests as server deals with a group of guests. |

| | | |
|---|---|---|
| **American** | 1. Quick service and does not required time to serve the dish to the guest.<br>2. Inexpensive because one waiter can serve a large number of the guests.<br>3. Required semi skilled manpower. | 1. Waste of food.<br>2. Level of guest satisfaction is comparative lower than the French service. |
| **English** | 1. Portion control.<br>2. Required semi skilled manpower. | 1. Time taking<br>2. Lack in presentation of food |
| **Cafeteria** | 1. Minimum manpower<br>2. Minimum time<br>3. Minimum space and infrastructur e | 1. Level of guest satisfaction is very low.<br>2. Not suitable for high class restaurants. |

10.5.6. ***Single Point Service:*** Most informal form of service and most commonly found in kiosks, food court, bar, vending and take – away food and beverage outlets. There is only one point from where food is dispensed, served and consumed or taken away by the guests.

**The Carrousel:** This type of service is very popular in large catering establishment and also termed as **roundabout server.** Unit consists of number of server areas and customer takes his/ her choice of meal from the revolving carrousel.

Carrousel comprises of three number of rotating shelves carrying a diameter of six feet at different height and rotates one revolution per minute.

1. Bottom refrigerated revolving shelf comprises of cold food items such as salads, sweets and may be kept cold by using crushed ice to maintain the temperature of the food.
2. Middle revolving shelf comprises of hot food items and above the cold shelf.
3. Top revolving shelf comprises of accompaniments such as bread rolls, butter etc.

Plates, trays, cutleries, napkins and beverages are separately placed. Carrousel can serve 720 guests per hour.

**Free Flow Cafeteria:** This type of cafeteria is very popular to serve large number of guests in a fixed time such as industrial canteens or crew ship and approximate 15-20 guests can be served per minute and also termed as the "***Hollow Square***" In a free flow cafeteria, food stations are positioned at right angles to the counter or staggered at an angle forming an echelon or booth arrangement. On cruise ships counters are normally placed centrally with freestyle seating to both sides and forward. Beverage items are placed either in the centre or in the dining area itself so as to readily accessible for the diners.

***Cruise ship free flow cafeteria***

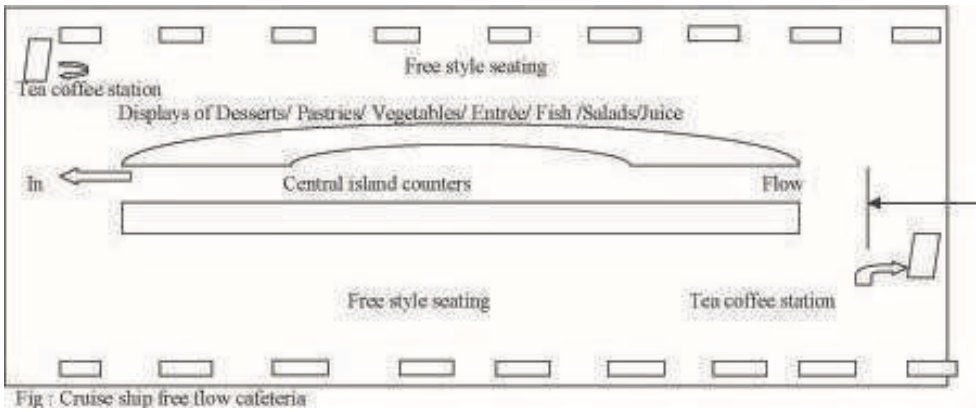


Fig : Cruise ship free flow cafeteria

**Vending Machine** You must weigh yourself on a machine generally located on railway platform and must be able to recall its function, first of all you insert a coin of Rs one and then find a red color circle stops and you get a ticket comprising of your weight and future forecast or few learning tips. in the similar way vending machine which supplies food and beverage product and mostly found at crowded place such as shopping malls, railway platform, airport terminals and universities campus etc. The first coin operated vending machine was launched in London in the year 1980 and the basic purpose to dispense post cards and in USA Thomas Adams Gum Company introduced the very first vending machines.The machines were installed on the elevated subway platforms in New York City and sold Tutti-Frutti gum.

***Functioning of a vending machine*** A vending machine is operate like a simple robot and has a computer "brain" that controls a bunch of moving pieces. Each of these pieces does a certain job. The central computer is in the form of small box with a keypad. When you press a key of the keypad, the machine start operating and telling the brain what to do and the validator accepts cash, validator has a rubber treadmill that drags bills under optical scanners. Each optical scanner is a little camera and sends pictures to a computer.

***Merits of vending machines:***

- Fast, convenient and easy to operate on AC and DC.
- Micro processor control with security password
- Portion control and consistent flow.
- Economical.
- Highest Level of guest satisfaction.
- Long operating hours with excellent storage capacity.
- Durability

**Types of vending machines:**

1. Soda and Cigarette In the early 1920's, the first automatic vending machines started dispensing sodas into cups. In 1926, an American inventor named William Rowe invented the cigarette vending machine.
2. Cold Beverages: Cold beverage vending machines contain bottled water and soda pop like Pepsi and Coca-Cola products
3. Hot beverages: Hot beverage machines contain hot chocolate, coffee, and cappuccino products.
4. Convenience foods--those that can be eaten right out of the box or microwave-prepared--are the types of foods found in meal vending machines. Examples of products found in these machines include microwavable TV dinners, mini sandwiches, soups, and lunch-type products with crackers, meat and cheese. These vending machines

are typically found in places where snack and beverage machines are also found.

5. Beer vending machine is most popular in Prague.
6. Australia is well known for its French fry vending machine.
7. First Egg vending machine is developed by Japan.
8. Kosher food is offered by vending machine from USA.
9. Candy and toy vending machines are typically small, coin-operated, and offer small items like chocolate candies, gum balls, bouncy balls and stickers. These vending machines attract children and can be found in department stores, restaurants, shopping malls, and locations where children and families are likely to frequent.

**Modes of payment**

***Cashless vending machine*** accepts debit and credit cards instead of rupees and coins to operate. Some vending machines have hybrid system and accept both cash and credit.

| | | |
|---|---|---|
|  |  |  |
| Kosher | Beer | French fries |

(Adapted from: http://blogs.phoenixnewtimes.com)

**10.5.7. Buffet Service:** In buffet service food in nicely presented on a long table with cutlery, napkins, and plates at a convenient place. Buffet can be very simple to well elaborated and decorated with lot of flower arrangements, sculptures, ice carvings etc. it is very economical and

required less manpower and very convenient to host as well as hotel/ catering operator. Host gets sufficient time to interact and to feed their guest with personal attention.

**Expert's views on buffet**

**"**Buffet can be an ideal method of service for catered events and they provide an opportunity to be creative, using food presentations and unique decoration. Buffet gives you a chance to show you are different than your competition".

Buffet is also known as, "***The show"*** and always keeps in mind: there is only one opportunity to perform, so it must be right the first time. Everyone who enjoys the food will in one way or another evaluate the food, service and organization. Good review will bring future business, while bad reviews create bad word of mouths that will spread throughout the establishment's market, resulting in lost business. Always remember 4 out of 5 dis-satisfied guests will not complain to staff but they will tell others, for every ten dis-satisfied guests, seven of them will tell 20 others.

Buffet is a direct function of the guest's expectations and perception. The perceived level of service equals how closely the guests experience matches their expectations. If the service experience matches with their expectations, then the service is generally unnoticed or taken for granted. Guest is neutral and service is neutral, on either side of neutral is memorable experience which may be good or bad. To meet customer expectations, service must be efficient, culturally, attended, caring, courteous, concerned, reliable, clean, safe, pleasant, and worth. To exceed customer expectation the service may be favorably astonish the guests.

***List of Props used by Indian catering establishments for decorating buffet***

- ✓ Large, elevated floral centerpieces.
- ✓ Wicker filled with fruits and vegetable
- ✓ Large pottery, clay or wicker vases and silk flowers
- ✓ Models of hot air balloons
- ✓ Glass and other building blocks
- ✓ Ceramic kitchen tiles
- ✓ Cast iron pots and glass or stoneware casseroles
- ✓ Hollowed out pumpkins and other vegetables and fruits filled with food.
- ✓ Hand made clay pottery to hold decoration
- ✓ Elevated buffet dishes and décor with the use of empty crates and boxes covered with linens and fabric
- ✓ Lighting- a supply of spotlight, flood lights and lampshades
- ✓ Large fans
- ✓ Traditional earthenware's and antiques

- ✓ Floral decorations
- ✓ Ice sculptures

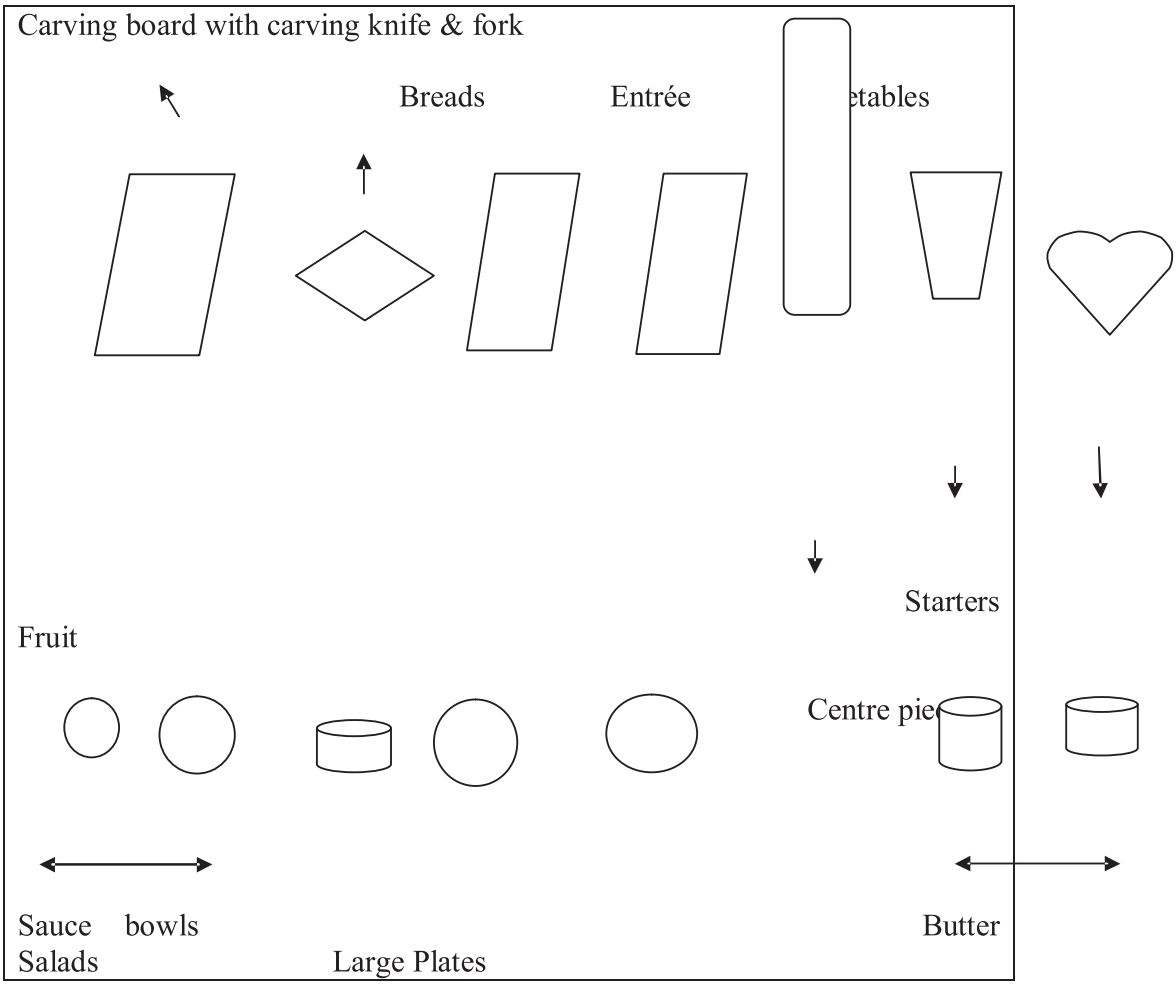



Fig: Schematic Buffet diagram

### *10.5.8. Gueridon Service*

***Gueridon is a movable service table or trolley from which food may be carved, filleted, flambé or prepared and served to the guest according to his/ her choice.*** Gueridon may include carving, salad preparation, filleting or preparation of fresh fruit and so on. Trolley has sufficient space to carry the entire equipments requirement for preparation and service otherwise person working on trolley (chef de wagon) may use a side station or side table for his/ her assistance. As gueridon service requires food production and food service skills both and that is why it is also termed as chef and commis service and person working on gueridon must wear an apron and chef cap to maintain the hygienic standards of the food production and service. Gueridon service is most common find in higher class of restaurant because of the cost of investment; skilled manpower required and price range of the menu item.

**Merits and Demerits of Gueridon Service**

**Merits:**

- Excellent form of personalized service and with individual guest's attention.
- Helps in menu merchandising and encourage impulse buying.
- Highest Level of guests' satisfaction can achieve by providing excellence in service.
- Guest can enjoy varied choice of menu from the trolley
- Food is freshly prepared in front of the guest according to his/ her choice which leads to impulse buying, retention of the customer and enhance the image of the service staff as well as organization.
- Dishes are prepared and serve very leisurely and preparations of number of dishes are very entertaining and guests enjoy the skills of the staff.
- Style of service helps establishment to promote the sale and to earn maximum profit.
- Standards of hygiene are very high because of close proximity of waiter to the customer.

**Demerits:**

- Cost of investment in buying special equipments is very high.
- Required Highly technical skilled staff and labor cost can be high.
- Staff – guest ratio is high.
- Slower seat turn over because gueridon service requires more time to prepare and serve the food and beverage items.
- Requires more space and may reduce the capacity of the restaurant.
- More chances of mistakes and accidents and can be seen by the guest which may lead to reputation of the organization.

## 10.6. Best Practices of styles of services adopted by Indian Restaurants/ Fast Food

1. English service is most popular in mid scale and low scale restaurants of India.
2. Silver service is very popular in upscale and fine dining restaurants in India and main course items are served by the waiter by using service spoons and forks.

3. Pre plate service is very popular in coffee shops.
4. Many fine restaurants have three different plate storage areas; the warm plates are kept in the plate warmer, cold plates are stacked at room temperature, chilled plates as needed for salad and dessert are kept in a refrigerated unit.
5. The chefs created all displays on Hotel-Silver show platters, artistically garnishing the same. These platters, hot for hot food and cold for cold food, are carried to the dining rooms by the assistant waiters/ busboy.
6. The assistant waiters/ busboy brought the food to a service-table next to the guests' dinner-table. Here he placed the silver platter with hot food onto a rechaud.
7. The function of the rechaud was to keep plates and the silver platters with food warm for the guest.
8. Restaurants all over the India hastily replaced rechauds which had been in use The most common new electric warmer was an alloy-plate with two handles which served as stands. The new technology, the modern style and the low cost per use of any of these revolutionary warming plates caught on fast. These all cast metal and stainless steel warming plates are stacked and heated in their special designed stainless steel electric cabinet.
9. The captain then picked the food platter up and goes ahead with serving the food, which is done from the left, without any exception. The platter itself balanced on the server's left hand and arm. Between skin and platter, the waiter used serving towels/ waiter's clothes to protect himself against the heat from the platter's hot surface.
10. The waiter's communicate politely to each diner "would you care for ---------- May I serve you meat/ vegetables?" or would you care for meat / vegetables started a round of serving and pampering the guest. The waiter serve all food from the guest's left, with the serving spoon and fork always in the right hand. The waiter carefully selects from the platter whatever the guest wanted on her/ his dinner-plate.
11. This type of service is an art in itself. Small pieces of garnish are lifted skillfully without destroying their appetizing appearance.
12. Waiters use the spoon as a ladle to dish up some of the au-jus, or to scoop up vegetables from the platter.
13. Average and low price restaurants use a combination of American, British, French style of service and place the food items on the table with spoon and Indian Breads are offered by waiter on guest's plate by using a tong or service spoon and fork. Soups and desserts are served to individual guests by using pre-plated technique. Passing a finger bowl or hot towels after the main course is must item in all Indian restaurants.
14. All fast food outlets either a domestic corporate or international repute use cafeteria style of service. Guest pay the money in advance and get a voucher/ bill and then wait in the restaurant and token number is displayed on an electronic gadget which ensure that food is waiting on the counter and you have to pick by your own and during the waiting time, assistant waiter clean the table and may provide appropriate accompaniments to you on request.

***Willingness to serve***

- The waiter should be briefed about the tip system and shown how a good service can fetch greater tips. At this stage emphasize the point that a guest lavish tips only when he is pleased with the service and the service can only be good when the waiter is willing to please.
- A waiter's job is appraised on his keenness and willingness to serve. This determines his job advancement, promotion, increment and other benefits.
- A waiter is a representative of the hotel and his restaurant. He projects its image and is responsible for maintaining its high standards. On his attitude and action will depend the image of the hotel.
- A cheerful attitude is an asset. It is infectious as one cheerful person spreads cheer and goodwill wherever he goes. As a result the work atmosphere is pleasant and free of tension and overwork.
- A cheerful attitude towards colleagues is an advantage because a waiter would be able to obtain the maximum cooperation and help from them.
- Job satisfaction comes from within oneself and depends on one's attitude towards one's work. If one has a cheerful outlook any kind of work can seem worthwhile and interesting.
- One of the best ways to develop cordial relations and a team spirit is through group effort. Let the group effort. Let the group set the goals. Show how much easier it becomes to resolve problems when everyone puts their heads together. The phrase "United we stand, divided we fall", should be the motto.
- Through team spirit and teamwork efficiency is increased. Increase in efficiency implies higher sales turnover, which implies more earnings for everyone.
- By maintaining cordial relations, one not only benefits financially but also personally. A good friendship is also an asset and is of great help during times of trouble.
- Cordial relation with guest is good relation. A guest who is pleased with the guests is good relations. A guest who is pleased with the friendly atmosphere of a restaurant is bound to visit it again and again.
- A waiter should realize that the work he is doing is not an ordinary kind of work. It is an art what everyone can not do. It is an art which has developed from times immemorial and is still being developed.
- Courtesy is the hallmark of a good waiter to be courteous on all occasions not only towards guests but also towards his colleagues and other people working in the same unit.
- Courtesy should be inherent in his nature and a sign of his desire to please those with whom he comes into contact.
- The advantage and necessity of being courteous should be emphasized as it not only smoothen operation but also ensures better ties.

***Briefing***: Meeting of the restaurant staff prior to the opening of the restaurant print to be remembered by the modules are:

1. Through knowledge of the Food & Beverage items available in the menu & even the non available ones.
2. Knowledge of the devoir soup & main dish in order to push it to the guest.
3. Be equipped with clean with the service.
4. Restaurant manager should check weather the waiter has satisfied the above points.
5. The waiter should be briefed about the tip system and shown how a good service can fetch greater tips. At this stage emphasize the point that a guest lavish tips only when he is pleased with the service and the service can only be good when the waiter is willing to please.

***Allocation of duties***

- Duties must be rotated once every week to prevent monotony for example: An assistant waiter is doing bussing for first week then second week other waiter should assign the task of bussing.
- Different stations must be assigned to the staff on a rotation basis.
- Each station must have a uniform number of staff members: assistant waiters, waiters, captain.
- The person assigned to the bar must have a good experience and knowledge of beverages.
- Duties like linen exchange, store requisition, must be assigned on a weekly or fortnightly basis.
- Follow HR Guidelines.

***Attendance***

- Any person who reports late should be marked late and the records must be send to the Personnel Department for necessary action like deduction from salary.
- Use a pen and ensure that there is no over-writing to avoid malpractices. any changes made should be counter-signed.
- The register should be carefully handled as it is used for a full year and should be kept in a safe place.
- The Restaurant Manager should be made aware of late-comers and absentees to take necessary action.
- Prolonged absenteeism and periodic late-coming should be dealt with severely.
- Staff should be made to realize that coming to their job on time is of great importance.

## 10.7. Organizing Mise en scene

The term mise en scene (creating the environment/ atmosphere) is the very popular term used in all catering business. Numbers of times you are suppose to use this word whenever in catering operations. The basic purpose of the mise en

scene to create comfortable, pleasant, safe and hygienic area before the starting of food and beverage operations. It is basically used to performed various tasks before the mise en place starts, and activities under the term depends on catering operation but few activities are very common which are as follows:

- Collecting the keys of food and beverage outlets from security department / owner of the restaurant.
- Unlock and Opening of the doors and windows so the restaurant area can get fresh air and closing of windows and doors for setting air conditioning.
- Checking of all electrical appliances, furniture and fixtures and take corrective actions.
- Thorough cleaning of the all the service area.
- Dusting of all furniture, fixtures and other surfaces.
- Linen exchange from laundry.
- Laying of table linen.
- Making napkins fold.
- Vacuuming of carpet.
- Arrangement of furniture according to the floor plan of the catering establishment.
- Gardening and watering of the plants and setting of bud vases by using fresh flowers.
- **Checking of all menu cards, table numbers, and tent cards.**

## 10.8. Organizing Mise en place

The term mise- en –place (preparation for service or placing at right place ) is the traditional term used for all duties that have to bee carried out in order to have the restaurant ready for service. A duty Rota showing the tasks and duties to be completed before service should be made listing clearly about the tasks to be performed by member of service staff is responsible.

Activities performed by service personnel's are:

- ❖ Ensure menu cards.
- ❖ Cleaning and stacking of hotplate.
- ❖ Polishing of silver.
- ❖ Filling of accompaniments.
- ❖ Setting of Side table/side board.
- ❖ Glasses to stack in the glass racks.
- ❖ Preparation and setting of dispense bar and still room.
- ❖ Laying of table cover according to time and style of operations.
- ❖ Other miscellaneous tasks.

Note : Activities of mise en scene and mise en place takes place in every shift and must be completed 15 minutes prior to opening of a food and beverage outlet, so the supervisor get sufficient time to ensure that everything is at the right place and

in perfect conditions. You have to be careful for both the mise en scene and mise en place and advise to maintain a restaurant service / supervisor checklist according to nature of the operations so nothing is to be left which may cause a problem during operations.

***Suggestive Checklist for briefing and mise en place***

| **Activity** | **Yes** | **No** |
|---|---|---|
| Staff of duty at appointed time | | |
| Correct uniform/ service cloth and name badge | | |
| Menu explained to service brigade with style of service | | |
| Information about specialty of the day | | |
| Information of not available items | | |
| Expected VIPs/ CIPs | | |
| Stations and tables allocated | | |
| Restaurant and equipment clean and tidy | | |
| Chairs and tables in correct position | | |
| Table checkups and correct layups | | |
| Sideboard stacked and prepared | | |
| Display tables | | |
| Hot plate | | |
| Condiments and accompaniments | | |
| Final check on reservation diary/ register | | |
| Reservation attended to | | |
| Smoking area allocated | | |
| Air conditioning and lighting | | |
| Menu card/ display | | |
| Appropriate set up for billing | | |
| Garbage disposal | | |
| Wash up | | |
| Inventory | | |
| Coordination | | |
| Meal pick up | | |
| Silver room set up | | |
| Hygiene and sanitation | | |
| Still room and provisions | | |

## 10.9. Summary

Chapter detail the style of services adopted by Indian catering industry with their merits and demerits and highlighted various social and technical skills required by food and beverage service personnel's. Room service as it is one of the major source of revenue and contributes a big share in total food and beverage sales of the hotel has been discussed in details. Formats used to control the room service activities are given for better understanding of the

topic. Chapter have various photographs of table set ups so the readers and can under stand what should be the outcome of their follow up during their practical classes. How to deal with a customer and handling guest complaints are explained thoroughly in the chapter so professionals can apply whenever the situation comes in real life.

## 10.10. Concept review questions

1. Define service and differentiate between material and personal service.
2. Write salient features of silver service and differentiate with Russian service.
3. Name the most popular service find in restaurants of India.
4. Enlist types of service found in a five star hotel.

**Test Your Knowledge**

**Multiple choice questions (tick the right answer):**

1.The term “mise-en-place” means:

a. A type of menu
b. Things in place and prepared
c. A team of restaurant staff
d. Style in the kitchen

2. A luxury restaurant would normally offer it’s guests a choice of dishes from:

a. A banquet Menu
b. A buffet menu
c. An A La Carte menu
d. A breakfast menu

3. A restaurant sideboard is used to:

a. Store all glassware
b. Give a visual display of special equipment
c. Hold all equipment required by service staff at the commencement of service
d. Store a waiters personal belongings

4. During meal service, glassware should be carried on :

a. A service plate
b. A plastic tray
c. A service salver
d. On a trolley

5. A slip cloth is used to:

a. Prevent staff from slipping
b. Cover a table cloth
c. Polish cutlery and glassware
d. Wipe hands

6. The term "cover" in relation to restaurant refers to:

a. The number of guests
b. The lid for a serving dish
c. A type of tray cloth
d. A lampshade

**State true or false:**

1. Size of a cover is 18" x 24".
2. Pre-plated service is very popular in coffee shop.
3. Silver service is performed from left hand side of the guest.
4. Concept of self service is originated from France.
5. Beverages are served from left hand side of the guest.

## 10.11. Suggested activities

- Interview with the restaurant manager of a first class restaurant and explore potential qualities required to be a successful food and beverage service personnel.
- Observe the styles of service in the hospital of your city and compare with the service provided at your institute.
- List out the various uniforms used in different types of restaurant and try to find out the valid reasons for the same.
- Collect the information's about various code of conduct to be observed in different types of functions or events.

## 10.12. References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# Unit – 11 : Sale Control Methods

**Structure of Unit:**


11.0 Objective
11.1 Introduction
11.2 Checking Method
- 11.2.1 Triplicate checking method
- 11.2.2 Check Pad System
- 11.2.3 Single Order Sheet
- 11.2.4 Computerized System Of Billing
- 11.2.5 Wine And Other Checking

11.3 Some other kinds of special Checks
11.4 Internal Controls
11.5 Objective of Beverage Control
11.6 Cellar Management
11.7 Mode of Payments
11.8 Summary
11.9 Review Questions
11.10 Reference and Suggested Reading


## 11.0 Objective

The unit covers the important aspect of F & B operations, sales. The learner will understand the various methods of controlling the sales. The methods evolved over a period of time are discussed which will give leaner insight into the important aspect of sales control.

The learner will also understand the beverage management system and various methods of controlling beverage sales.

## 11.1 Introduction

Every f & B operations needs proper and effective control system in order to ensure running of its operations smoothly and effectively, without any pilferage and frauds..

This control is required at each and every stage of the Food and Beverage Cycle, i.e.:-

1. Taking the customer's food or beverage order
2. Announcing these orders to kitchen or bar as the case may be
3. Getting the order correct and ready on time

4. Serving the correct order, on time with correct serving temperature to the guest
5. Making the correct bill
6. Setting the bill
7. Closing of the restaurant

Food sale is such a business if allowed unchecked can make an establishment bankrupt overnight. Therefore, it is not the workers or masters should work to control but system should work efficiently to prevent a disaster.

**Functions of A Control System……..**

- The control system monitors the area where food and beverage sales take place.
- It reduces the pilferage, fraud, and wastage to minimum.
- It provides required information to the management for costing purposes, so that they forecast the statistics accurately for the next financial period.
- It ensures that cashiers make bills correctly so that the customer is neither overcharged nor under charged.

The food and beverage order taken from the guests should be documented for effective control. There are different checking methods followed for either of the two menu styles namely:

**i. Triplicate checking methods**

**ii. Detailed Check Pad System**

**iii. Single order sheet**

**iv. Quick service menu and customer bill "OR" Service with order**

**v. Computerized order taking**

## 11.2 Checking Methods

Some important checking methods are as follows:

**Carbon Copies:** Duplicate, triplicate or single check system may be adopted, but triplicate checks are usually used now.

**Single Carbon:** One single carbon is used to prepare 2 copies, one of which goes to the kitchen and the other is kept at the station which is later sent to the restaurant cashier.

**Double Carbon:** This method is mainly used in restaurants offering a la carte menus. Copies are made in the following format 1 + 2 i.e. 1 original and 2 carbon copies. The original copy or KOT (Kitchen Order Ticket) is sent to the kitchen. The first carbon copy is kept at the station for record and the other goes to the cashier for preparing the final check. Here, KOT Bill.

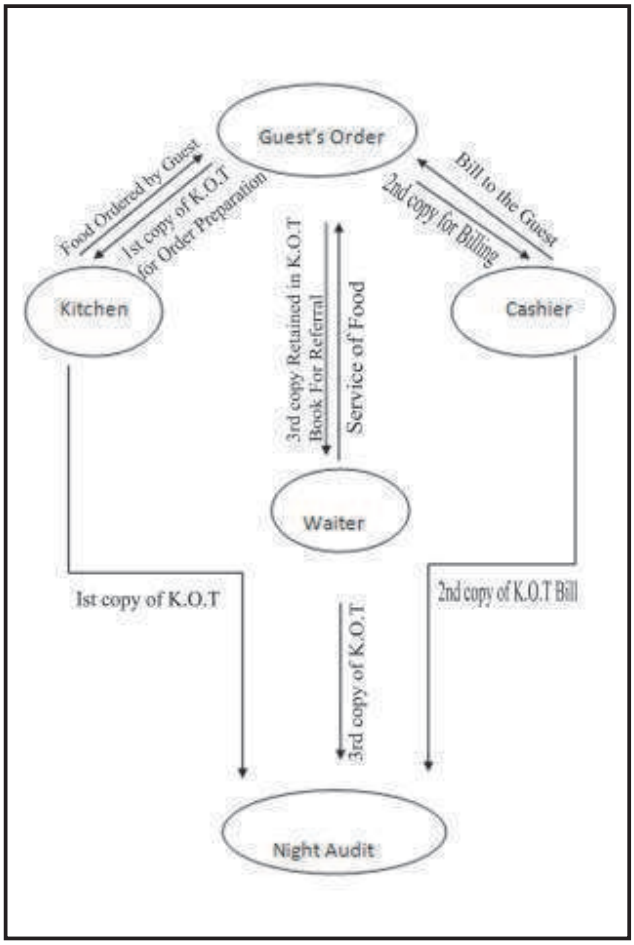
**Triple** triplicate system involves one short transparent paper (called flimsy) so that the waiter has the original and 2 copies. To avoid 2 carbon papers in the triplicate system, one double-sized carbon is used. The second copy is the flimsy tissue which takes the carbon impression of the reverse. The flimsy remains- on the sideboard, to remind the waiter what is the next course to be served. This method is used in very busy restaurants offering high class a la carte menus.

### 11.2.1 Triplicate checking method

This system is traditional and time tested and very efficient and still in practice. As the name implies, the food check has 3 copies. Each copy has same serial number on them, and be off different color for easy identification and demarcation. Once the order is recorded on the KOT, the first copy goes to the kitchen or the dispense bar on the basis of which the order is prepared. Once the waiter picks up the order, the KOT copy is dropped in to the control box, which is always kept locked. Control box is maintained by the food and beverage control department to prevent any kind of fraud and malpractice

The second copy is given to the cashier, and based on that the bill is prepared, which has 2 copies. The first copy of the bill goes to guest and another copy is retained by the cashier the cashier attached the $2^{nd}$ copy of KOT to the $2^{nd}$ copy of the bill and submits it along with sales summary to the food and beverage controls at the end of the day.

The 3rd copy of KOT remains with the waiter in the KOT book for reference and checking up the order during service. It may be called for auditing at any time b the control department




### 11.2.2 Check Pad System

In this system, 5 self-carboned copies are made by National Cash Register Machine (NCR Machine)

Copy 1 Goes to kitchen

Copy 2 Goes to Cashier

Copy 3 Goes to Accounts department

Copy 4 Goes to F & B Control

Copy 5 Goes to the Steward for his personal record.

### 3. Employee

The establishment must hire skilled and reliable personnel (through job applications and interviews, after checking references). Written rules should be established and enforced, and communication between the management and the employees is essential.

The bar manager should take periodic inventories, and compare the liquor used with the sales to evaluate the efficiency of the establishment.

**BARTENDING**

Prior to service, mise-en-place in the bar involves:

1. Making a liquor requisition on the basis of the par stock to be maintained at the bar, and exchange empty bottles for full ones. Arranging all bottles systematically and ensuring proper inventory control.

2. Transfering popular brands to a 'speed rack' at the counter.

3. Arranging all glasses systematically ensuring that they are clean, and not chipped or cracked.

4. AU the bar tools such as bar spoon, knife, ice scrap, others, should be kept handy.

5. Garnishes (either freshly prepared or cut in advance) are covered or refrigated.

6. Bins are filled with icecubes/ crushed ice.

7. Sufficient cash is kept ready and the NCR checked for smoothly functioning.

8. Napkins, ashtrays, etc. arranged.

9. Personal grooming checked.

## 11.5 Objective Of Beverage Control

The objective is to determine and report on the actual and potential sales and costs for each food and beverage outlet.

**A. Bar Cost System:**

**B. Par stock or Bottle Control System:** 3

(i) The level of par stock is established for each beverage. To simplify the system, only full bottles are counted, partial bottles are not counted.

(ii) Number of empty bottles are noted each day; this being the amount and type to be requisitioned each day.

(iii) Potential sales are based on the quantities issued and are compared to the actual revenue received.

**C. Potential (or Standard)**

**Sales Value System:**

The sale value of each drink is called the potential sales value system which requires as a basic of operation, established standards for a bottle, drink recipes, drink sizes, glassware and par stock.

**Various Calculations are made of:**

(a) Full Bottle Spirits

(b) Spirits Sold By Glasses

(c) Soft Drink (Undiluted or mixed)

(i) Fixed price when sold on it's own or when sold with another drink e.g. Gin and Tonic water.

(ii) Selling a~ a lower price when served as a part of a mixed drink.

(iii) The inclusion of the cost of soft drinks in the price when selling spirits.

**Dispensing Of Spirits and Wines**

**Spirits:** Glass or metal optics are used to determine the amount to be dispensed for a stipulated price (fixed price). The five out and six out measures are more commonly used.

A reputed quart contains 26 2/3 oz. fluid and the standard measures are based on an imperial fill, i.e., 1 ¼ oz. fluid.

Hence, four out' measure is ¼ fill, i.e., ¼ oz. fluid,

Five out' measure is 1/5 oz. fill, i.e., 1 fluid,

'Six out measure is 1/6 fill, i.e., 5/6 oz. fluid,

One bottle containing 26 2/3 oz. fluid therefore serves:

21 ‘4 out’ measure to a bottle

26 ‘5 out’ measure to a bottle

32 ‘6 out’ measure to a bottle

**Wines:** The normal wines served in a bar are the fortified wines like Port, Sherry, Madeira, and consequently obtain their best flavor when served cold. The bottle normally contains 26 2/3 oz. fluid. These wines are usually served in a 2 ½ oz. stem glass serving 2 oz. per persons.

Thus, 13 measures to the bottle should be obtained. When serving any fortified wine it is poured directly into the glass, preferably in front of the customer.

Aromatic wines such as Dubonnet, Campari, Italian and French Vermouths etc. are in continental bottles of capacity which works out at 35 oz. fluid. The normal quantity served per person is 2 oz. They however, are served in 6 oz. wine glasses, as it is normal to add a slice of orange or a lemon and a cube of ice. As a long drink they are sometimes diluted with soda.

## 11.6 Cellar Management

A cellar is a place primarily for the storage of alcoholic beverage. The cellar stock is expensive and is treated as valuable. So, at all times a cellar is efficiently administered and adequately supervised. All movements of receiving and supplies are promptly and accurately accounted for. An effective cellar management ensures proper storage so that there is avoidable, less or no damage to the beverage stored and a timely supply to the various bars of the hotel. To achieve this, one needs to consider a good location for the cellar. Control on the purchase, storage, movement of the stock and a trained person to look after the stock, are essential. He should be a man of integrity and have an expert knowledge of the trade. He should know about the keeping qualities of different beverage; the behaviour of wineshippers and suppliers and should be able to advise regarding the purchase of beverage.

His duties include:

1. Regulating and controlling the supply
2. Knowing all the specifications
3. Issue of stock
4. Proper storage

5. Submission of statements

**Some Tips on Good Cellar Management:**

1. Stock requirements Should be related to sales volume.

2. Keeping in touch with the changes in customers' preferences. New brands should be given due consideration.

3. Determining realistic stock levels. Standard/par stock of each bin Control Methods should be fixed. These levels can be adjusted up or down by management, which is necessary owing to change in customers' preferences, or seasonal changes.

4. The discount should be considered carefully.

5. The items should be divided into slow selling and fast selling. Items should be stored considering their demand.

6. Bins should be constructed to hold a fixed stock. Items should be stored in such in a way so that stock can be determined quickly at any time.

7. Each bin should have a bin card. Full bin card should be safely stored and new ones should be issued against the used ones. In addition to bin cards, a stock register should be maintained.

8. Items should be issued only against requisition.

9. A register should be maintained for the issue of stock against the broken or corky bottles. The issues should be against proper authorization.

10. A register should be kept for the outward empties.

11. The Cellar should have fixed working hours. In the absence of cellarman, the keys should be issued against proper document.

12. There should be duplicate keys for the cellar (one key with the security). After closing the department, the keys should be properly deposited.

13. For the preparation of the cocktail house brands should be used.

14. From time to time the stock should be supervised for shortage or breakage.

15. There should be regular and routine stock-taking.

16. Only the Cellar staff should be allowed access to it. All others should gain entrance to cellar by permission only,

**BINS**

Wines are stored in bins. Each bin is numbered. In the cellar, the wines are known by their respective bin numbers.. The bins are made of brick or wrought iron. Wines are stocked with great care and then left undisturbed until they are required for service.

A Spillage and Breakage Book is kept to record all write-offs. Genuine spillages are credited or replaced by the supplier. Breakage and stock shortages are only written off under the authority of management. A book is kept, showing all debits and credits and stock on hand. A very careful watch should be kept upon the movement of empties and spillage.

**SPILLAGE REPORT**

| **Date** | **Name of the supplier** | **Item details** | **Action taken** |
|---|---|---|---|
| 4th Feb. | Sminth Bros | Faulty cork in bottle of sherry (Bin 2) Recd. 30th January | Bottle returned on 31st Jan. Exchanged bottles. Recd. on 1st Feburary |

**RECORD OF RETURNABLE EMPTIES**

| Date Received | Name of the company | Returned |
|---|---|---|
| | | Signature |

**Stock-Taking:** Every week the inventory of cellar is taken. One person checks the count of items' on the shelves while the other verifies this figure, against the Bin Card and then the record is traced back by reference to the related invoices and/or requisitions. If the difference cannot be accounted for, the card balance figure must be corrected to show the actual count of items on hand. If the difference is numerous or large, more intensive investigation is required to determine the cause of leakage. At the end of the month the cellar stock inventory should be done under the supervision of the control department. The procedure to follow is the same as mentioned above. After the physical verification of stock beverage inventory, the turnover ratio is calculated and the management is apprised of the same.

Beverage inventory turnover is generally from half to one time a month. It is calculated as:

$$\text{Beverage Inventory Turnover} = \frac{\text{Beverage cost for the month}}{\text{Average Beverage Inventory}}$$

$$\text{Average Beverage Inventory} = \frac{\text{Opening stock + Closing stock}}{\text{Weekly cellar control sheet}}$$

for week ending _____

**Cellar Equipment:**

1. Scantling
2. Spare. casks

3. Pails and bowls
4. Areo Meter
5. Corking machine
6. Capachino machine
7. Sykes hydrometer
8. Tasting glasses
9. Bins
10. Valinche
11. Slogger
12. Thermometer
13. Crates for Beer bottles
14. Washing machine
15. Wheel barrow.

## 11.7 Modes Of Payments

There are various methods of making payments for the consumed food and beverage services. Some of the most popular methods are;

**CASH**

The payment received in cash should always be checked in front of the guest and at the same time when change is given then it should be counted back to customer. In this method complete payment is made in cash and therefore the currency notes should be checked for their authenticity and proper shape.



**CREDIT CARDS**

If the payment is made by credit card, the first step is to check its validity. Then a voucher is made out and filled in with the required details. The customer is then requested to sign the voucher after which the operator should check and match the signature with that on the credit card. The customer copy should be given to the guest.




The validity of the credit card is checked by passing

it through the electronic machine after which the details of the credit card are printed on the form of itemized bill which the customer then signs. (One copy of this itemized bill is given to the customer for his record)




**DEBIT CARDS**

The use is similar to the above, but the amount used is immediately deducted from the customer's account.

**CHEQUES**

When accepted cheques, the cashier should check the following information;

- Correct date
- Filled amount (correct/incorrect)
- Signed by the person indicates on the cheque
- Match the signature of cheque card.

NOTE: *cheque should always be accompanied by the cheque card.*



**TRAVELLER'S CHEQUE**



These may be issued by the travel agent (if travel agencies and hotels have tie up or any type of contract). The traveler's cheque must be signed once when issued and again when to pay.

## 11.8 Summary

Every f & B operations needs proper and effective control system in order to ensure running of its operations smoothly and effectively, without any pilferage and frauds. Food sale is such a business if allowed unchecked can make an establishment bankrupt overnight. Therefore, it is not the workers or masters should work to control but system should work efficiently to prevent a disaster. The food and beverage order taken from the guests should be documented for effective control. There are different checking methods followed for either of the two menu styles namely: **Triplicate checking methods, Detailed Check Pad System, Single order sheet, Quick service menu and customer bill "OR" Service with order, Computerized order taking.**

## 11-9Review Questions

1 Elaborate on the importance of control system in F & B Department

2 Briefly explain the various checking methods in F & B.

3 Explain the triplicate system of KOT.

4 Write a short note on Internal Controls.

5 Briefly discuss various types of modes of payments.

6 What are the objectives of F & B Controls?

## 11.9Reference and Suggested Reading

1 Sudhir Andrews 2009 Food & Beverage Service McGraw Hill

2 Tarun Bansal 2011 Hotel Facility Planning Oxford University Press

3 Dasgupta 2011 Tourism Marketing Pearson

4 Bobby George Sandeep Chatterjee 2007 Food & Beverage Service Jaico Book

5 Walker 2003 The Restaurant Willy

6 S. N. Bagchi Anita Sharma 2003 Text Book of F & B Service AMAN PUBLISHERS

# Unit – 12 : Tobacco

**Structure of Unit:**


12.0 Objective
12.1. Introduction
12.2. History
12.3. Tobacco – Cultivation, Harvesting and Curing
12.4. Seed, Soil & Disease
12.5. Cigars
12.6. Strength, Names and Sizes of Cigars
12.7. Cigarettes
12.8. How to judge cigars and other tobacco products
12.9. Effects of Tobacco
12.10. Review Terms
12.11. Review Questions
12.12. Reference and Suggested Reading


## 12.0 Objective

The learner will be able to :-

- Understand the origin and history of tobacco
- Know about the Cultivation and curing of tobacco leaves
- Understand the types of cigars and cigarettes
- Name and sizes of Cigars and cigarettes
- List various brands of Cigars and Cigarettes

## 12.1 Introduction

Tobacco is the name given to the plant and cured leaves of several species of Nicotiana which may be used , commonly after aging and processing in various ways for the purpose of smoking, chewing, snuffing and extraction of nicotine. Nicotine and related alkaloids of tobacco furnish the habit forming and narcotic effects which account for general worldwide use.

Generally tobacco means a leaf product containing 1-3% of the alkaloid nicotine which produces a narcotic effect when smoked chewed or snuffed. The plant Nicotiana Rustica provides tobacco in parts of Europe, but the tobacco of world commerce is Nicotiana tabacum. During his voyage to America, Columbus discovered the West Indians smoking tobacco in a hollow forked stick. Historians do not know who first brought tobacco to Europe, but most of them give credit to Jean Nicot in 1561. and Nicotine incorporate his name.

## 12.2 History

It is believed that the native American Indians were the first to discover tobacco. In 1492 Christopher Columbus found that they smoked it in pipes for medicinal and ceremonial purposes. Columbus brought the tobacco leaves and seeds to Europe where farmers grew them for medicinal purposes to relax the body. In a French diplomat Jean Nicot from whose name comes from the botanical name Nicotiana and then the term "nicotine" introduced its use in France. France and Spain started smoking rolled cigarettes in 1600. Tobacco was introduced to France in1556, Portugal in 1558, Spain 1559, and England in 1565. John Rolfe, an American colonist, commercialized it in Virginia from where the famous Virginia tobacco comes in 1612. Virginia and southern states had the right climate for tobacco. America exported tobacco to England who made it popular in Europe. It however, became popular in America by 1850 only.

At first, tobacco was popular mainly for pipe smoking, chewing and snuff. Cigar did not become popular until early 1800' s. Cigarettes which has been around in crude form since the early 1800's, did not become widely popular in United States until the early 1600s, did not become widely popular in the United States until after the civil war, with the spread of 'Bright' tobacco, a uniquely cured, yellow leaf grown in Virginia and north Carolina. Cigarette sales surged again with the introduction of the 'White Burley' tobacco leaf and the invention of the first practical cigarette-making machine, sponsored by tobacco baron James Buchanan 'Buck Duke' in the late 1880's.

Smoking became popular throughout the world as it was introduced by the English in their colonies. By 1960, researchers found that smoking was injurious to health causing lung cancer, heart disease and other illness. Cigarette manufacturers responded by reducing the tar and nicotine content of cigarettes but not enough to make it safe. Today, the anti-smoking movement has risen worldwide. Restaurants are obliged to declare themselves non-smoking establishments. Those countries still tolerant permit restaurants to have separate smoking areas.

All tobacco should be kept in a dry place and at even temperature. It kept in a glass case in the restaurant. Cigars are best preserved in their boxes made of cedar wood. Cigars should never be over handled for fear of breaking the outer leaf. The best temperature for storage is 65-70 degrees Fahrenheit. Moulds are set in temperature above 75 degrees. Cigars are never refrigerated as refrigeration dries and ruins the tobacco

## 12.3 Tobacco – Cultivation, Harvesting and Curing

**Cultivation & Harvesting of tobacco:**
The local soil type and climate within the country, or state determines the type of tobacco grown there. Generally tobacco grows best in warm, even climate on light, well-drained, carefully fertilized soils, that receive weekly moisture from rain or irrigation. Special seedbeds, either open or covered with cloth glass or plastic provide transplants for the fields. Plants are usually topped (blossom removed) to allow the upper leaves to expand. Harvest proceeds by cutting the

whole stock or picking leaves successively as they ripen (primed). Primed leaves are supported on strings/wires or sticks.

Tobacco plants are seeded indoors, and transplanted into fields after six to 10 weeks. The plants are carefully pruned so the leaves grow to the necessary size. Plants that produce the outer wrappers of cigars are usually kept covered with cloth to protect them from the sun. The plants take several months to mature in the fields.

Curing

After harvesting, the tobacco leaves must be cured in order to develop their characteristic aroma. The leaves are cured when they have passed from bright green flexible fresh leaves to dried brown or yellowish leaves. Chemically, the naturally occurring chlorophyll in the leaf gradually breaks down and is replaced by carotene. To cure, the harvested plants are strung to narrow strips of wood called laths. The laths are hung from the ceiling of a well-ventilated curing barn. In dry weather, they may cure simply by hanging, a process called air curing. The leaves may also be flue-cured. In this method, the laths are hung in a small barn which is heated from 90-170°F (32.2-77°C). The temperature must be carefully monitored in order to prevent extreme rapid drying. Sawdust or hardwood may also be burned in the curing barn, to aid in drying the leaves and impart an aroma.

Curing (drying) is done in ventilated barns with natural or artificial heat. In some areas machine harvested leaves are packed in special frames for curing in heat regulated, forced-air chambers. Drying time (2-6 weeks) and temperature influence the amount of changes that occur in proteins carbohydrates, organic acids, alkaloids and enzymes in the leaf Before inserting the leaves in cigars, cigarettes, pipes, chewing tobacco or sauf, lined leaves are fermented by storing them for 6 weeks to 2 years at about 15% moisture and 80-110$^{o}$F (27-43°C). The methods used for harvesting, curing and fermenting depend on the type of tobacco, intended use and the local custom. A flat product made from ground tobacco plus binding agents is often blended with tobacco leaves.

After curing the leaves are further processed based on the purpose such as for making cigars, cigarettes or other purposes

**Types of Tobacco**

1. **Flue-cured (bright):-** United States (Virginia, North Carolina, South Carolina, Georgia Florida border); Canada (Ontario); Europe; China; Japan; Australia; India
   a. Use :- Cigarettes
   b. Curing Method :- Primed leaves heat-cured to a bright yellow colour
2. **Light air- cured (Burley, Maryland)** :- U.S. (Kentucky, Mary land, Tennessee); Canada, Europe
   a. Use :- Blending in the cigarettes
   b. Curing Method :- Whole plant air dried in ventilated sheds
3. **Oriental (Turkish) :-** Greece (Macedonia), Turkey (Samson)

a. Use :- Blending for aroma in cigarettes
b. Curing Method: - Primed leaves cured in sun on strings.

4. **Cigar filler :-** Cuba; Phillippines; Puerto Rico; US (Pennsylvania, Ohio); Dominican Republic, Central and South America
    a. Use :- Central bulk of cigars
    **b.** Curing Method :- Whole plant air dried in ventilated sheds

5. Cigar binder :- US (Connecticut River Valley, Wisconsin, Pennsylvania)
    **a. Use: -** Binding the filler into shape.
    **b. Curing Method :-** Whole plant air dried in ventilated sheds

6. Cigar Wrapper :- US (Connecticut River Valley, Georgia Florida border); Cuba; Italy; new in Canada & South America
    **a.** Use :- Outer leaf or wrapper of cigar
    **b.** Curing: - Primed leaves heated or air dried to a uniform golden brown or a bright green.
7. Dark air cured and fire cured:- US (Kentucky, Tennessee, Virginia)
    **a.** Use :- Pipe, chewing snuff
    **b.** Curing :- Whole plant air dried in vetilate sheds

Casings (sweetening agents} are added to give flavour to the cigarettes. Snuffs are made by fermenting the fire cured leaf and grinding stems and adding salt and flavourings. Cigars are made by wrapping a blinder leaf round a bunch of cut filler leaves and overwrapping with a fine wrapper. Stems and scraps are ground to make reconstituted sheets, something like the paper-making process which can be used as substitute for cigar binders or wrappers. These are also used to supplement natural tobacco in cigarettes.

## 12.4 Seeds, Soil & Disease

The choice of seed is contingent upon the type of leaf desired Most strained varieties of N. tobacom are local in their adoptions and are not suited for the production of widely divergent leaf.
**Orinoco Group:** In production of Flue-curing tobacco.
**Pryor Groups:** In production of dark, air-cured and fire-cur tobacco.
**Havana Seed, Sumatra, Luban** represents outstanding varieties used in the production of cigar leaf.
**Specification of Seeds**
Seedlings are small and are produced in cold farms or outdoor beds covered with thin cloth or something like a straw bed.
**Specification of Soil**
Soil which is selected should be:
1. Fertile
2. Have a good tilt
3. Drainage
4. Be fully exposed to sun

Sterilization of soil iodine by burning, steaming, using chemicals, such as methyl bromide to destroy used seeds, nematode, insects etc. is done 8 to 10 weeks after transplanting the field. Shortly after the flowering, it is topped (disbudded) that is, the terminal growth is removed. Leaves are large and vary from 10-20 in number.

Burley, dark air-cured, fire-cured, cigar requires silt loam, clay loam with clay sub soils.

**Oriental:** Unfertile sandy hill slopes.

**Flue-cured:** Heavy black clay-like soil.

**Use of Fertilizers**

NPK Fertilizer are used one ton per acre and can vary in small quantities.

**Diseases**

Diseases cause production problems in all countries where tobacco is grown. Annual losses of tobacco products worldwide average 10% or more; in addition, production costs invariably increase. About 25 principal pathogens attack the crop right from the seed sowing state to marketing.

Root knot, caused by the Nematode Meloidogyne spp. is the most important disease. It occurs in all the warmer countries, particularly in sandy soils. Diseased plants are stunted and have wilted leaves that yellow prematurely. Knits or galls form on the roots. Infected plants become more susceptible to other diseases such as black shank and bacterial wilt.

**Disease of the Plant**

1. Fusarium Wilt
2. Black Root Rot
3. Tobacco Masaic Virus
4. Bacterial Leave Spot
5. Downy Mildew

**Insect Pests**

1. Green June beetle Larvae
2. Cutworms
3. Flea Beetles
4. Hornworms
5. Grasshoppers
6. Nematodes

These are controlled by various methods including fumigation. The harvesting time is 70-140 days.

## 12.5 CIGARS

**Manufacturing**

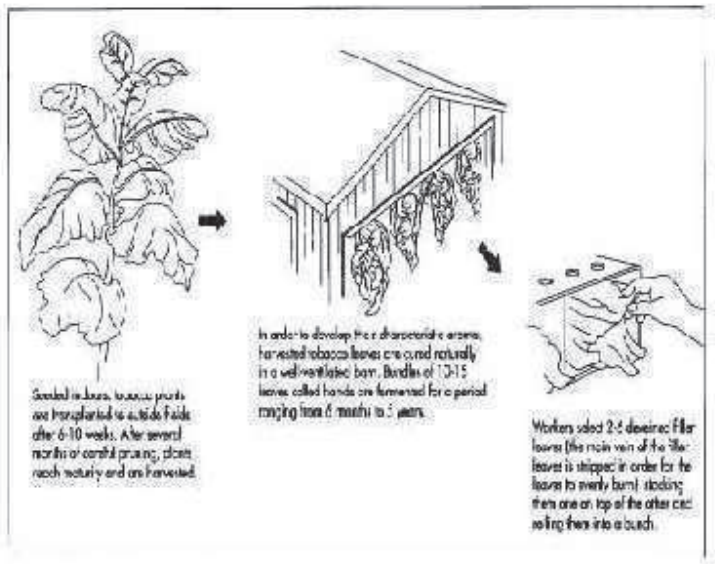
Cigars are formed by using three types of tobacco leaves:

1. **Fillers:** These are brown crushed leaves which form the centre of the cigar.
2. **Binders:** These are the leaves which are small in. size and are bound around the filters.
3. **Wrappers:** These are the big leaves which are quite soft and elastic in nature so they can be wrapped to give the final smooth surface. The best wrapper leaves are found in flavours and these are grown in shade.

In order to bind all these leaves together, a special type of glue is used in manufacturing cigars and cigarettes. The leaves of tobacco are taken and put in bundles and then heated and cured by subjecting them to fire which helps in making the leaves sort of brittle in nature and increase the preserving quality. The bundles are then opened up and graded and used for the particular cigars.
Cigars are usually made by hand but nowadays rolling is also done with the help of machines. The cigar should not be dry, some moisture should be there in order to have full satisfaction and should be stored in 'cedar wood boxes as they allow that much quantity of air and moisture which can maintain the quality of cigars.

After curing the tobacco leaves are fermented, stripped and wrapped to produce fine quality cigars. The process is discussed in details below:-

Fermenting
After the leaves are cured, they are sorted by color and size. Small or broken leaves are used for the cigar filler, large leaves for the inner wrapper or binder, and large, fine leaves, usually grown in shade or under cloth, are set aside for the outer wrapper. The leaves are tied into bundles called hands of 10 or 15 leaves each. The hands are packed in boxes or in large casks called hogsheads. The tobacco is kept in the hogshead for a period of from six months to five years. The leaves undergo chemical changes during this period referred to as fermentation. During fermentation, the aroma and taste of the leaf develops. Cigar tobacco is usually fermented longer than



other tobacco. Fermentation for two to five years is typical for high quality cigars. After fermentation, the leaves are manually sorted again by highly trained workers.
Vein Removal
The filler leaves must have their main vein (or stem) removed, or else the cigar will not burn evenly. This can be done by hand or machine. Manually, a worker with a thimble knife fitted to his or her finger clips the vein near the tip and pulls

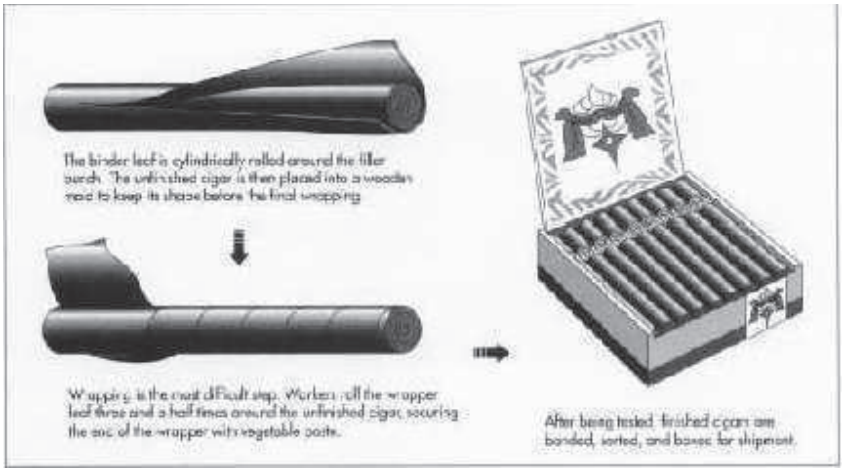
it down. Then the worker stacks the stripped leaves in piles (called books or pads). Mechanically, a worker inserts the tobacco leaves into a machine under a grooved, circular knife. By depressing a foot treadle, the worker causes the knife to lower and cut out the vein. The worker can stop the machine with the foot treadle, and stack the stripped leaves.

The stripped leaves are wrapped in bales and stored for further fermentation. The bales may be shipped at this point, if final production resides elsewhere. Just before the leaves are ready for manufacture into cigars, they are steamed to restore lost humidity, and sorted again.

**Manual rolling**

Fine cigars are rolled by hand. Cigar rolling is skilled work: it will take many years for a person to gain desired skills. The filler must be packed evenly and tightly for the cigar to burn smoothly, and the wrapper should be wound in an even spiral around the cigar. Hand cigar makers usually work in small factories. Each worker sits at a small table with a tray of sorted tobacco leaves on it and space to roll out the cigar. First the worker selects from two to six leaves for the filler. These are placed one on top of the other and rolled into a bunch. Then the worker places the bunch on the binder leaf and rolls the binder leaf cylindrically around the filler. The unfinished cigars are placed in an open wooden mold that holds them in shape until they can be wrapped.

Wrapping is the most difficult step. The worker takes the partially completed cigar out of the mold and places it on the wrapper leaf. With a special rounded knife called a chaveta, the worker trims off any irregularities from the filler. Then the worker rolls the wrapper leaf around the filler and binder three and a half times, and secures it at the end with a small amount of




Cigars come in several shapes and sizes. Perfecto refers to a cigar with a pointed head and tapering sides; Panatella is a long, thin, straight cigar; Cheroot is an open-ended cigar, usually made in India or Asia. From the smallest [3.5 in 18.9 cm)] to the largest [7.5 in (19 cm)] cigars are labeled the Half Corona, Tres Petit Corona, Petit Corona, Corona, Corona Grande, Lonsdale, and Double Corona.

The worker cuts a small round piece out of a different wrapper leaf. This is sometimes done by tracing around a coin. This circle is then attached to the end of

the cigar with paste. The worker has completed the cigar, though it still must be tested, sorted and packed.

Cigars may be made by hand in teams. Some workers may make the bunch and wrap it in the binder, and then the more delicate finishing work of rolling the wrapper is left to more skilled workers.

Machine rolling

The majority of cigars are made today by machine. A typical cigar machine may require several workers to tend to its different functions. One worker feeds tobacco leaves onto a feed belt between guide bars that are adjusted for the length of cigar desired. The machine bunches the leaves, forming the filler. A second worker places binder leaf onto the binder die. The leaf is held down by suction, and the machine cuts it to the proper size. The filler then drops onto the binder die. The machine rolls the binder around the filler. A third worker places the wrapper leaf or on a wrapper die. The partially completed cigar drops onto the wrapper die, and the machine rolls the wrapper around the cigar. A fourth worker inspects the completed cigars and places them in trays.

The finished cigars are passed to an examiner. The examiner inspects the cigars for imperfections and checks them for proper weight, size, shape, and condition of the wrapper. The examiner may correct imperfections by patching wrappers or re-shaping heads.

Finishing and packing

Cigars that pass inspection are placed on trays and passed to a banding and wrapping machine. A worker places the cigars in a hopper, and the machine places a band around them. The same machine may also wrap the cigars in cellophane. The ringed cigars may be also passed to workers expert in sorting by shade. They sort the finished cigars according to minute variations in wrapper color. Cigars with the same wrapper shade are then boxed together..

## 12.6 Strength, Names and Sizes of Cigars

1. C Means Colorado-a dark and strong cigar.
2. CC Means Colorado Claro-medium cigar.
3. CCC Means Claro-a light cigar.
4. CM. Colorado Maduro-a very strong cigar.
5. M. Maduro-an exceptionally strong cigar and darker in colour.

**Names and Sizes Of Cigars**

1. Corona-A 9 inch long straight cigar with a round end. It gives a slant cut or cut with a cigar cutter in V-shape.
2. Petit Corona-Same shape, 5 inch long.
3. Tres Petit Corona-.-41/2 inch long, same shape.
4. Half Corona-3 3/4 inch long
5. Lansdale-The strongest cigar, 61/2 inch long.
6. Ideals-Torpedo shape cigar 61/2 inch long.
7. Bouquet-Small torpedo shape, 4 2/3 inch long cigar.
8. Panatella-It is opened from both the ends. 3 inch long with ( a golden foil to show from which side to smoke.

9. Cheroot-Smaller cigar but bigger than bidis and darker, they are tapered at the smoking end and are 6th inch long.
10. Whiffs-English cigar open at both ends, 3th inch.

**Internationally Famous Cigars**

| | | |
|---|---|---|
| American | - | Robert Burns |
| Cuban | - | Romeo Juliet |
| Danish | - | Ducados |
| Holland | - | Ambapsado, Rothman's-120 m.m. |
| Dutch | - | Corona delux, Diplomat |
| Jamaican | - | Corona delux, Diplomat (delux) |
| Indian | - | Bengal Tiger |

Usually all cigars are derived form N. tobacom except for air- cured Khorka (USSR) which is derivcd from N. rustica. It's leaf has a coarse texture, it has Nicotine and has citric acid of a higher level than lemon.

## 12.7 CIGARETTES

These are never individually made but there is a long cigarette paper in which tobacco is placed and the paper is glued and then cut accordingly and the filter is inserted at the end which has a diameter longer than the cigarette but has been compressed and fitted at the end with a golden brown paper covering.

**Filter:** This helps in reducing the amount of nicotine that goes along with the smoke to the person's body and is made up of cellulose fibres which are very fine. There are certain cigarettes like Phillip Moris which have a double filter namely, regular filter and triangles of charcoal.

Synthetic filters are also being used in order to fight the competition in the market like in 'Charms'.

**Virginia Tobacco:** This is the best and the different cuts available are Navy silk, Flake and Fine Cut.

**Cigarette Brands**

**American:** Camel, Pallmall, Kent.

**English:** Thon Player's Special, 555, Dunhill, Benson and Hedges.

**Mentholated:** Cool, Salam

**Double Filtered:** Phillip Moris (Charcoal and cotton/silk filter)

## 12.8 How to Judge Cigar and other Tobacco Products

Basically, before they come into the market they are judged by an expert team of connoisseurs. but if a person wants to judge then the foremost point is the reputation of the Company and goodwill, and not an attractive box or packing.

It's odour, flavour, aroma and taste should be checked which can be done by smelling and smoking.

**Colour of the ash:** It should be dark greyish, firm and should not fall on its own. The longer it stays the better it's quality is.

Cigars, if taken near the ear and rolled with the hands, produce cracking sounds when dry and means that the cigar are of poor quality.

**Older Cigars:** You can see spots on the cigar.

**Cigarettes:** These can be stored for a period of 6 months after which yellow spots appear on the paper and they have a sweet taste when puffed.

**Hukka:** Desi tobacco is used.
**Pipes:** Flecked tobacco is used.

## 12.9 Effects of Tobacco

Tobacco can affect the health. Passive smoking places unborn children at serious risk.
Smoking and chewing of tobacco can also lead to cancer. It is also bad for lungs and heart. Research has found that smoking mothers account for 50,000 miscarriages in the US each years, the culprit being nicotine. Premature deliveries are also associated with this.

## 12.10 Review Terms

**Aging**: the fermentation process that gives the tobacco leaves a sweeter, milder flavour and aroma.

**Air-Curing**: drying leaves using weather conditions

**Cigar binder**: the leaf that holds the cigar fillers together

**Cigar filler:** Main body of the cigar

**Cigar wrapper:** the outer leaf that wraps the cigar

**Curing:** removing sap from newly cut tobacco leaves

**Fire-curing:** drying leaves by low fires

**Flue-curing:** drying leaves through heat conveyed by ducts

**Priming:** picking tobacco leaves by hand

**Stalk Cutting:** cutting tobacco plants from the roots

**Straddling:** suspending bundles of tobacco leaves on poles

## 12.11 Review Question

1. Write a short note on the origin of Tobacco
2. How is tobacco cultivated and cured?
3. List various types of tobacco based on the curing method used and its use.
4. What are the various types of diseases that effect Tobacco plant?
5. Explain the method of Cigar Manufacturing.
6. Explain the terms :-
    1. C, CC, CM. M.
    2. Corona
    3. Petit Corona
    4. Lansdale

5. Whiffs

7 How do we check the quality of Cigars?

## 12.12 Reference and Suggested Reading


1. Sudhir Andrews 2009 Food & Beverage Service McGraw Hill
2. Tarun Bansal 2011 Hotel Facility Planning Oxford University Press
3. Dasgupta 2011 Tourism Marketing Pearson
4. Bobby George Sandeep Chatterjee 2007 Food & Beverage Service Jaico Book
5. Walker 2003 The Restaurant Willy
6. S. N. Bagchi Anita Sharma 2003 Text Book of F & B Service AMAN PUBLISHERS

# Unit – 13 : Table Lay-Up and Service

**Structure of Unit:**


13.0 Objective
13.1. Introduction

- 13.1.1 A La carte cover
- 13.1.2 Table de Hote cover
- 13.1.3. Continental Breakfast Cover
- 13.1.4. English Breakfast cover
- 13.1.5. Indian Breakfast cover
- 13.1.6.American Breakfast cover
- 13.1.7. Afternoon Tea Cover
- 13.1.8. High Tea Cover

13.2. Tray / Trolley Set- up and Service
13.3 Pointers for setting Room Service Tray / Trolley Setup
13.4 Career information
13.5 Summary
13.6 Concept review questions
13.7 References


## 13.0 Objective

The unit covers the important aspect of F & B Service i.e Table set up and breakfast set up. At the end of the unit learner would be able to understand the importance of setting up the table before the service. Learner will also learn about the various types of breakfats, table set ups. Importance of trolley set up and all similar activities for making restaurant service successful

## 13.1. Introduction

**Laying of Table cover: "*Cover is allotted space to place required crockery, cutlery, glassware and table linen so a person can consume a meal in comfortable manner*"**. Many types of covers are laid according to style of operations, type of restaurant, meal time and nature of food and beverage items.

Most of the food and beverage service outlets prefer to lay all purpose cover in India while European countries prefer to lay an ***a la carte cover (15" x 18")*** and modify it according to the order given by the guest, but few of the specialty restaurant around the world to lay ***table de hote cover (18" x 21")*** on the table whether it's for lunch or

dinner. Whether its ala carte or all purpose one has to follow the following golden rules for laying the table cover:

- Arrangement of furniture according to floor plan of the restaurant.
- Ensure cleanliness of furniture and surrounding area.
- Ensure table should not be vowel in case of vowel place old menu card or old news papers to avoid it.
- Fall of the table cloth should s not be more than 12" and equal from all sides. Always miter corners of the table cloth for best appearance.
- All table linen must be well starch, absolutely clean and spotless.
- Slip cloth should be laid on table cloth and must be neat and spotless.
- Centre appointment that is bud vase, cruet set, and candle stand (optional), table number to be placed in the centre of the table.
- Ensure ash tray on table in smoking zone of the restaurant.

| Step | How | Why |
|---|---|---|
| **1.Setting of furniture** | According to floor plan of restaurant. Maintain a gangway of 3 feet from chair to chair or 6 feet from table to table and 3 feet from wall to chair. | To have proper space and well good looking décor, moreover providing comfort to both staff and guest |
| **2.Dusting of furniture** | Dusting by using a duster or a vacuum cleaner in case of heavy dust, starting from the top side to bottom of furniture | To keep the restaurant clean and fit for dining so that guest could enjoy their meal in hygiene condition. |
| **3.Collection of linen** | Remove the dirty linen and exchange this from laundry for fresh linen | To provide clean and hygienic space for the guest to dine |
| **4.Laying of linen** | a). Baize cloth-<br><br>Spread the cloth on the table top and tie the hanging sides with the legs tightly.<br><br>b). Table cloth-<br><br>Table cloth is opened with the screen fold and is unfolded by putting the | To provide a stable base to the cutlery and to reduce the amount of noise coming from it<br><br>To cover the table Cloth in the minimum time possible and to give a colorful picture |

| | | |
|---|---|---|
| | thumb over the sheet middle finger and index finger in b\w the folds then spread out the arms lift and throw the cloth as bottom fold falls free then open the middle fold and open the cloth until it covers the table. Miter' the corners by folding along the edges of table.<br><br>c). Slip cloth- the fold is same as table cloth but it is spread though corners. | to the restaurant.<br><br>Then to give a neat look to the cloth.<br><br>To give contrast look to the table. |
| **5.Collection of basic appointments** | Put the basic equipments required on salver | So that all necessary items are available at the time of need or emergency |
| **6.Placing of basic appointments**<br><br>• Bud Vase<br>• Ash Tray<br>• Cruet Set<br><br>Side Plate<br><br>• Side Knife<br>• Butter Dish<br>• Show Plate<br>• Folded Napkin<br><br>Table No.<br><br>• Water Goblet<br>• Candle Stand | • Bud vase At the center of the table<br>• Ash tray On the Right Hand Side of the bud vase<br>• Cruet set With the bud vase logo facing the entry door for the guest<br>• Side plate In the left hand corner of the cover with a 1" gap from edge<br>• Side knife On the side plate with cutting edge facing left<br>• Butter dish is placed on the left side of the cover along with butter knife<br>• Show plate is | a. For a pleasant look<br><br>b. Easily accessible to smoking guest<br><br>c. Easily seen on entrance<br><br>d. For keeping the breads and bones<br><br>e. Cut the breads etc.<br><br>f. As an accompaniment with continental meal<br><br>g. to adjust and balance of the cover<br><br>h.. to prevent the guest cloths from droppings<br><br>i. To help the guest know his seat<br><br>j. water In the easy reach of the guest |

| | | |
|---|---|---|
| • Position of side plate should be at extreme left and 1” away from the edge of the table. | placed in the centre of cover<br>• Folded napkin is placed On the centre of the cover<br>• Table number (Optional) is placed On the right hand side of bud vase<br>• Water goblet is placed at the tip of fish knife<br>• Candle stand is used only for dinner time and may be place at centre of the table and below to the bud vase. | k. to beautify the restaurant and to create the mood of the guest |
| **7.Placing of cutlery**<br>a. fish knife | fish knife is placed on the Right Hand Side with the cutting edge facing the Left Hand Side about 1” from the end of the table | As the hors de oeuvres basically consist of fish items therefore ala carte cover consist of fish knife and fish fork to be replaced if guest order other than fish item by the respective cover |
| fish fork | fish fork is placed on Left Hand Side of the cover about 1” from the end of the table and 1-2” from side of meal plate | |
| **8.Adjust** | Placing the cutlery by moving it to their right position | So that there is a symmetry and proper spacing |
| **9.Check, Check and recheck** | Check that all the cutlery and basic items are present on the table | So that nothing is left out from the required items which can unnecessarily lead to rush and discomfort to the guest and waiter |

- All types of spoons and knives are placed on right side and 1" away from the edge of the table. Blade of the knife should be facing towards side plate.
- All types of forks are placed on left side and 1" away from the edge of the table except fruit, pastry and oyster fork.
- Napkin to be placed at appropriate position according to types of fold and meal time.
- Ensure position of water goblet and it should be at the tip of the largest knife and upside down.
- All the covers must be balance and parallel to each other on table.
- Check, check and recheck is the basic fundamental rule of the food and beverage service.

### 13.1.1. Laying of A la carte Cover

**Equipments required**

| Furniture | Linen | Basic appointments | Cutlery |
|---|---|---|---|
| Chair, Table | Baize cloth, Table cloth , Slip cloth, Guest's napkin (Serviette), Waiter's duster | Ashtray (optional ) , Bud vase, Cruet set, Table no., candle stand, Side plate, side knife, water goblet, show plate | Fish knife, Fish fork |

**Task Analysis**

### 13.1.2. Laying of Table de hote Cover

**Checklist of Equipments**

| Furniture | Linen | Basic Table Appointments | Cutlery |
|---|---|---|---|
| Chairs<br><br>Table | Baize cloth, Table cloth , Slip cloth, Guest's napkin (Serviette), Waiter's duster | Ashtray (optional) , Bud vase, Cruet set, Table number, Candle stand (Optional), Side plate , Water goblet , Side knife | Soup spoon, Fish knife, Fish fork, Joint knife, Joint fork, Dessert spoon, Dessert fork |

**Task Analysis:**

**Task Analysis**

| Step | How | Why |
|---|---|---|
| **1.Setting of furniture** | According to floor plan of restaurant. Maintain a gangway of 3 feet from chair to chair or 6 feet from table to table and 3 feet from wall to chair. | To have proper space and well good looking décor, moreover providing comfort to both staff and guest |
| **2.Dusting of furniture** | Dusting by using a duster or a vacuum cleaner in case of heavy dust, starting from the top side to bottom of furniture | To keep the restaurant clean and fit for dining so that guest could enjoy their meal in hygiene condition. |
| **3.Collection of linen** | Remove the dirty linen and exchange this from laundry for fresh linen | To provide clean and hygienic space for the guest to dine |
| **4.Laying of linen** | a). Baize cloth-<br><br>Spread the cloth on the table top and tie the hanging sides with the legs tightly.<br><br>b). Table cloth-<br><br>Table cloth is opened with the screen fold and is unfolded by putting the thumb over the sheet middle finger and index finger in b\w the folds then spread out the arms lift and throw the cloth as bottom fold falls free then open the middle fold and open the cloth until it covers the table. Miter' the corners by folding along the edges of table.<br><br>c). Slip cloth- the fold is same as table cloth but it is spread though corners. | To provide a stable base to the cutlery and to reduce the amount of noise coming from it<br><br>To cover the table Cloth in the minimum time possible and to give a colorful picture to the restaurant.<br><br>Then to give a neat look to the cloth.<br><br>To give contrast look to the table. |
| **5.Collection of basic** | Put the basic equipments | So that all necessary items |

| | | |
|---|---|---|
| **appointments** | required on salver | are available at the time of need or emergency |
| **6.Placing of basic appointments**<br><br>• Bud Vase<br>• Ash Tray<br>• Cruet Set<br><br>Side Plate<br><br>• Side Knife<br>• Butter Dish<br>• Show Plate<br>• Folded Napkin<br><br>Table No.<br><br>• Water Goblet<br>• Candle Stand | • Bud vase At the center of the table<br>• Ash tray On the Right Hand Side of the bud vase<br>• Cruet set With the bud vase logo facing the entry door for the guest<br>• Side plate In the left hand corner of the cover with a 1" gap from edge<br>• Side knife On the side plate with cutting edge facing left<br>• Butter dish is placed on the left side of the cover along with butter knife<br>• Show plate is placed in the centre of cover<br>• Folded napkin is placed On the centre of the cover<br>• Table number (Optional) is placed On the right hand side of bud vase<br>• Water goblet is placed at the tip | a. For a pleasant look<br><br>b. Easily accessible to smoking guest<br><br>c. Easily seen on entrance<br><br>d. For keeping the breads and bones<br><br>e. Cut the breads etc.<br><br>f. As an accompaniment with continental meal<br><br>g. to adjust and balance of the cover<br><br>h.. to prevent the guest cloths from droppings<br><br>i. To help the guest know his seat<br><br>j. water In the easy reach of the guest<br><br>k. to beautify the restaurant and to create the mood of the guest |

| | | |
|---|---|---|
| | of fish knife<br>• Candle stand is used only for dinner time and may be place at centre of the table and below to the bud vase. | |
| Placing of cutlery<br>○ Soup spoon<br>○ Fish knife<br>○ Large knife<br>○ Large fork<br>○ Fish fork<br>○ Dessert fork<br>○ Dessert spoon | • Place Soup spoon On the extreme right of the cover around 10" from the meal plate<br>• Place fish knife On the LHS of the soup spoon<br>• Place large knife LHS of the fish knife<br>• Place large On the LHS of the meal plate keeping a distance of 10" from large knife<br>• Place fish fork Next to large fork<br>• Place dessert fork the meal plate facing left<br>• Place dessert spoon Above the dessert fork facing right with its tail little far from the tip of fork | As the soup served at first so its easy for the guest to handle spoon<br><br>Fish knife and fish fork is to eat fish course after the soup is served<br><br>Large knife and large fork is placed to eat entrée (main) course after the fish course.<br><br>Dessert spoon and dessert fork are kept to enjoy the dessert course after the main course |

### 13.1.3. Laying of Continental Breakfast Cover

**Checklist of Equipments:**

| Furniture | Linen | Basic appointments | Bread section | Beverage section |
|---|---|---|---|---|
| Chair<br><br>Table | Baize cloth, Table cloth , Slip cloth, Guest's napkin (Serviette), Waiter's duster | Ashtray, Bud vase, Cruet set, Table no., Side Plate, Water Goblet, Side Knife | Bread Basket/ Toast rack on an under plate covered with napkin<br><br>Preserve Tray with preserve pots and preserve spoons<br><br>Butter dish with butter knife | Breakfast cup, Breakfast saucer, Tea /coffee spoon, Slop basin, Strainer, Sugar basin & tong, Creamer, Tea/ coffee pot, Hot water jug |

**Task Analysis:**

| Step | How | Why |
|---|---|---|
| 1.Setting of furniture | According to floor plan of restaurant. Maintain a gangway of 3 feet from chair to chair or 6 feet from table to table and 3 feet from wall to chair. | To have proper space and well good looking décor, moreover providing comfort to both staff and guest |
| 2.Dusting of furniture | Dusting by using a duster or a vacuum cleaner in case of heavy dust, starting from the top side to bottom of furniture | To keep the restaurant clean and fit for dining so that guest could enjoy their meal in hygiene condition. |
| 3.Collection of linen | Remove the dirty linen and exchange this from laundry for fresh linen | To provide clean and hygienic space for the guest to dine |
| 4.Laying of linen | a). Baize cloth- | To provide a stable base to the cutlery and to |

| | | |
|---|---|---|
| | Spread the cloth on the table top and tie the hanging sides with the legs tightly.<br><br>b). Table cloth-<br><br>Table cloth is opened with the screen fold and is unfolded by putting the thumb over the sheet middle finger and index finger in b\w the folds then spread out the arms lift and throw the cloth as bottom fold falls free then open the middle fold and open the cloth until it covers the table. Miter' the corners by folding along the edges of table.<br><br>c). Slip cloth- the fold is same as table cloth but it is spread though corners. | reduce the amount of noise coming from it<br><br>To cover the table Cloth in the minimum time possible and to give a colorful picture to the restaurant.<br><br>Then to give a neat look to the cloth.<br><br>To give contrast look to the table. |
| 5.Collection of basic appointments | Put the basic equipments required on salver | So that all necessary items are available at the time of need or emergency |
| 6.Placing of basic appointments<br><br>• Bud Vase<br>• Ash Tray<br>• Cruet Set<br><br>Side Plate<br><br>• Side Knife<br>• Butter Dish<br>• Show Plate<br>• Folded Napkin<br>• Table No.<br>• Water Goblet | • Bud vase At the center of the table<br>• Ash tray On the Right Hand Side of the bud vase<br>• Cruet set With the bud vase logo facing the entry door for the guest<br>• Side plate In the left hand corner of the cover with a 1" gap from edge<br>• Side knife On the side plate with | a. For a pleasant look<br><br>b. Easily accessible to smoking guest<br><br>c. Easily seen on entrance<br><br>d. For keeping the breads and bones<br><br>e. Cut the breads etc.<br><br>f. As an accompaniment with continental meal<br><br>g. to adjust and balance of |

| | | |
|---|---|---|
| | cutting edge facing left<br>• Butter dish is placed on the left side of the cover along with butter knife<br>• Show plate is placed in the centre of cover<br>• Folded napkin is placed On the centre of the cover<br>• Table number (Optional) is placed On the right hand side of bud vase<br>• Water goblet is placed at the tip of fish knife | the cover<br><br>h.. to prevent the guest cloths from droppings<br><br>i. To help the guest know his seat<br><br>j. water In the easy reach of the guest |
| 7.Placing of Bread Section<br><br>a. Bread basket<br>b. Preserve tray | a. Placed on the LHS of the bud vase<br>b. Placed adjacent to bud vase | To serve breads at the time of service<br><br>To provide accompaniments with the meal |
| 8.Placing Of Beverage Section<br><br>a. Breakfast Cup and Saucer<br>b. Tea Spoon\ Coffee Spoon<br>c. Strainer<br>d. Slop Basin<br>e. Sugar basin<br>f. Creamer<br>g. Tea \ coffee pot<br>h. Hot water jug | a. On the RHS of the cover<br><br>b. On the tea/ coffee cup saucer<br><br>c. On the Right Hand Side of the bud vase<br><br>d. Strainer is kept over the slop basin<br><br>e. On the Left Hand Side of the cover at an angle of 45-60° | a. To serve tea or coffee at the time of service<br><br>b. To stir sugar and milk in tea/ coffee<br><br>c. To strain leaves from tea/ coffee<br><br>d. To place strainer to collect dripping after straining<br><br>e. To provide sugar cubes |

| | | |
|---|---|---|
| | f. Below the sugar basin.<br><br>g. Right above the b/f cup.<br><br>h. With the tea/coffee pot on a quarter plate. | f. To provide milk or cream<br><br>g. To serve tea / coffee<br><br>h. To stabilize the strength of tea/coffee |

### *13.1.4. Laying of English Breakfast Cover*

**Checklist of Equipments**

| Furniture | Linen | Basics | Cutlery | Bread section | Beverage section |
|---|---|---|---|---|---|
| Chair<br><br>Table | Baize cloth, Table cloth Slip cloth, Guest's napkin (Serviette), Waiter's duster | Ashtray, Bud vase, Cruet set, Table no., Side Plate, Water Goblet, Side Knife | Dessert spoon, Fish knife,Joint knife,Joint fork, Fish fork, Dessert spoon,Dessert fork | Bread basket, Preserve tray, Tea spoons | Breakfast cup, saucer with Tea spoon /coffee spoon, Slop basin, Strainer, Sugar basin and tong, Creamer, Tea\ coffee pot, Hot water jug |

**Task Analysis:**

| **Step** | **How** | **Why** |
|---|---|---|
| 1.Setting of furniture | According to floor plan of restaurant. Maintain a gangway of 3 feet from chair to chair or 6 feet from table to table and 3 feet from wall to chair. | To have proper space and well good looking décor, moreover providing comfort to both staff and guest |
| 2.Dusting of furniture | Dusting by using a duster or a vacuum cleaner in case of heavy dust, starting from the top side to bottom of furniture | To keep the restaurant clean and fit for dining so that guest could enjoy their meal in hygiene condition. |
| 3.Collection of | Remove the dirty linen and | To provide clean and hygienic |

| | | |
|---|---|---|
| linen | exchange this from laundry for fresh linen | space for the guest to dine |
| 4.Laying of linen | a). Baize cloth-<br><br>Spread the cloth on the table top and tie the hanging sides with the legs tightly.<br><br>b). Table cloth-<br><br>Table cloth is opened with the screen fold and is unfolded by putting the thumb over the sheet middle finger and index finger in b\w the folds then spread out the arms lift and throw the cloth as bottom fold falls free then open the middle fold and open the cloth until it covers the table. Miter' the corners by folding along the edges of table.<br><br>c). Slip cloth- the fold is same as table cloth but it is spread though corners. | To provide a stable base to the cutlery and to reduce the amount of noise coming from it<br><br>To cover the table Cloth in the minimum time possible and to give a colorful picture to the restaurant.<br><br>Then to give a neat look to the cloth.<br><br>To give contrast look to the table. |
| 5.Collection of basic appointments | Put the basic equipments required on salver | So that all necessary items are available at the time of need or emergency |
| 6.Placing of basic appointments<br><br>• Bud Vase<br>• Ash Tray<br>• Cruet Set<br>• Side Plate<br>• Side Knife<br>• Butter Dish<br>• Show Plate<br>• Folded Napkin<br>• Table No.<br>• Water | • Bud vase At the center of the table<br>• Ash tray On the Right Hand Side of the bud vase<br>• Cruet set With the bud vase logo facing the entry door for the guest<br>• Side plate In the left hand corner of the cover with a 1" gap from edge | a. For a pleasant look<br><br>b. Easily accessible to smoking guest<br><br>c. Easily seen on entrance<br><br>d. For keeping the breads and bones<br><br>e. Cut the breads etc.<br><br>f. As an accompaniment with continental meal |

| | | |
|---|---|---|
| Goblet | • Side knife On the side plate with cutting edge facing left<br>• Butter dish is placed on the left side of the cover along with butter knife<br>• Show plate is placed in the centre of cover<br>• Folded napkin is placed On the centre of the cover<br>• Table number (Optional) is placed On the right hand side of bud vase<br>• Water goblet is placed at the tip of fish knife | g. to adjust and balance of the cover<br><br>h.. to prevent the guest cloths from droppings<br><br>i. To help the guest know his seat<br><br>j. water In the easy reach of the guest |
| 7.Placing of Bread Section<br><br>c. Bread basket<br>d.Preserve tray | c. Placed on the LHS of the bud vase<br>d. Placed adjacent to bud vase | To serve breads at the time of service<br><br>To provide accompaniments with the meal |
| 8.Placing Of Beverage Section<br><br>1. Breakfast Cup and Saucer<br>2. Tea Spoon\ Coffee Spoon<br>3. Strainer<br>4. Slop Basin<br>5. Sugar basin<br>6. Creamer<br>7. Tea \ coffee pot<br>8. Hot water jug | 1. On the RHS of the cover<br>2. On the tea/ coffee cup saucer<br>3. On the Right Hand Side of the bud vase<br>4. Strainer is kept over the slop basin<br>5. On the Left Hand Side of the cover at an angle of 45-60°<br>6. Below the sugar basin.<br>7. Right above the b/f | a. To serve tea or coffee at the time of service<br>b. To stir sugar and milk in tea/ coffee<br>c. To strain leaves from tea/ coffee<br>d. To place strainer to collect dripping after straining<br>e. To provide sugar cubes<br>f. To provide milk or cream<br>g. To serve tea / coffee<br>h. h. To stabilize the |

| | | |
|---|---|---|
| | cup.<br>8. With the tea/coffee pot on a quarter plate. | strength of tea/coffee |
| 9.Placing of cutlery<br><br>a. Dessert spoon<br><br>b. Fish knife<br><br>c. Dessert knife<br><br>d. Dessert fork<br><br>e. Fish fork<br><br>f. Dessert fork<br><br>g. Dessert spoon | a. In the extreme right of the cover around 10" from the meal plate<br><br>b. On the LHS of the soup spoon<br><br>c. LHS of the fish knife<br><br>d. On the LHS of the meal plate keeping a distance of 10" from large knife<br><br>e. Next to large fork<br><br>f. Above the meal plate facing left<br><br>g. Above the dessert fork facing right with its tail little far from the tip of fork | To have fruits, cornflakes, etc,<br><br>To eat fish item after the soup is served<br><br>To eat meat items after the fish course<br><br>Dessert spoon and dessert fork are kept to have the dessert after the meal and the distance b/w tail and tip of two is maintained for easy handling and sliding them to their position. |

### 13.1.6. Laying of Indian Breakfast Cover

**Checklist of Equipments**

| Furniture | Linen | Basics | Cutlery | Bread section | Beverage section |
|---|---|---|---|---|---|
| Chair<br><br>Table | Slip cloth, Table cloth, Baize cloth, Serviette, Waiter's duster | Ashtray, Bud vase Cruet set, Table no , Side Plate, Side Knife, Water Goblet | Dessert spoon Dessert knife Dessert fork | Bread basket<br><br>Preserve tray with tea spoons | Breakfast cup, Breakfast saucer, Tea spoon /coffee spoon, Slop basin, Tea Strainer, Sugar basin and tong, Creamer, Tea\ coffee pot, Hot water jug, T.cozy |

**Task Analysis:**

| Step | How | Why |
|---|---|---|
| 1.Setting of furniture | According to floor plan of restaurant. Maintain a gangway of 3 feet from chair to chair or 6 feet from table to table and 3 feet from wall to chair. | To have proper space and well good looking décor, moreover providing comfort to both staff and guest |
| 2.Dusting of furniture | Dusting by using a duster or a vacuum cleaner in case of heavy dust, starting from the top side to bottom of furniture | To keep the restaurant clean and fit for dining so that guest could enjoy their meal in hygiene condition. |
| 3.Collection of linen | Remove the dirty linen and exchange this from laundry for fresh linen | To provide clean and hygienic space for the guest to dine |
| 4.Laying of linen | a). Baize cloth-<br><br>Spread the cloth on the table top and tie the hanging sides with the legs tightly.<br><br>b). Table cloth-<br><br>Table cloth is opened with the screen fold and is unfolded by putting the thumb over the sheet middle finger and index finger in b\w the folds then spread out the arms lift and throw the cloth as bottom fold falls free then open the middle fold and open the cloth until it covers the table. Miter' the corners by folding along the edges of table.<br><br>c). Slip cloth- the fold is same as table cloth but it is spread though corners. | To provide a stable base to the cutlery and to reduce the amount of noise coming from it<br><br>To cover the table Cloth in the minimum time possible and to give a colorful picture to the restaurant.<br><br>Then to give a neat look to the cloth.<br><br>To give contrast look to the table. |
| 5.Collection of basic appointments | Put the basic equipments required on salver | So that all necessary items are available at the time of need or emergency |
| 6.Placing of basic appointments | • Bud vase At the center | |

| | | |
|---|---|---|
| • Bud Vase<br>• Ash Tray<br>• Cruet Set<br>• Side Plate<br>• Side Knife<br>• Butter Dish<br>• Show Plate<br>• Folded Napkin<br>• Table No.<br>• Water Goblet | of the table<br>• Ash tray On the Right Hand Side of the bud vase<br>• Cruet set With the bud vase logo facing the entry door for the guest<br>• Side plate In the left hand corner of the cover with a 1" gap from edge<br>• Side knife On the side plate with cutting edge facing left<br>• Butter dish is placed on the left side of the cover along with butter knife<br>• Show plate is placed in the centre of cover<br>• Folded napkin is placed On the centre of the cover<br>• Table number (Optional) is placed On the right hand side of bud vase<br>• Water goblet is placed at the tip of fish knife | a. For a pleasant look<br><br>b. Easily accessible to smoking guest<br><br>c. Easily seen on entrance<br><br>d. For keeping the breads and bones<br><br>e. Cut the breads etc.<br><br>f. As an accompaniment with continental meal<br><br>g. to adjust and balance of the cover<br><br>h.. to prevent the guest cloths from droppings<br><br>i. To help the guest know his seat<br><br>j. water In the easy reach of the guest |
| 7.Placing of Bread Section<br><br>• Bread basket<br>• Preserve tray | • Placed on the LHS of the bud vase<br>• Placed adjacent to bud vase | • To serve breads at the time of service<br>• To provide accompaniments with the meal |

| | | |
|---|---|---|
| 8.Placing Of Beverage Section<br><br>a) Breakfast Cup and Saucer<br>b) Tea Spoon\ Coffee Spoon<br>c) Strainer<br>d) Slop Basin<br>e) Sugar basin<br>f) Creamer<br>g) Tea \ coffee pot<br>h) Hot water jug | a. On the RHS of the cover<br><br>b. On the tea/ coffee cup saucer<br><br>c. On the Right Hand Side of the bud vase<br><br>d. Strainer is kept over the slop basin<br><br>e. On the Left Hand Side of the cover at an angle of 45-60°<br><br>f. Below the sugar basin.<br><br>g. Right above the b/f cup.<br><br>h. With the tea/coffee pot on a quarter plate. | a. To serve tea or coffee at the time of service<br><br>b. To stir sugar and milk in tea/ coffee<br><br>c. To strain leaves from tea/ coffee<br><br>d. To place strainer to collect dripping after straining<br><br>e. To provide sugar cubes<br><br>f. To provide milk or cream<br><br>g. To serve tea / coffee<br><br>h. To stabilize the strength of tea/coffee |
| 9.Placing of cutlery<br><br>a. Dessert spoon<br><br>b. Dessert knife<br><br>c. Dessert fork | a. In the extreme right of the cover around 10” from the meal plate<br><br>b. On the LHS of the dessert spoon<br><br>c. On the LHS of the cover . | The entire cutlery may use by the guest to eat cereals. Indian breakfast delicacies and fresh fruits. |

### 13.1.6 Laying of American Breakfast Cover

**Checklist of Equipments**

| Furnitu re | Linen | Basics | Cutlery | Bread section | Beverage section |
|---|---|---|---|---|---|
| Chair | Slip cloth, Table cloth, | Ashtray, Bud vase Cruet set, Table no | Dessert spoon Dessert | Bread basket<br><br>Preserve tray | Breakfast cup, Breakfast saucer, Tea spoon |

| | | | | | |
|---|---|---|---|---|---|
| Tab le | Baize cloth, Serviette, Waiter's duster | , Side Plate, Side Knife, Water Goblet | knife Dessert fork | with tea spoons | /coffee spoon, Slop basin, Tea Strainer, Sugar basin and tong, Creamer, Tea\ coffee pot, Hot water jug, T.cozy |

**Task Analysis:**

| Step | How | Why |
|---|---|---|
| 1.Setting of furniture | According to floor plan of restaurant. Maintain a gangway of 3 feet from chair to chair or 6 feet from table to table and 3 feet from wall to chair. | To have proper space and well good looking décor, moreover providing comfort to both staff and guest |
| 2.Dusting of furniture | Dusting by using a duster or a vacuum cleaner in case of heavy dust, starting from the top side to bottom of furniture | To keep the restaurant clean and fit for dining so that guest could enjoy their meal in hygiene condition. |
| 3.Collection of linen | Remove the dirty linen and exchange this from laundry for fresh linen | To provide clean and hygienic space for the guest to dine |
| 4.Laying of linen | a). Baize cloth-<br><br>Spread the cloth on the table top and tie the hanging sides with the legs tightly.<br><br>b). Table cloth-<br><br>Table cloth is opened with the screen fold and is unfolded by putting the thumb over the sheet middle finger and index finger in b\w the folds then spread out the arms lift and throw the cloth as bottom fold falls free then open the middle fold | To provide a stable base to the cutlery and to reduce the amount of noise coming from it<br><br>To cover the table Cloth in the minimum time possible and to give a colorful picture to the restaurant.<br><br>Then to give a neat look to the cloth. |

| | | |
|---|---|---|
| | and open the cloth until it covers the table. Miter' the corners by folding along the edges of table.<br><br>c). Slip cloth- the fold is same as table cloth but it is spread though corners. | To give contrast look to the table. |
| 5.Collection of basic appointments | Put the basic equipments required on salver | So that all necessary items are available at the time of need or emergency |
| 6.Placing of basic appointments<br><br>• Bud Vase<br>• Ash Tray<br>• Cruet Set<br>• Side Plate<br>• Side Knife<br>• Butter Dish<br>• Show Plate<br>• Folded Napkin<br>• Table No.<br>• Water Goblet | • Bud vase At the center of the table<br>• Ash tray On the Right Hand Side of the bud vase<br>• Cruet set With the bud vase logo facing the entry door for the guest<br>• Side plate In the left hand corner of the cover with a 1" gap from edge<br>• Side knife On the side plate with cutting edge facing left<br>• Butter dish is placed on the left side of the cover along with butter knife<br>• Show plate is placed in the centre of cover<br>• Folded napkin is placed On the centre of the cover | a. For a pleasant look<br><br>b. Easily accessible to smoking guest<br><br>c. Easily seen on entrance<br><br>d. For keeping the breads and bones<br><br>e. Cut the breads etc.<br><br>f. As an accompaniment with continental meal<br><br>g. to adjust and balance of the cover<br><br>h.. to prevent the guest cloths from droppings<br><br>i. To help the guest know his seat<br><br>j. water In the easy reach of the guest |

| | | |
|---|---|---|
| | • Table number (Optional) is placed On the right hand side of bud vase<br>• Water goblet is placed at the tip of fish knife | |
| 7.Placing of Bread Section<br><br>e. Bread basket<br>f. Preserve tray | e. Placed on the LHS of the bud vase<br>f. Placed adjacent to bud vase | To serve breads at the time of service<br><br>To provide accompaniments with the meal |
| 8.Placing Of Beverage Section<br><br>a) Breakfast Cup and Saucer<br>b) Tea Spoon\ Coffee Spoon<br>c) Strainer<br>d) Slop Basin<br>e) Sugar basin<br>f) Creamer<br>g) Tea \ coffee pot<br>h) Hot water jug | a. On the RHS of the cover<br><br>b. On the tea/ coffee cup saucer<br><br>c. On the Right Hand Side of the bud vase<br><br>d. Strainer is kept over the slop basin<br><br>e. On the Left Hand Side of the cover at an angle of 45-60°<br><br>f. Below the sugar basin.<br><br>g. Right above the b/f cup.<br><br>h. With the tea/coffee pot on a quarter plate. | a. To serve tea or coffee at the time of service<br><br>b. To stir sugar and milk in tea/ coffee<br><br>c. To strain leaves from tea/ coffee<br><br>d. To place strainer to collect dripping after straining<br><br>e. To provide sugar cubes<br><br>f. To provide milk or cream<br><br>g. To serve tea / coffee<br><br>h. To stabilize the strength of tea/coffee |
| 9.Placing of cutlery<br><br>a. Dessert spoon<br><br>b. Dessert knife | a. In the extreme right of the cover around 10” from the meal plate<br><br>b. On the LHS of the | The entire cutlery may use by the guest to eat cereals. Indian breakfast delicacies and fresh fruits. |

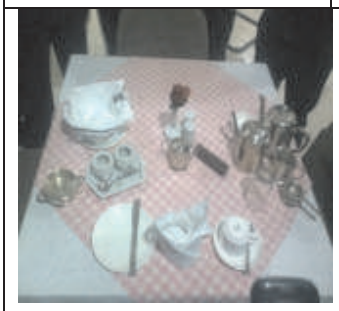
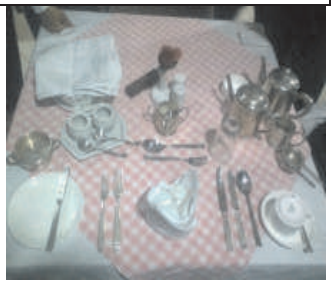
| | | |
|---|---|---|
| c. Dessert fork | dessert spoon<br><br>c. On the LHS of the cover . | |
|  |  |  |
| CONTINENTAL BREAKFAST COVER | ENGLISH BREAKFAST COVER | INDIAN BREAKFAST COVER |

Fig. 1.0 Types of table set-ups

### 13.1.6. Afternoon Tea Cover

| Furniture | Linen | Basics | Cutlery | Bread section | Beverage section |
|---|---|---|---|---|---|
| Chair<br><br>Table | Slip cloth, Table cloth, Baize cloth, Serviette, Waiter's duster | Ashtray, Bud vase Cruet set, Table no , Side Plate, Side Knife, Water Goblet | PASTRY FORK | Bread basket<br><br>Preserve tray with tea spoons | Breakfast cup, Breakfast saucer, Tea spoon /coffee spoon, Slop basin, Tea Strainer, Sugar basin and tong, Creamer, Tea\ coffee pot, Hot water jug, T.cozy |

**Task Analysis:**

| Step | How | Why |
|---|---|---|
| 1.Setting of furniture | According to floor plan of restaurant. Maintain a gangway of 3 feet from chair to chair or 6 feet from table to table and 3 feet from wall to chair. | To have proper space and well good looking décor, moreover providing comfort to both staff and guest |
| 2.Dusting of furniture | Dusting by using a duster or a vacuum cleaner in case of heavy dust, starting from the top side to bottom of furniture | To keep the restaurant clean and fit for dining so that guest could enjoy their meal in hygiene condition. |
| 3.Collection of linen | Remove the dirty linen and exchange this from laundry for fresh linen | To provide clean and hygienic space for the guest to dine |
| 4.Laying of linen | a). Baize cloth-<br><br>Spread the cloth on the table top and tie the hanging sides with the legs tightly.<br><br>b). Table cloth-<br><br>Table cloth is opened with the screen fold and is unfolded by putting the thumb over the sheet middle finger and index finger in b\w the folds then spread out the arms lift and throw the cloth as bottom fold falls free then open the middle fold and open the cloth until it covers the table. Miter' the corners by folding along the edges of table.<br><br>c). Slip cloth- the fold is same as table cloth but it is spread though corners. | To provide a stable base to the cutlery and to reduce the amount of noise coming from it<br><br>To cover the table Cloth in the minimum time possible and to give a colorful picture to the restaurant.<br><br>Then to give a neat look to the cloth.<br><br>To give contrast look to the table. |
| 5.Collection of basic appointments | Put the basic equipments required on salver | So that all necessary items are available at the time of need or emergency |

| | | |
|---|---|---|
| 6.Placing of basic appointments<br><br>• Bud Vase<br>• Ash Tray<br>• Cruet Set<br>• Side Plate<br>• Side Knife<br>• Butter Dish<br>• Show Plate<br>• Folded Napkin<br>• Table No.<br>• Water Goblet | • Bud vase At the center of the table<br>• Ash tray On the Right Hand Side of the bud vase<br>• Cruet set With the bud vase logo facing the entry door for the guest<br>• Side plate at the centre of the cover with a 1" gap from edge<br>• Side knife On the side plate with cutting edge facing left<br>• Butter dish is placed on the left side of the cover along with butter knife<br>• Show plate is placed in the centre of cover<br>• Folded napkin is placed On the centre of the cover<br>• Table number (Optional) is placed On the right hand side of bud vase<br>• Water goblet is placed at the tip of fish knife | a. For a pleasant look<br><br>b. Easily accessible to smoking guest<br><br>c. Easily seen on entrance<br><br>d. For keeping the pastry and other items.<br><br>e. Cut the breads etc.<br><br>f. As an accompaniment with continental meal<br><br>g. to adjust and balance of the cover<br><br>h.. to prevent the guest cloths from droppings<br><br>i. To help the guest know his seat<br><br>j. water In the easy reach of the guest |
| 7.Placing of Bread Section<br><br>g. Bread basket | g. Placed on the LHS of the bud vase<br>h. Placed adjacent to bud vase | To serve breads at the time of service<br><br>To provide accompaniments with the meal |

| | | |
|---|---|---|
| h.Preserve tray | | |
| 8.Placing Of Beverage Section<br><br>a) Breakfast Cup and Saucer<br>b) Tea Spoon\ Coffee Spoon<br>c) Strainer<br>d) Slop Basin<br>e) Sugar basin<br>f) Creamer<br>g) Tea \ coffee pot<br>h) Hot water jug | a. On the RHS of the cover<br><br>b. On the tea/ coffee cup saucer<br><br>c. On the Right Hand Side of the bud vase<br><br>d. Strainer is kept over the slop basin<br><br>e. On the Left Hand Side of the cover at an angle of 45-60°<br><br>f. Below the sugar basin.<br><br>g. Right above the breakfast cup.<br><br>h. With the tea/coffee pot on a quarter plate. | a. To serve tea or coffee at the time of service<br><br>b. To stir sugar and milk in tea/ coffee<br><br>c. To strain leaves from tea/ coffee<br><br>d. To place strainer to collect dripping after straining<br><br>e. To provide sugar cubes<br><br>f. To provide milk or cream<br><br>g. To serve tea / coffee<br><br>h. To stabilize the strength of tea/coffee |
| 9.Placing of cutlery<br><br>Pastry Fork | On the side of the side plate or on the side plate similar to side knife. | Pastry fork may use by the guest to eat pastry and other tea fancies. |

### 13.1.7. High Tea Cover

| Furniture | Linen | Basics | Cutlery | Bread section | Beverage section |
|---|---|---|---|---|---|
| Chair<br><br>Table | Slip cloth, Table cloth, Baize cloth, Serviette, Waiter's duster | Ashtray, Bud vase Cruet set, Table no , Side Plate, Side Knife, Water Goblet | Dessert knife<br>Dessert fork | Bread basket<br><br>Preserve tray with tea spoons | Breakfast cup, Breakfast saucer, Tea spoon /coffee spoon, Slop basin, Tea Strainer, Sugar basin and tong, |

| | | | | | |
|---|---|---|---|---|---|
| | | | | | Creamer, Tea\ coffee pot, Hot water jug, T.cozy |

**Task Analysis:**

| Step | How | Why |
|---|---|---|
| 1.Setting of furniture | According to floor plan of restaurant. Maintain a gangway of 3 feet from chair to chair or 6 feet from table to table and 3 feet from wall to chair. | To have proper space and well good looking décor, moreover providing comfort to both staff and guest |
| 2.Dusting of furniture | Dusting by using a duster or a vacuum cleaner in case of heavy dust, starting from the top side to bottom of furniture | To keep the restaurant clean and fit for dining so that guest could enjoy their meal in hygiene condition. |
| 3.Collection of linen | Remove the dirty linen and exchange this from laundry for fresh linen | To provide clean and hygienic space for the guest to dine |
| 4.Laying of linen | a). Baize cloth-<br><br>Spread the cloth on the table top and tie the hanging sides with the legs tightly.<br><br>b). Table cloth-<br><br>Table cloth is opened with the screen fold and is unfolded by putting the thumb over the sheet middle finger and index finger in b\w the folds then spread out the arms lift and throw the cloth as bottom fold falls free then open the middle fold and open the cloth until it covers the table. Miter' the corners by folding along the edges | To provide a stable base to the cutlery and to reduce the amount of noise coming from it<br><br>To cover the table Cloth in the minimum time possible and to give a colorful picture to the restaurant.<br><br>Then to give a neat look to the cloth.<br><br>To give contrast look to the table. |

| | | |
|---|---|---|
| | of table.<br><br>c). Slip cloth- the fold is same as table cloth but it is spread though corners. | |
| 5.Collection of basic appointments | Put the basic equipments required on salver | So that all necessary items are available at the time of need or emergency |
| 6.Placing of basic appointments<br><br>• Bud Vase<br>• Ash Tray<br>• Cruet Set<br>• Side Plate<br>• Side Knife<br>• Butter Dish<br>• Show Plate<br>• Folded Napkin<br>• Table No.<br>• Water Goblet | • Bud vase At the center of the table<br>• Ash tray On the Right Hand Side of the bud vase<br>• Cruet set With the bud vase logo facing the entry door for the guest<br>• Side plate at the centre of the cover with a 1" gap from edge<br>• Side knife On the side plate with cutting edge facing left<br>• Butter dish is placed on the left side of the cover along with butter knife<br>• Show plate is placed in the centre of cover<br>• Folded napkin is placed On the centre of the cover<br>• Table number (Optional) is | a. For a pleasant look<br><br>b. Easily accessible to smoking guest<br><br>c. Easily seen on entrance<br><br>d. For keeping the pastry and other items.<br><br>e. Cut the breads etc.<br><br>f. As an accompaniment with continental meal<br><br>g. to adjust and balance of the cover<br><br>h.. to prevent the guest cloths from droppings<br><br>i. To help the guest know his seat<br><br>j. water In the easy reach of the guest |

| | | |
|---|---|---|
| | placed On the right hand side of bud vase<br>• Water goblet is placed at the tip of fish knife | |
| 7.Placing of Bread Section<br>• Bread basket<br>• Preserve tray | • Placed on the LHS of the bud vase<br>• Placed adjacent to bud vase | • To serve breads at the time of service<br>• To provide accompaniments with the meal |
| 8.Placing Of Beverage Section<br>a) Breakfast Cup and Saucer<br>b) Tea Spoon\ Coffee Spoon<br>c) Strainer<br>d) Slop Basin<br>e) Sugar basin<br>f) Creamer<br>g) Tea \ coffee pot<br>h) Hot water jug | a. On the RHS of the cover<br>b. On the tea/ coffee cup saucer<br>c. On the Right Hand Side of the bud vase<br>d. Strainer is kept over the slop basin<br>e. On the Left Hand Side of the cover at an angle of 45-60°<br>f. Below the sugar basin.<br>g. Right above the breakfast cup.<br>h. With the tea/coffee pot on a quarter plate. | a. To serve tea or coffee at the time of service<br>b. To stir sugar and milk in tea/ coffee<br>c. To strain leaves from tea/ coffee<br>d. To place strainer to collect dripping after straining<br>e. To provide sugar cubes<br>f. To provide milk or cream<br>g. To serve tea / coffee<br>h. To stabilize the strength of tea/coffee |
| 9.Placing of cutlery<br>Dessert Knife<br>Dessert Fork | On the right hand side of the cover.<br>On the left hand side of | Dessert knife and dessert may use by the guest to eat snacks, pastry and other tea fancies. |

| | | |
|---|---|---|
| | the cover. | |

| | |
|---|---|
|  |  |
| HIGH TEA COVER | Continental Breakfast Tray Set up |

Fig 2.0. **Types of table set ups**

| | | |
|---|---|---|
|  |  |  |
| South Indian breakfast | English breakfast | A full English breakfast with scrambled eggs, sausage, black pudding, bacon, mushrooms, baked beans, hash browns, and half a tomato |

Fig 3.0 **Types of breakfast**

## 13.2 Setting of room service tray/ trolley

After receiving the order from room service order taker, your first job is to analyze the order and to take the decision that would you prefers to pick up either in the tray or trolley. Your judgment should be based on size of the order and for how many persons. Once you are decided than start the job:

13.2.1 **Pointers for Setting of a tray:**

1. Always ensure that tray is absolutely clean and cover with tray mat or tray cloth.
2. Ensure cruets, proprietary sauce bottles.
3. All food items must be cover with appropriate lid.

4. Always carry extra cutlery especially tea / coffee spoons and napkins.
5. Cutlery should be covered in nice napkin fold preferably pouch and place it on side plate to manage the space.
6. Tray should be balance from all four corners/ sides.
7. Check bill folder and pen.

***Note: Trolley set up almost similar to the table set ups in restaurant operations.***

## 13.3 Career Information

Choosing a career in food and beverage service is most challenging and rewarding profession of hospitality and service industry. There are various career opportunities for craft certificate holder to hotel management graduates. A certificate in restaurant and counter service can help you to enter in the industry at entry level and a complete degree in hotel management course may assist you to enter as a management trainee or hotel operational trainee in first class of restaurant/ fast food chain/five star hotels. There are promising career in airline crews or on crew lines and also you can excel your career in retail market or hospital or industrial catering sector. There are lot of opportunities from fast food to five star dining and salaries range Rs.12,000 to 45,000 per month plus incentives, perks, service charges, tips and so on from entry level to management level. Success in the career is totally based on your attitude, service skills and ability to sell your self. In room dining services are providing career to young graduates especially in high class hospitals, industrial sectors and apartment hotels. New career avenues have been explored by various local as well as international players to provide meal packets to the residents of the apartments. Possessing skills and level of confidence is very essential to complete the management training programs and to get through your first year as a manager. A restaurant manager works almost 10-12 hours in a day and more working hours on festive seasons and holidays. Job requires physically and mental strength as you has to stand on your feet for complete 10-12 hours in a day and working under pressure in a fast paced environment. Competition is very high in catering industry due to more talented work force and young aspirants towards the catering industry.

However, this kind of challenge will give you inner strength and motivate to deal with various unforeseen circumstances and situations and has tremendous rewards. As a manager of restaurant or catering unit, you get the opportunity to delight your guests and motivate employees. Promotion is totally performance basis and I know lot of managers those are earning in six figures.

## 13.4 Summary

This chapter highlights the basic table set ups for different types of meals such as Breakfast, Lunch, Afternoon Tea, High Tea and Dinner. Offered ala carte Most of the restaurants generally offered ala carte menu but table d'hote menu also

getting its popularity day by day and late dining culture has been inducted in the Indian society.

## 13.5 Review Questions

1. Define cover and write ten golden rules for laying a table.
2. Differentiate between ala carte and table d' hote cover.
3. Prepare a checklist of equipment required for English breakfast caver.
4. Enlist points to be considered while setting a tray for room service order.

## 13.6 References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2 Tarun Bansal 2011 Hotel Facility Planning Oxford University Press

3 Dasgupta 2011 Tourism Marketing Pearson

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# Unit - 14 : Prepartion for Service

**Structure of Unit:**


14.0 Objective
14.1 Organizing Mise-en-scene
14.2 Organizing Mise-en-Place
14.3 Opening, Operating & Closing duties
14.5 Procedure for a service of a meal
Task-01: Taking Guest Reservations
Task-02: Receiving & Seating of Guests
Task-03: Order taking & Recording
Task-04: Order processing (passing orders to the kitchen)
Task-05: Sequence of service
Task-06: Presentation & Encashing the Bill
Task-07: Presenting & collecting Guest comment cards
Task-08: Seeing off the Guests
14.6 Term for review
14.7 summaries
14.8 Questions for review
14.9 Reference & Suggested Reading


## 14.0 Objective

After reading this unit you will be able to :

- Understand the term mise en place
- Identify activities involved in the process
- Understand the points to be remembered while laying the cover
- Know the procedure of laying covers prior to guest arrival and during the service.
- Understand how to lay table d hote and a la carte covers.
- List the activities to be done at the end of the day operation in the restaurant.

## 14.1 Organizing Mise-en-scene

Restaurants often specialize in certain types of food or present a certain unifying, and often entertaining, theme. For example, there are seafood restaurants, vegetarian restaurants or ethnic restaurants. Generally speaking, restaurants selling "local"food are simply called restaurants, while restaurants selling food of foreign origin are called accordingly, for example, a Chinese restaurant and a French restaurant. Depending on local customs and the policy of the establishment, restaurants may or may not serve alcoholic beverages. Restaurants are often prohibited from selling alcohol without a meal by alcohol sale laws;

such sale is considered to be activity for bars, which are meant to have more severe restrictions. Some restaurants are licensed to serve alcohol ('fully licensed'), and / or permit customers to 'bring your own' alcohol.

In this lesson we shall discuss about preparing for service. After completion of this lesson you will be able to understand:

1. Preparing the restaurant before, during and after service

2. Mise-en-scene

3. Mise-en-place

4. Rules and points to remember while table laying

Restaurants not only should attract potential customers but also should strive hard to entice them to become frequent and regular customers. This can be done in a number of ways, such as through the type of menu, the glamorous and attractive name of the place or atmosphere within the food service area. The customer's first impressions of a restaurant are the most important and these are largely determined by the professionalism of the service staff and their preparations prior to service. These preserves preparations are known as mise-en-place and are vital in that they create the right and pleasing environment by the setting and controlling of temperature, lighting and equipment.

The serving food and beverage to the anxiously waiting customer needs professional expertise. The service should follow a sequence and have a plan of action based on the practices of the professional catering industry. The service staff should be expert performers of certain tasks before, during and after service. Diligent and courteous service would certainly transform a satisfied customer to regular customers.

**MISE-EN-SCENE**

Mise-en-scene, the French term means to prepare the environment of the outlet before service in order to make it pleasant, comfortable, safe and hygienic. Before each service session, the restaurant should be made presentable enough to receive the guests. The supervisor or team of waiters should ensure the following mise-en-scene:

· Carpets are well brushed or hovered.

· All tables and chairs are serviceable.

· Table lights or wall lights have functioning bulbs.

· Menu cards are presentable and attractive.

· Tent carts or other sales material is presentable.

· Doors and windows are thrown open for some time to air the restaurant. This should be followed by closing the

Windows and doors and setting the air-conditioning or heating to a comfortable temperature.

· Exchange dirty linen for fresh linen.

· Table cloths and mats are laid on the tables.

· Replace wilted flowers with fresh flowers.

## 14.2 Organizing Mise-en-Place

**MISE-EN-PLACE**

Mise-en-place, the French term means to "putting in place" is attributed to the preparation of a workplace 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. A station comprises of a given number of tables which are attended by a given team of waiters. This a restaurant may have several stations, each with a team of waiters. In a large restaurant, each station may be headed by a Chef-de-rang.

Mise-en-place involves:

Side stations should be stacked with sufficient covers for resetting the restaurant after the first sitting is over. Extra linen, crockery, cutlery, glassware and ashtrays should be kept handy so that they are readily available for use.

· Cruet sets should be cleaned and filled on a daily basis.

· Sauce bottles should be filled and the necks and tops of the bottles wiped clean.

· Butter, condiments and accompaniments for service should be kept ready for use when needed.

**TABLE SETTING**

Table setting refers to the way to set a table with tableware -

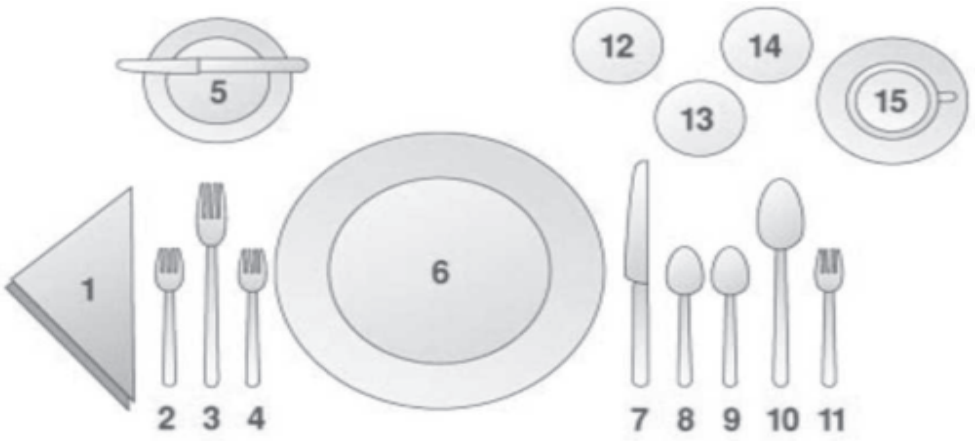
Such as eating utensils and dishware - for serving and eating. The arrangement for a single diner is called a place setting. The arrangement varies across various

cultures. The rules for laying a table are not rigid. They are followed to facilitate dining and making the table neat. The basic rules for laying the tables are given below:

1) Table Linens: Table linen has to be laid properly. A white cloth is preferred but not mandatory. The only rule is to make sure that linen patterns and china patterns don't clash.

2) Chargers: Chargers or dinner plates should be placed on the table first. Chargers are decorative elements that are placed underneath plates to add color or texture to the table. Each plate should be set in the center of the place setting and each place setting on the table should be set equidistant. The rest of the components used to set a formal table will be set with the dinner plate in mind. If a charger is used, soup and melon bowls will be placed on top. The charger will generally be removed just before the main course.

3) Napkins: Linen napkins should be folded elegantly and placed in the center of the dinner plate.




1. Napkin
2. Salad fork
3. Dinner fork
4. Dessert fork
5. Bread-and-butter plate, with spreader
6. Dinner plate
7. Dinner knife
8. Teaspoon
9. Teaspoon
10. Soup spoon
11. Cocktail fork
12. Water glass
13. Red-wine glass
14. White-wine glass
15. Coffee cup and saucer*

4) Silverware: Silverware is to be placed in order of use. In other words, the diner will start at the end and work his way in. The first course will use silverware farthest from the dinner plate, while the last course will utilize the silverware closest. Place all silverware an inch from the table's edge.

5) Knives: Set knives on the table to the right of the dinner plate. Technically, one should only use a knife if one is cutting meat; however, up to three knives can be placed on the table, in order of use. Blades should face inside, towards the table setting.

6) Forks: Forks are to be set to the left of the dinner plate in order of use. In most cases, there are three: one each for seafood, the main course and the salad. When dining

Formally, salads are generally served at the end of the meal.

7) Spoons: Spoons are set to the right of the knives in order of use. If there is a melon course, this spoon will be set closer to the plate with the soup spoon on the end. If there is a dessert spoon, this will be set above the plate. Coffee spoons are set on the saucer when it's time for dessert.

8) Glasses: Glasses are set above the plate to the right in order of use. From left to right: Water glass, red wine glass, white wine glass, champagne flute (if ordered).

9) Dessert: Dessert plates and coffee / tea cups will be set out after dinner. If a fork is to be used with dessert, this will be

Placed on the dessert plate. A dessert spoon should have already been set above the dinner plate. Coffee spoons should be placed on the saucer. Coffee / tea mugs aren't

Used for a formal dinner.

**Points to Remember When Laying a Table**

1) The table on which a tablecloth is to be spread, should be first covered with a baize base cloth, for the following reasons:

a. To protect the diner's wrists and elbows from the table's sharp edges.

b. To keep the tablecloth firmly in place.

c. To protect the surface of the table and prevent the rattling of crockery and cutlery.

d. To absorb moisture in case liquid spills on the table.

2) Based on the size of the table, appropriate linen should be used. The central fold of the tablecloth should be in the middle of the table and all the four edges should just brush

The seats of the chairs. Soiled or torn linen should not be used. Three types of tablecloths namely cotton, linen and damask are used. Of these, damask is the best.

3) If a bud vase is used as a central decorative piece, it should not be very large or tall as that obstructs the view of guests sitting opposite each other. Heavily scented flowers should

Be avoided, as they affect the flavor of the food.

4) Each cover should be well-balanced. (A cover is the space required for a table for laying cutlery, crockery, glassware and linen for one person to partake of a meal).

5) Only the required cutlery, crockery and glassware should be placed on the table. On a normal dining table, the space required for one cover is 60 cm x 38 cm. The cover on the opposite side should be exactly similar, so as to give a well balanced look

.6) Cutlery should always be laid from the inside to the outside of the cover, since the order of sequence in which they are to be used is always from outside to inside.

7) Knives and soup spoons should be placed on the right-hand side of a cover, while forks should be placed on the left-hand side. Dessert spoons and forks should be placed on top of the cover. The side knife should be placed on a quarter plate and kept on the left side of the cover. The cutting edge of all knives should face to the left.

8) Water tumbler should be kept to the right of the cover, at the tip of the large knife.

9) Napkins should be placed in the center of the cover, in between the cutlery. Normally during a dinner session, napkins are arranged in empty water tumblers.

10) Cruet sets, a butter dish, an ashtray, meal accompaniments and a bud vase should be placed in between the covers at the center of the table.

11) Crockery and cutlery should be spotlessly clean and the glassware as well polished.

12) Chipped or cracked equipment should not be used. The hotel's monogram should be visible to the guest.

13) All cutlery and crockery should be placed about an inch from the edge of the table so that they are not accidentally tipped over.

## MIS EN PLACE

| STEPS | INVOLVEMENT | STANDARDS |
|---|---|---|
| Organizing Mis en Place duties and responsibilities | - The Maitre D' hotel or Captain assigns periodical duties or responsibilities. | A rota is devised to ensure all details of Mis en Place are looked after. |
| Check for cleanliness and maintenance | - Fixtures and furniture must be checked for cleanliness and proper functioning | All areas must be clean, presentable and functional. |
| Daily exchange of linen and linen handling | - Proper counting and exchanging of dirty linen<br>- Adequate maintenance of par stocks<br>- Correct sizes of table cloths<br>- Correctly folded napkins<br>- Sufficient wiping cloths and waiters cloths. | Adequate quantity of fresh linen in a crisp and presentable condition. |
| Preparation of Condiments | - Maintenance of Proprietary sauces as per procedure.<br>- Filling cruet sets, sugar bowls, olive oil and vinegar | All condiment containers should be clean and filled. |
| **STEPS** | **INVOLVEMENT** | **STANDARDS** |
| | Cruets and other<br><br>Accompaniments | |
| Silverware, cutlery, glassware and crockery | - All cutlery should be adequately polished or plated as per devised schedule<br>- Glasses should be correctly washed | All service ware must look unblemished and well cared for. |

| | | |
|---|---|---|
| | and polished. Storage in racks.<br>- Check for chipped glasses.<br>- Crockery should be wiped and inspected for stains.<br>- Regular vimming of coffee cups | |
| Ice and flowers | - Coordinate with F and B Support for ice in buffet displays.<br>- Filling up ice in Wine Buckets.<br>- Coordinate with Horticulture for fresh flowers. | Ensure fresh supply of ice and flowers. |
| Trays, Jack Stands and Dummy Waiters | - Ensure proper cleaning and placement of trays and jack stands. | Well maintained equipment. |
| Back area or Pantry | - Proper cleaning and stacking of back area.<br>- Some outlets have a dedicated person in the pantry | Neatly stocked Back area. |

**SETTING A SIDE STATION**

| STEPS | INVOLVEMENT | STANDARDS |
|---|---|---|
| Check for cleanliness and maintenance | - All drawers, racks and cupboards should be cleaned, lined with felt and neatly labeled | All areas must be clean, presentable and functional. Uniform stacking should be followed |
| Adequate supply of cutlery or silverware | - A pre – defined sequence of storing silverware should be used based on usage patterns. | Adequate quantity of fresh cutlery in a spotless and presentable condition. |

| | | |
|---|---|---|
| | - Well polished and clean cutlery should be neatly stacked. | |
| Stocking of glassware and crockery | - Spotless and well polished glassware stacked in adequate quantities. | A sufficient supply of crockery and glassware is made available. |
| Preparation of Condiments and Bread Baskets | - Maintenance of Proprietary sauces as per procedure.<br>- Filling cruet sets, sugar bowls, olive oil and vinegar.<br>- Properly line bread baskets and fill | All condiment containers should be clean and filled. |
| **STEPS** | **INVOLVEMENT** | **STANDARDS** |
| | Butter dishes | |
| Linen | - Enough quantity of folded napkins, waiters cloths, doilies, cold towels, and cocktail napkins to be stocked. | Sufficient linen to meet the days needs of that section |
| Ice and flowers | - Filling up ice in Wine Buckets.<br>- Coordinate with Horticulture for fresh flowers. | Ensure fresh supply of ice and flowers. |
| Miscellaneous Items | - Ensure a supply of KOT pads, check stationary, pens, matches, candles, tissue paper, ash trays, extra covers, etc. | Par levels at the side station to be maintained. |
| Water Jugs and hot water | - Fill up water jugs or carafes.<br>- Keep a flask of hot water with lemon slices for finger bowls. | Ice cold UV filtered water to be filled. |

## CARRYING A TRAY

| STEPS | INVOLVEMENT | STANDARDS |
|---|---|---|
| Tray Selection | - Demonstrate a selection of trays and salvers.<br>- Discuss shapes and uses. | To ensure the correct type of tray is used to execute the correct order. |
| Loading a Tray | - Selection of correct tray type.<br>- Cleanliness of Tray<br>- Placing heaviest items in the center.<br>- Spouts of pots facing inwards. (Safety)<br>- Importance of technique of balance. | The trainee must be able to correctly load the tray, through demonstration and practice. |
| Positions for Carrying a tray | - Low is carrying position<br>- Hand and arm carrying position<br>- High carrying position | The correct position must be employed in the correct tray type. |
| **Laying a tray** | - Demonstrate how to lay a tray, specific to a guest order. | Welcomstandards on in room dining to be followed. |

## COVER LAYOUT

| STEPS | INVOLVEMENT | STANDARDS |
|---|---|---|
| Preparing tables | - Check the tables for cleanliness.<br>- No tables or chairs must be wobbly or unsteady<br>- Ensure that the table is properly aligned | Neat and well maintained furniture |
| Laying the cloth | - Ensure that the baize or felt is appropriately positioned<br>- Well laundered table cloths, correctly laid, right side up. | Correct procedure of laying a table cloth is demonstrated. |
| Laying the | - Type of layout is based | Covers should be laid |

| | | |
|---|---|---|
| covers | on service design of the outlet<br>- Well polished cutlery and flatware should be laid out geometrically and systematically.<br>- All crockery and glassware should be checked for cracks and chips. | from the inside to the out, as per curs. Covers should not be too spread out and must be aligned. |
| | - All service ware to be handled with a clean service cloth and carried in trays.<br>- Napkins, appropriately folded lid, along with show plates, if used. | |
| **Center appointments** | - Filled cruet sets, clean ash tray, Flower vase, condiments and tent cards, if any are then placed in the center. | All center appointments should be well aligned with each other and the guest entrance. |

**FOOD PICK UP**

| **STEPS** | **INVOLVEMENT** | **STANDARDS** |
|---|---|---|
| Menu Specifications | - Knowledge of accompaniments, portion sizes, preparation times and points of pick up of various foods must be known.<br>- Further, service gear used for various dishes must be discussed. | The correct laid down standards must be followed while presenting dishes to guests. |
| Layout of the restaurant | - The layout of the restaurant, along with table numbers and covers must be discussed. | The correct order is dispensed not only to the correct table, but to the correct person on the table. |
| Order of Service | - The server, must prioritize orders based on time of ordering, duration of the preparation and urgency. | Orders must be correctly prioritized, to ensure timely dispensing of orders. |

| | | |
|---|---|---|
| | - Sequence of food pick ups can be discussed in a series of orders. | |
| Service of food | - The dishes must be announced and served to the correct person, along with its accompaniments. | All orders for a table must be picked up together, course wise. |
| Communication | - Coordination between the station holder, food pick up person and the buyer is necessary, to ensure orders are served in the correct sequence. | Good communication and coordination ensures minimal delays in dispensing orders. |

**POURING WATER**

| **STEPS** | **INVOLVEMENT** | **STANDARDS** |
|---|---|---|
| Preference for water | - As soon as guests are seated, their preference for bottled or UV Filtered chilled water, must be taken | Appropriate standard phrases must be followed. |
| Weather Service | - Based on preference, a sealed bottle or a filled carafe is wiped and carried to the table on a salver.<br>- Demonstrate procedure for stepping up to the right side of guests and pouring water.<br>- The bottle or a full carafe is left in the center of the table. | Water to be served within one minute of seating. The trainee must be able to correctly pour water till two thirds full in the water glass. |
| Replenishment | - The server must be alert to refill water when glasses are two third empty. | Glasses must be refilled automatically. |

**PRESENTING MENU CARDS**

| STEPS | INVOLVEMENT | STANDARDS |
|---|---|---|
| Physical condition of menu cards | - Ensure all menu cards are in good condition, updated and clean. | No dog eared menus or stained or torn menus to be in circulation. |
| Weather Service | - Based on preference, a sealed bottle or a filled carafe is wiped and carried to the table on a salver.<br>- Demonstrate procedure for stepping up to the right side of guests and pouring water.<br>- The bottle or a full carafe is left in the center of the table. | The trainee must be able to correctly pour water till two thirds full in the water glass. |
| Replenishment | - The server must be alert to refill water when glasses are two third empty. | Glasses must be refilled automatically. |

## 14.3 Opening, Operating & Closing duties

**Preparation Before Service**

The service staff should check the following before service:

i) The tables and linen are clean.

ii) Tablecloths are evenly spread on the table.

iii) Chairs are dusted and properly arranged.

iv) The table set up is appropriate and pleasing.

v) The silver is polished and the china and crockery are spotlessly clean and befitting the occasion.

vi) Cruet sets, sugar bowls and flower vases are filled and placed on the table suitably.

vii) The floor / carpet is clean and dry.

viii) The restaurant and back area is in a state of readiness before the service session commences.

ix) The side station is fully equipped for service and the following should be checked:

· Condiments tray is cleaned and refilled.

· Napkins are folded and kept handy in the particular session.

· Salvers, extra linen, cutlery and service equipment necessary for the session are stacked up.

· Water jugs and ice buckets are filled and kept ready.

· Coffee pots ready with freshly brewed coffee / tea.

· Sugar cubes, butter and butter plates ready.

**Preparation During Service**

i) When the guests arrive greet them warmly, by wishing them the time of the day.
ii) Escort the guests to the table and set them promptly by pulling the chairs out to ease seating. If need be, the table should be moved so that very little inconvenience is caused to guests when they seat themselves.
iii) Ensure that children have high chairs and special attention is paid to the elderly.
iv) Remove extra covers, if any.
v) Serve water and present the menu card, if the captain is busy.
vi) If the order has to be taken, offer suggestions to the guests on the choice of food and beverages and repeat the final order to avoid possible errors.
vii) Do not leave the station unattended, as nothing annoys a guest more than not being able to find a waiter, when something is needed.
viii) If the table cloth has to be changed during service, the table top should not be exposed. Any articles on the table should be cleared to the side station and not placed on chairs or on the next table. The soiled cloth should be brushed using a service cloth and a crumbing tray or plate.
ix) Do not neglect little things such as lighting a guest's cigarette, responding to a request and showing interest in the guest's needs.
x) Ensure that service is fast, efficient and pleasant.
xi) Before serving dessert, clear and crumb the table.

**Preparation After Service**

i) Pull out the chairs or the table to enable guests to move out comfortably.

ii) Wish them warmly and request them to visit again, saying - Do visit again, sir / madam.

iii) Clear the table immediately and reset for the next guest.

iv) Have the side station cleared and restocked for the next sitting.

## 14.5 Procedure for a service of a meal

### Task-01: Receiving & Seating of Guests

1. **Approach guests who are waiting to be seated**

    - Smile and give a warm greeting such as " good morning" or " welcome".
    - Be positive when greeting guests. Your manner will affect guest satisfaction.

2. **Direct guests to the coat room if your restaurant has one.**

    - Do not take responsibility for guest's coat packages, or other articles.
    - The steps to mark in the reservations book that a party has arrived vary between properties.
    - If guests do not have a reservation. Ask them if anyone else will be joining them. Then check available seating to see if you can accommodate them.

3. **Accommodate special guest needs:**

- Ask guest with visual impairments if they would like braille menus, if they are available.
- Ask guests with disabilities of they have special seating needs. A guest in a wheelchair may prefer to sit in a chair.
- If necessary, ask the party to wait while you meet their needs.

4. **Present the menu :**

- Give a closed menu right side up, to each guest in the following order:

    - ✓ Children's menu
    - ✓ Women
    - ✓ Men

- Present the menu from the guest's right side, using your right hand.
- The procedures for when and how to present menus vary between properties.
- Hand the wine list to the host of the party if there is one. \
- Introduce yourself and tell guests who their server will be.
- Serve water ( if appropriate) and items such as crackers, bread sticks, or other snacks.

**Task-02: Order taking & Recording**

1. **Tell the guest about specials.**

    - Know the daily specials. If appropriate at your restaurant, try to taste each one.
    - Always describe specials and chef's choice items, such as the soup of the day, before guests ask.
    - Describe the ingredients and the preparation of specials in an appealing way. Always give the price of specials.

2. **Ask for the food order**

    - Offer to help guests with menu selections. Answer any questions about the menu.
    - Ask if they are ready to order.

3. **Follow an order taking system**

    - Know the numbering system for the chairs at each table. Chair # 1 at each table is typically the chair closest to the door or some other landmark in your restaurant. By taking orders in standard clockwise fashions, you make it possible for someone else to serve the your guest without having to ask who ordered what.
    - When writing orders on your order pad or guest check, write the order for the guest in chair #1 on the first line of the order form. Remember that the chair numbers identify each at the table. They don't stand for the order in which you will write things down.
    - Take the orders of the children first, then the women and then men. Write their orders in the corresponding places on the order pad. For instance, if the guest in the chair no 2 is the only one woman at at the table take her order first and write it on line no 2 on the order pad.

**Task-03: Sequence of service**

1. Welcome your guest.

2. Offer chair assistance.

3. Offer Napkin Assistance. – from the left

4. Introduce and Present the Menu (If the Maitre D' has not already offered it)

5. Serve bread and butter (left) and Iced Water (right)

6. Take Guests Order –use A B C etc… (see separate SOP)

    a. Stand to the left

    b. Answer any questions

    c. Take to kitchen (or input in computer)

    d. Remember Mineral Bar Order

    e. Remove menus to side station (both Beverage and Food)

7. Check all guests have the correct cutlery for their meal and change where necessary.

8. Call Starters away from the kitchen.

9. Check if you can take any items to wash up that are no longer required. (eg butter dish and bread basket from side station)

10. Collect Starters from kitchen. Teamwork is key. Ensure your assistant know what position is getting what food. This will make service more streamline in the restaurant.

    a. Handle plates correctly – NO THUMBS.

    b. Carry 3 plates where required.

    c. Plates must be kept flat.

    d. Remember underliners – All bowls have underliners.

11. Synchronize your service with your fellow waiters.

12. Serve Starters.

    a. You should not need to ask guests what they have ordered.

    b. Use your order docket as a guide (before leaving the kitchen

    c. Serve to the left at all times.

13. Explain the starters to the guests. Do this once all items have been served and speak clearly so that all the guests can hear.

14. Serve Minerals from the mineral bar(Right).

15. Check for water.

16. Tidy Side Station – empty bread baskets back to pantry etc.

17. Check tables for empty butter plates and remove.

18. Clear Starters to wash up area. –

    a. Always clear from the RIGHT.

    b. You should be able to clear at least 3 starters from a table.

    c. Check cutlery as you clear in case a guest has used the incorrect cutlery and replace cutlery.

    d. Remove items to wash up area.

19. Keep the wash up area clean and tidy.

    a. Sort out cutlery – **any cutlery that goes in the bin must be retrieved.**

    b. Stack plates correctly – like plates with like plates.

20. Call Main Courses Away using POS.

21. Collect items from kitchen.

    a. 2 Plates (3 if you can manage them).

    b. No thumbs.

    c. Hold flat.

22. Serve your main courses.

    a. You should not need to ask guests.

    b. Use your order docket as a guide.

    c. Serve to the left at all times.

23. Check your table for empty glasses (mineral) and water.

24. Offer more minerals or clear glasses (mineral glasses only)

25. Check your side station is tidy.

26. Remove items that are no longer needed – empty breadbasket, butter etc.

27. Make sure you have your service cloth, along with plate ready for crumbing down.

28. Clear main Courses.

    a. Clear from the Right.

    b. You should be clearing at least 3 main course plates.

29. Leave items in Wash up.

30. Clear Side plates, Salt and Pepper and Butter Dish **using a tray**

31. Leave the tray on side station.

32. Crumb Down each guest starting from the left and then right. Remember to bring down the dessert cutlery. Dessert forks when crumbing the left and dessert fork when crumbing the right side. NEVER cross your guest)

33. Present the Dessert Menu to the guests- Left.

34. Clear all items on your side station that are no longer required to the wash up area.

35. Take the dessert order.

36. Remember to ask for coffee (lecturers and paying students only).

    a. Take order from the left – no mass orders.

    b. Use the A B C system…etc….

37. Input order to POS and if ready call away desserts. Remember to take the hand written order to the kitchen as it will not print in the kitchen.

38. Leave a tray at the bar for your coffee cups.

39. Serve Desserts.

40. Serve to the left.

41. Return to the bar and collect your cups on the tray and place on the table.

42. Cups should be placed to the right of the guest.

43. Tea spoon should be parallel to handle that must face right.

44. Clear Desserts from the right.

45. Leave them on side station.

46. Serve tea and coffee from the right. Do not leave tea and coffee pots on the table. These must be returned to the bar.

47. Offer Milk and Sugar – assist the guests if necessary.

    a. Make sure handles of the milk/cream jug are facing towards the guests.

    b. Make sure spoon handles are facing towards the guest.

48. Remove dessert items to the wash up area.

49. Print the bill for the table for signature or payment.

50. Place the bill in a bill folder with a pen and deliver to a table.

51. Collect money from students that are paying for lunch or have guests sign the bill.

52. Close out the bill and return change if necessary.

    a. If the bill is signed it must be closed to complimentary.

    b. If the bill is paid in cash it must be closed to cash.

53. Clear all the remaining items from your table and side station.

54. Wipe the table and position the chairs neatly.

## 14.6 Term for review

**Salvers** Flat serving-tray without handles. Usually of silver, they are often produced in pairs or in sets of different sizes and have been made since the 17th century.

**Wilt** To become limp or flaccid or droop.

**Napkins** A piece of cloth or absorbent paper used at table to protect the clothes or wipe the lips and fingers.

**Assorted** Separated according to kind or class.

**Gateaux** A cake or pastry, especially a light one filled with custard, fruit, or nuts.

**Demitasse** A small cup of strong black coffee or espresso.The small cup used to serve this drink.

**Gâteau** A cake or pastry, especially a light one filled with custard, fruit, or nuts.

**Silica** A white or colorless crystalline compound, SiO2, occurring abundantly as quartz, sand, flint, agate, and many other minerals and used to manufacture a wide variety of materials, especially glass and concrete.

**Glaze** A coating, as of syrup, applied to food.

**Flatware** Refers to spoons and forks.

**Cutlery** Knives and cutting equipments.

**Asparagus** Tender, succulent, crispy stem used as a vegetabel which arises from underground rhizome of asparagus plants.

**Gueridon** Flambe trolly consists of one or two burners and a gas cyclinder. Used to flambé the food near the guest table.

**Pitcher** Larger ontainer with a handle and lip or spout used to supply beer in the bar.

## 14.7 Summary

Restaurants not only should attract potential customers but also should strive hard to entice them to become frequent and regular customers. The customer's first impressions of a restaurant are the most important and these are largely determined by the professionalism of the service staff and their preparations prior to service. The service should follow a sequence and have a plan of action based on the practices of the professional catering industry. The service staff should perform many tasks before, during and after service. Before each service session, the restaurant should be made presentable enough to accept the guests. The supervisor or team of waiters should ensure the mise-en-scene such as, carpets are well brushed or hovered, all tables and chairs are serviceable, table lights or wall lights have functioning bulbs, menu cards are presentable and attractive, tent cards or other sales material are presentable, doors and windows are thrown open

for sometime to air the restaurant, exchange dirty linen for fresh linen, table cloths and mats are laid on the tables, wilted flowers are discarded and fresh flowers replaced.Before service commences, the staff should ensure that the station is in total readiness to receive guests. Table setting refers to the way to set a table with tableware - such as eating utensils and dishware - for serving and eating. The basic rule for laying the table includes table linens, chargers or dinner plates, napkins, silverware, knives, forks, spoons, glasses, dessert, etc.

## 14.8 Questions for review

1. What are the things that need to be checked in a side station before the service.

2. What do you mean by mise-en-scene?

3. What is table setting?

4. Draw a sketch di scripting the table setting.

5. Explain in your own words about preparing for service.

6. Explain table laying.

## 14.9 Reference & Suggested Reading


1 Sudhir Andrews 2009 Food & Beverage Service McGraw Hill

2 Tarun Bansal 2011 Hotel Facility Planning Oxford University Press

3 Dasgupta 2011 Tourism Marketing Pearson

4 Bobby George Sandeep Chatterjee 2007 Food & Beverage Service Jaico Book

5 Walker 2003 The Restaurant Willy

6 S. N. Bagchi Anita Sharma 2003 Text Book of F & B Service AMAN PUBLISHERS

# Unit – 15 : Cover and accompaniments

**Structure of the unit**

15.0 Learning objectives
15.1 Introduction
15.2 Cover and accompaniments for continental menu.
15.3 Summary
15.4 Terms for review
15.5 Review Questions
15.6 Reference and Suggested Reading

## 15.0 Objectives

After reading this unit , you will be able to

1. Lay covers for various selected continental dishes.
2. Know how to serve the appropriate accompaniments for the dishes.

## 15.1 Introduction

One of the important activities of food and beverage staff is setting up the covers prior to the arrival of the guests and after taking the food order.

A cover with inappropriate cutlery will make the customers ask for the cutlery they need . this will create a bad impression of the knowledge and experience of the staff and adversely affect the restaurant's image and business. Every dish had its own accompaniment and a food item is incomplete without it. The accompaniment may be an integral part of the dish or served separately. The waiter must have a sound knowledge of the accompaniments to help him/her serve the food correctly.

Before serving the dish, appropriate accompaniment must be placed on the table or served on the plate. In general for the meat dish which serves as the main course, the accompanying sauce is served after serving the meat, either on the meat or at the sides according to the preference of the guest. However the waiters should follow the procedures practiced in their place of work.

## 15.2 Cover and accompaniments for the dishes offered in continental menu.

### A) HORS D'OEURVE



Literally "apart from the [main] work") or the first course, are food items served before the main courses of a meal. The French (singular and plural) is *hors d'œuvre*; in English, the ⟨œ⟩ ligature is usually replaced by the digraph ⟨oe⟩ with the plural often written as *hors d'oeuvres*

If there is an extended period between when guests arrive and when the meal is eaten (for example during a cocktail hour), these might also serve the purpose of sustaining guests during the wait, in the same way that apéritifs are served as a drink before meals. Hors d'oeuvre are sometimes served with no meal afterward. This is the case with many receptionand cocktail party events.

Hors d'oeuvre may be served at the dinner table as a part of the meal, or they may be served before seating. Hors d'oeuvre prior to a meal are either rotated by waiters or passed. Stationary hors d'oeuvre served at the table may be referred to as "table hors d'oeuvre". Passed hors d'oeuvre may be referred to as "butler-style" or "butlered" hors d'oeuvre.

Though any food served prior to the main course is technically an hors d'oeuvre, the phrase is generally limited to individual items, not crudités, cheese or fruit. For example, a glazed fig topped with mascarpone and wrapped with prosciutto is considered an "hors d'oeuvre," whereas figs on a platter are not.

**Cover :** fish knife and fork, cold half plate.

**Accompaniment :** oil and vinegar

**Notes** :
Presented to guest from hors d' oeurve varies trolley or a tray holding a variety of appetizers. The guest's choice is served on the cold half plate to make up a portion.

### B) GRAPE FRUIT COCKTAIL

Grapefruit can be found in many cocktails and it is an excellent citrus that adds a touch of sour to drink. This collection of mixed drinks shows off the versatility of this favorite fruit.

More often than not, grapefruit is used as a juice, though some use the fresh fruit and some call specifically for ruby red or pink grapefruit or their juice. It is easy to make fresh grapefruit juice if you have a large citrus or electric juicer.



**Cover:** coupe on an underplate with grapefruit spoon or teaspoon.

**Accompaniment**: caster sugar

**Notes**: plated in the kitchen and served from the right hand side.

**C)TOMATO JUICE**



Tomato juice was first served as a beverage in 1917 by Louis Perrin at the French Lick Springs Hotel in southern Indiana, when he ran out of orange juice and needed a quick substitute. His combination of squeezing tomatoes, sugar and his special sauce became an instant success as Chicago businessmen spread the word about the tomato juice cocktail.

In Canada and Mexico, tomato juice is popular mixed with beer, the concoction is known in Canada as Calgary Red-Eye and in Mexico as Cerveza preparada. Tomato juice is the base for the cocktails Bloody Mary and Bloody Caesar, and the cocktail mixer Clamato.

Tomato juice is frequently used as a packing liquid for canned tomatoes, though it is sometimes replaced by tomato purée for international commerce due to tariff issues on vegetables vs. sauces.

Tomato juice is used in the preparation of tomato juice agar, used to culture various species of *Lactobacillus*.



**Cover:** 5 Oz goblet or juice glass on an underplate with teaspoon.

**Accompaniment** Worcestershire sauce

**Note:**

The Worcester sauce bottle is placed on a doily on a side plate at the head of cover. It is served from the right.

**D) OYESTERS**

Oysters must be eaten alive, or cooked alive. The shells of live oysters are normally tightly closed or snap shut given a slight tap. If the shell is open, the oyster is dead, and cannot be eaten safely. Cooking oysters in the shell kills the oysters and causes them to open by themselves. Traditionally, oysters that do not open have been assumed to be dead before cooking and therefore unsafe. However, according to at least one marine biologist, Nick Ruello, this advice may have arisen from an old, poorly researched cookbook's advice regarding mussels, which has now become an assumed truism for all shellfish. Ruello found 11.5% of all mussels failed to open during cooking, but when forced open, 100% were "both adequately cooked and safe to eat.

Oysters can be eaten on the half shell, raw, smoked, boiled, baked, fried, roasted, stewed,canned, pickled, steamed, or broiled, or used in a variety of drinks. Eating can be as simple as opening the shell and eating the contents, including juice. Butter and salt are often added. In the case of oysters Rockefeller, preparation can be very elaborate. They are sometimes served on edible seaweed, such as brown algae.

**Cover**: soup plate filled with crushed ice on an under plate, oyster fork of fish fork, finger bowl on an under plate at the top left hand corner of cover, and extra serviette.

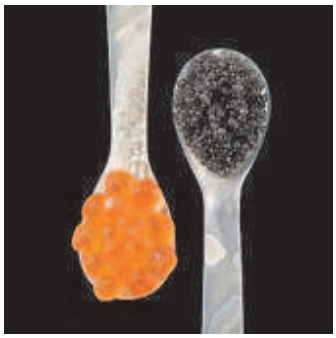
**Accompaniment**:

oyster cruet ( cayenne epepper, pepper mill, chilli vinegar and Tabasco sauce), half a lemon, and brown bread and butter.

**E) CAVIAR**



Varieties



Russian and Iranian caviar tins: Beluga to the left, Ossetra in middle, Sevruga to the right

The four main types of caviar are Beluga, Sterlet, Ossetra, and Sevruga. The rarest and costliest is from beluga sturgeon that swim in the Caspian Sea, which is bordered by Iran, Kazakhstan, Russia, Turkmenistan and Azerbaijan. Wild caviar production was suspended in Russia between 2008 and 2011 to allow wild stocks to replenish. Azerbaijan and Iran also allow the fishing of sturgeon off their coasts. Beluga caviar is prized for its soft, extremely large (pea-size) eggs. It can range in color from pale silver-gray to black. It is followed by the small golden sterlet caviar which is rare and was once reserved for Russian, Iranian and Austrian royalty. Next in quality is the medium-sized, gray to brownish osetra (ossetra), and the last in the quality ranking is smaller, gray sevruga caviar.

**Cover:** Caviar knife or fish knife and cold half plate.

**Accompaniments**: Hot breakfast toast, butter, segments of lemon, finely chopped shallots, parsley, sieved hard boiled yolk and white of egg.

**Note:** Caviar is the roe of sturgeon fish. Approximately, 30 g is served per portion. The caviar jar is surrounded with crushed ice in a container. A dessert spoon full of caviar is taken and served from the left hand side.

## F) SMOKED SALMON:



Smoked salmon is a preparation of salmon, typically a fillet that has been cured and hot or cold smoked. Due to its moderately high price, smoked salmon is considered a delicacy. Although the term lox is sometimes applied to smoked salmon, they are different products

Smoked salmon is a popular ingredient in canapés, often combined withcream cheese and lemon juice, or "bulked out" with other fish.

In North America, smoked salmon is often sliced very thinly and served on bread with cream cheese or with sliced red onion, lemon and capers. In British Columbia smoked salmon may also be fillets or nuggets, including hickory-smoked varieties and candied salmon (smoked and honey-glazed, also known as "Indian candy").

In Europe, smoked salmon may be found thinly sliced or in thicker fillets (such as "tsar fillet") or sold as chopped "scraps" for use in cooking. It is often used in pâtés, quiches and pasta sauces. Scrambled eggswith smoked salmon mixed in is another popular dish. Smoked salmon salad is a strong-flavored salad, with ingredients such as iceberg lettuce, boiled eggs, tomato, olives, capers and leeks, and with flavored yogurt as a condiment.

Slices of smoked salmon are a popular appetizer in Europe, usually served with some kind of bread. In the United Kingdom they are typically eaten with brown bread and a squeeze of lemon; in Germany they are eaten on toast or black bread.

In Jewish cuisine, smoked or brined salmon is called lox and is usually eaten on a bagel with cream cheese.

Smoked salmon is sometimes used in sushi, though not widely in Japan; it is more likely to be encountered in North American sushi bars. The Philly Roll combines smoked salmon and cream cheese and rolls these in rice and nori.

**Cover:** Fish knife and fork, cold half plat

**Accompaniment** Horseradish sauce, cayenne pepper, pepper mill segments of lemon, brown bread and butter.

**G) PATE DE FOE GRAS**



Foie gras is a popular and well-known delicacy in French cuisine. Its flavor is described as rich, buttery, and delicate, unlike that of an ordinary duck or goose liver. Foie gras is sold whole, or is prepared into mousse, parfait, or pâté (the lowest quality), and may also be served as an accompaniment to another food item, such as steak. French law states that "Foie gras belongs to the protected cultural and gastronomical heritage of France.

The technique of gavage dates as far back as 2500 BC, when the ancient Egyptians began keeping birds for food and deliberately fattened the birds through force-feeding.Today, France is by far the largest producer and consumer of foie gras, though it is produced and consumed worldwide, particularly in other European nations, the United States, and China.

**Cover** : Small knife and fork , cold half plate

**Accompaniment** Hot breakfast toast crusts removed, kept on a side plate

**Note** It can be plated or served at the table. If served take a pate dish with dessert spoon or two teaspoons and a bowl of warm water on a tray to the table. Dip dessert spoon in warm water and take a portion of pate and serve or using two teaspoons scrape over the surface of pate to get curls and serve on the plate.

**H) SNAILS**

As well as being relished as gourmet food, several species of land snails provide an easily harvested source of protein to many people in poor communities around the world. Many land snails are valuable because they can feed on a wide range of agricultural wastes, such as shed leaves in banana plantations. In some countries, giant African land snails are produced commercially for food. Land snails, freshwater snails and sea snails are all eaten in a number of





countries(principally Spain, Philippines, Morocco, Nigeria, Algeria,Cameroon, France, Italy, Portugal, Greece, Belgium, Vietnam, Laos, Cambodia, Cyprus,Ghana, Malta, Terai of Nepal, southwestern China, Northeast India states such as Manipur,Tripura and parts of the USA). In certain parts of the world, snails are fried. For example, inIndonesia, they are fried as satay, a dish known as *sate kakul*. The eggs of certain snail species are eaten in a fashion similar to the way caviar is eaten

**Cover**: snail tongs, snail fork, snail dish on an under plate.

**Accompaniment** brown bread and butter.

## I) MELON

Melon: There are various types of melon.

Cantaloupe:




It has rough rigid skin with green lines. It is soft and color is yellow.

Honeydew:




It has a firm, shiny, wrinkled skin with sweet pulp.
Watermelon:




It has red sweet pulp and black seeds. Melons are cut into small portions and served ice cold, on a cold half plate along with dessert spoon and fork. Melons are served with Castor sugar and ground ginger.

**Cover**: Dessert spoon and fork, cold half plate

**Accompaniments :** Ground ginger and castor sugar

## J. Fromage (Cheese)

All types of cheese may be offered together with the appropriate accompaniments. The ideal cheese board should combine hard, semi-hard, soft or cream, blue and fresh cheese.

Examples:

| Name of cheese | Type | Place of origin |
|---|---|---|
| Cheddar | hard | England |
| Red Cheshire | hard | Holland |
| Brie | soft | France |
| Gorgonzola | blue | Italy |
| Demi-sel<br>Gouda | soft<br>hard | France<br>Holland |
| Ricotta | fresh | Italy |

## Service of cigar

The cigar is very delicately flavored luxury tobacco. For same very reason its freshness depends on handling, packaging and storing. The recognition of a good cigar is also gourmet delight, the first and foremost is to see the date of the manufacture and expiry of cigar, also instances of the wrapper tube, box and cellophane. After opening although it is the business of the guest to check the cigar it is advisable for the tobacco salesman to know how to judge a good cigar from a bad one. The most important thing is to inhale the odor of cigar by moving it parallel to the nose to and fro and rolling over and over again. A cigar is also judged by color if its ash. A darker ash indicate a stronger cigar and lighter the light one. Some people bite a piece from the narrower end of cigar, not only to cut the cigar for proper smoking, but also chew the bite which gets laced in saliva and gives the joy of chewing of tobacco.

Cigars should be offered in their own boxes to allow the customer to choose his own. The type of cigar will be printed on the box. The customer having chosen the cigar he wishes, the waiter should offer to remove the band. A cigar cutter or piercer should be used to cut the cigar. The waiter should then offer to light the cigar of customers.

Note: cigar should be offered at the end of the meal with coffee. In case of nonchalant guest offer a box with assorted sizes and strength.

## 15.3 Conclusion/ Summary

Accompaniments are highly flavoured seasonings of various kinds offered with certain dishes. The object of offering accompaniments with certain dishes is to improve the flavor of the food or to counteract its richness, eg. apple sauce with roast pork.Many dishes have separate accompaniments and as they are not always

mentioned on the menu, the waiter must know them. He should always have specific accompaniments ready for service at the right time. Hot adjuncts come with the dish from the kitchen, but cold sauces are often to be found at the buffet or sideboard. They should be served directly with a dish to which they belong. They should be served from the guest's left on to the top right of his plate (not on the rim). While serving from a sauceboat, the boat should be on an underdish or small plate, carried on the palm of the left hand. In serving, the sauceboat, lip should point towards the guest's plate.

## 15.4 Terms For Review

1. **Hors d' oeuvre** : Literally "apart from the [main] work") or the first course, are food items served before the main courses of a meal.
2. **OEUFS** : French term to describe eggs
3. **ROE**: eggs of sturgeon fish.
4. **Escaragot** : French term to describe snails.
5. **Cover** : space for eating of a single person
6. Accompaniment : suitable dishes goes along with the main dish to provide it more acceptability.
7. **Beluga** : variety of very good caviar.
8. **Fromage** : terms used to describe cheese in French.

## 15.5 Review Questions

1. What do you understand by the term " cover" and "accompaniment".
2. Discuss the variety of caviar available for consumption.
3. Discuss the need of accompaniment to a main dish.
4. What is escaragot? Give proper cover and accompaniment setup for it.
5. why oysters are recommended to eat raw?
6. List out the various variety of melons and give the standard cover arrangement for it.
7. What is so special about the cover for "escaragot".
8. List out the importance of cover and accompaniments on food service industry.

## 15.6 Reference and Suggested Reading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# Unit – 16 : French & Telephone Handling

**Unit structure**

16.0 Objective
16.1 Introduction
16.1 Restaurant vocabulary
16.2 French food menu classification and important terms and description of dishes
16.3 Common phrases used while receiving, seating a guest and taking order for a meal
16.4 Common food terms in French.
16.5 Telepnone Handling
16.6 Summary
16.7 Questions for review
16.8 Refernce and Suggested Reading

## 16.0 Objective

After going through this unit, you will be able to:

- Learn the names of things commonly used in the kitchen
- Learn the different kinds of work you do in the kitchen
- Learn how to prepare some popular French dishes
- Get an overview of beverages consumed by French people
- Learn basic terms used in a restaurant while taking orders
- Learn basic terms used for food in French.
- Understand the usage of telephones
- Do's andDon'ts in handling telephonic conversations.

## 16.1 Introduction

There are many reasons to learn a foreign language, French in particular. Not only is it one of the most commonly spoken first language in the world, but also the most commonly taught second language. French is one of the most common working languages in international organizations. Therefore, embassies also require foreign language experts as translators and interpreters. Opportunities exist in organizations such as the United Nations' World Health Organization, North Atlantic Treaty Organization (NATO), World Trade Organization, etc. Knowledge of more than one language is extremely advantageous, especially in the travel and hospitality industry. The ability to speak a foreign language, especially French, is an added advantage to flight attendants. pilots and tour guides. Those working in hotels, restaurants, camps and ski resorts overseas can cater to customers better if they are able to converse with the customer in the

language they are most comfortable with. In the hospitality industry, in particular, knowledge of French comes handy while handling customers at the front office. With the tourism sector growing in leaps and bounds, requirement for language experts, including French experts would naturally grow.

## 16.1Restaurant Vocabulary (English & French)

In this lesson you will learn some useful French vocabulary words and expressions that you can use in a restaurant while visiting France. In the first part of the lesson you will learn some useful words that you can use with French people in the restaurant.

| | |
|---|---|
| **Le garçon** | *the water* |
| **la serveuse** | *the waitress* |
| **Bon appétit** | *enjoy your meal* |
| **Une réservation** | *reservation* |
| **La carte** | *menu* |
| **Les spécialités** | *specials* |
| **Le pourboire** | *tip/gratuity* |
| **L'addition** | *bill* |
| **Le menu** | *set menu* |
| **voilà!** | *Here you go/here it is!* |
| **Les ingrédients** | *ingredients* |
| **Une boisson** | *beverage* |
| **Le service** | *the service* |
| **Le repas** | *meal* |
| **le verre** | *glass* |
| **le plat** | *dish* |
| **brûlé** | *burnt* |
| **froid** | *cold* |

| | |
|---|---|
| **épicé** | *spicy* |
| **la soupe** | *soup* |
| **les entrées** | *entrees* |
| **la salade** | *salad* |
| **le plat principal** | *main dish* |
| **le dessert** | *dessert* |
| **l'apéritif** | *aperatif* |

## Useful Expressions

| | |
|---|---|
| **c'est délicieux** | *it's delicious* |
| **c'est dégueulasse** | *it's disgusting* |
| **je t'invite** | *my treat (said to a friend)* |
| **je vous invite** | *my treat (polite form* |
| **est-ce que je peux voir la carte s'il vous plaît?** | *Can I see the menu, please?* |
| **Je prendrai la même chose.** | *I'll have the same thing.* |
| **Mes compliments au chef!** | *My compliments to the chef!* |
| **L'addition, s'il vous plaît.** | *The bill, please.* |
| **Je n'ai plus faim.** | *I'm full.* |
| **C'est gratuit?** | *Is it on the house?* |

## 16.2 French food menu classification and important terms with description of dishes

1) **Hors D'oeuvre**

Being of a highly seasoned and piquant in nature, this course is used to manipulate the appetite for the dishes that are to follow. In recent years, hors d'oeuvres have gained in popularity, and now appear e ven on simple menus in modest eating places. Although the actual term "hors d'oeuvres" applies to the service of various cold salads and morsels of anchovy, sardines, olives, prawns, etc., it also covers whatever items are served before the soup.

Examples of such hors d'oeuvres:
· Melon Melon Frappe
· Oysters Huitres Nature
· Smoked Salmon Saumon Fumee
· Caviar Caviar
· Grapefruit Pamplemousse
· Salami
· Potted Shrimps Petites Pots de Crevettes
· Shrimp, Prawn or Lobster Cocktail
· Fruit Cocktail Coupe Florida
· Souses Herrings Hareng Dieppoise
· Pate of Goose Liver Pate de Foie Gras

There are also quite a number of items that may be served hot, such as Bouchees, Croquettes, Fritters, etc., and these are known as ors d'oeuvres chaud.

2) Potage

The French have three separate words for soup. Consommé is a clear, thin broth. Soupe refers to a thick, hearty mélange with chunks of food. Potage falls somewhere between the two in texture, content and thickness. A potage is usually puréed and is often thick, well-seasoned meat or vegetable soup, usually containing barley or other cereal or a pulse (e.g. lentils). Today, the words soupe and potage are often used interchangeably. On ood-class à la carte menus, a fish soup is also usually offered for selection, the two most common being "Bisque d'Homard" or "Bouillabaisse."

3) Oeufs

Oeufs are the dishes made from egg. The omelette is the most popular item, but there are other styles of cooking and preparation of eggs such as boiled, en cocotte, poached or scrambled. This course is not included in the dinner menu. Some examples are omelette, Espagnole, Oeuf en Cocotte a la crime, Oeuf poche florentine.

4) Farineux

This is Italy's contribution to the courses of the menu. It includes different kinds of rice and pasta. Pasta dishs are spaghetti, lasagne and gnocchi. Pasta is made from durum wheat semolina or milled durum wheat to which water is added to form a dough. It can be coloured and flavoured in various ways. There are more than 200 varieties of pasta. The ingredients, size, shape and colour determine the type of pasta. Some examples include Spaghetti Bolognaise, Lasagne Napolitaine and Macaroni au gratin.

5) Poisson

Poisson are the dishs made from fish. Fish, being soft-fibred, prepares the palate for the heavier meats that follow. Deep-fried or grilled fish dishes do not generally occupy a place on the “classical dinner menu,” but are freely offered on the shorter-coursed luncheon menu. This also applies to the coarser members of the fish family, and the dinner menu is usually comprised of the finer fish prepared and cooked in the more classical manners. Ideal fish for dinner menu compilation are: Sole, Salmon, Halibut, Escallops, etc. Rarely seen on a menu for the evening meal are: Cod, Bass, Haddock, Brill, Hake, and Plaice. One deep-fried fish dish, which normally finds itself on the dinner menu, however, is “Blanchaille”, and this only because Whitebait are so light and in no way too filling for the comfort of the guest.

6) Entrée

This is the first of the meat courses on a menu. It is always a complete dish in itself. It is despatched from the kitchen garnished and sauced in the manner in which it is intended to be served. The “entrée” is always cooked and garnished in an artistic manner and usually served with a rich sauce. The “entrée” can be devised of almost anything light. This course consists of all the small cuts of butcher’s meats, usually sautéed, but never grilled. Grilled steaks, cutlets and chops invariably replace the joints as the roast (roti) course. The following items, with their appropriate garnishes and sauces, can be successfully served as entrées.

· Brains (Cervelles)
· Liver (Foie)
· Oxtail (Queue de Boeuf)
· Kidneys (Rognons)
· Calves Head (Tete de Veau)
· Trips (Tripes)

Rump, Entrecote and Tournedo Beefsteaks
· Lamb Chops and cutlets - Noisettes and Filet Mignons
· Pork Chops and cutlets
· Escallops, Granadins, Medallions, and Cotes of Veal
· Sweetbreads - (Ris de Veau / Agneau)
· Hot Souffles or Mousses
· Bouchees
· Pilaws and Rizottos
· Small cuts or portions of poultry, individually cooked, are also served as entrées

In first-class hotels and restaurants, all entrées are cooked, garnished and presented for service by the sauce cook (saucier).

7) Relevé
This is the main meat course on the menu, and is commonly known as the "piece de resistance." It may consist of joint of any of the following:
Lamb (Agneau) Chicken (Poulet)
Beef (Boeuf) Duckling (Caneton)
Veal (Veau) Fowl (Poulard)
Ham (Jambon) Tongue (Langue)
Pork (Pore)

These joints would be cooked by the sauce cook in a firstclass hotel or restaurant, by any method except roasting. They are usually cooked on casserole, braise or poêle. Generally cooked in a sauce and served with it.

8) Sorbet

This course is a rest between courses. It counteracts the previous dishes, and rejuvenates the appetite for those that are to follow. Normally served between the releve/remove and the roti, it is a water and crushed ice slush flavored as a rule with champagne and served in a glass. A frozen dessert made primarily of fruit juice, sugar, and water, and also containing milk, egg white, or gelatin. Some examples are Sorbet Italian and Sorbet creme de menthe. Russian or Egyptian cigarettes are often passed around during this course.

9) Roti – Roast

This course normally consists of game or poultry and is often included in the entree. Each dish is accompanied with its own particular sauce and salad. Some examples are Roast chicken, Braised duck and Roast quail

.10) Legumes

These are vegetable dishes that can be served separately as an individual course or may be included along - with the entrée, relevé or roast courses. Some examples are Cauliflower mornay, Baked potato and Grilled tomatoes.

11) Entremets

Entremets on a menu refers to desserts. This could include hot or cold sweets, gateaux, soufflés or ice-cream. Some examples are Apple pie, Chocolate souffle and Cassata ice- cream.

12) Savoureux

A dish of pungent taste, such as anchovies on toast or pickled fruit. They are seved hot on toast or as savoury soufflé.Welsh rarebit, Scotch woodcock,

Canape diane are some of the examples. Fromage (Cheese) is an alternative to the outdated savoury course, and may be served before or after the sweet course. It is usually served with butter, crackers and occasio nally celery. Gouda, Camembert and Cheddar are some examples of cheese.

13) Desservir

Dessert is a course that typically comes at the end of a meal. The French word desservir mean "to clear the table." This is the fruit course usually presented in a basket and placed on the table, as part of the table decor, and served at the end of the meal. All forms of fresh fruit and nuts may be served in this course. Common desserts include cakes, cookies, fruits, pastries and candies.

## 16.3 Common phrases used while receiving, seating a guest and taking orders for a meal

***French Conversation***

Atlourul'hui, Nicolas est libre. Il veut aller au reataurant. Alors il tildphone sonami Paul. ,4 7h du soir. Paul vient chez lui et les deux yont au restaurant.

Le gargon: Qu'estce que vous aimez mangen monsieur?

Je nicola.s: Lne omelette.

Le garcon; Et vous, monsieur ?

Paul.. Une sqrulu,ich au fromage et un jus de fruit.

Le garcon: Attendez monsieur, s'il vous plait.

Apris quelques minutes.

Le garcon: Voild monsieur.

Apris 20 minutes, Nitolas appelle le gar7on et il paie I'addition. ll donne le

Pourh tire ou garcon. Et puis ils rentrent.

***In English***

Nicolas is free today. He wants to go to the restaurant. So he calls his friend paul. At 7in the city. Paul comes to his house and both go to the restaurant.

Waiter: [what would you like to have, Sir?

Nicolas: An omelete.

Waiter: And you, Sir?

Paul: A cheese sandwich and fruit juice.

Waiter: Please wait, Sir.

After a few minutes

Waiter: Here it is. Sir.

After 20 minutes, Nicolas calls the waiter and pays the bill. He gives a tip to the waiter. Then they come back.

### Some more phrases used in a restaurant while eating taking meal orders.

| | |
|---|---|
| Bonjour monsieur/madame | Good morning, Sir/madam. |
| Qu'est-ce que vous voulez a manger? | What would you like to eat? |
| Quel est votre plat favori? | What is your favourite dish? |
| Les repas solt trds delicieux. | The meals are very delicious. |
| Elle mange de Ia salade verte. | She is eating green salad. |
| je voudrais du poulet. | I would like chicken. |
| Elle deteste Ie canard. | She hates duck. |
| J'aimerais bien bohe du potage. | I would like to drink soup. |
| Le gargon sert les repas. | The waiter is serving the meals. |

Ils dejeunent souvent au restaurant. They often have lunch in a restaurant.

## 16.4 Common food terms in French.

This section we will give you an overview of continental food and beverages. You will understand

That the term 'continental' spans all of Europe and therefore involves a vast variety. However, since imparting so much information is beyond the sco pe of this unit we will concenterate on only French cuisine and drinks.

**La Material de Cuisine (Basic Kitchen Facilities)**

| | |
|---|---|
| Le frigo | fridge |
| Le micro-ondes | microwave |
| Le four | oven |
| La poele | the stove |
| Iave-vaisselle | the vessel |
| Cuisinere | the cooker |

**La Batterie de Cuisine (Cooking Utensils and Kitchen Gadgets)**

| | |
|---|---|
| La carafe | jug |
| La cuillere | spoon |
| La fourchette | fork |
| Leplat | plate |
| Le plateautray | tray |
| Le couteau | knife |
| La poele frire | frying pan |
| La casserole | sauce pan |
| Le bol | bowl |
| La cafetidre | coffee pot |
| la louche | ladle |
| la spanrle | spatula |
| Une marmite | pot |
| Un filte | filter |

## 16.5 Handling Telephones

### TELEPHONE SYSTEMS

There are many different types of telephones and systems ranging from a single line connecting directly from the public exchange to the subscriber's instrument, to a complete PABX (private automatic branch exchange) system. In a business situation, where there are many users, it is necessary to have a system that can expand to meet the needs of the business. Because communication is so important to the hotel business they will normally have multiple lines and multiple instruments or extensions.

### Private Exchange System

This involves one or more lines from the public exchange network being connected to a private branch exchange in the hotel. These systems allow any exchange line to be connected with any one of a number of extensions. They also allow one extension to be connected with all others for internal communication.

Modern private automatic branch exchange systems (PABX) are very flexible. They can deal with various classes of calls.

The major drawback of a PABX system is that an operator is needed, with the attendant cost of that person.

### USING THE TELEPHONE

Knowing how to operate the telephone system in your hotel will assist you in carrying out your duties effectively. The key stages in using the telephone are:

#### 1) Answering External Calls

When dealing with people on the telephone, it is important that you remember that:

- The caller cannot see you.
- The caller cannot be sure he / she have been connected to the correct number.
- Verbal communication can be misheard.
- The caller has a need and a reason for calling.
- You may be the first contact the caller has with restaurant and hotel.
- You represent your hotel or restaurant.
- The caller is being charged for the call.

For the above reasons good telephone skills are extremely important. The correct procedure for answering calls must therefore be strictly adhered to. The first priority is to answer all calls promptly. Remember that incoming calls might be

from potential customers. If you don't answer promptly, the caller may ring off and try another restaurant. Try to answer all calls before the third ring.

The golden rules for good telephone techniques can be summarized as follows:

- **Always answer with a greeting** – good morning, good afternoon, good evening.
- **Always identify your company** – thank you for calling The Irish coffee Shop.
- **Identify yourself** – this is Soraya speaking.
- **Question the callers need** – how may I be of assistance?

The way you will answer all calls will therefore follow the pattern:

***"Good morning, thank you for calling The Garden Grill. This is Soraya speaking. How may I help you?"***

By using this format, you have achieved a number of things. You have greeted a potential customer in a polite manner. You have assured the caller that he / she has come through to the right company by identifying it. You have identified yourself thereby giving the caller a reference and you have requested the required information in order to fulfill the caller's need. By doing this you project an image of your restaurant or bar which is professional and efficient.

When speaking on the telephone you must realize that the caller will get an image of your hotel even though he is not able to see you face to face. You must therefore:

- Be polite and helpful
- Speak clearly and slowly.
- Not use technical or unfamiliar words.
- Listen attentively.
- Ascertain the caller's name and use it.
- Make notes if necessary.
- Inform the caller what action you propose to take.
- Take the action you have promised.

To meet the needs of callers (who may be potential customers) you must understand their needs. You must comply with the caller's requests wherever possible. This may be a simple inquiry or request for information. To give such information you must have full knowledge and understanding of the services your restaurant can provide. You should have all necessary reference materials close at hand and ready for use, including the menu.

In certain circumstances, you may not be able to assist the caller yourself. You may have to connect the caller to a more senior member of staff or someone with

particular responsibility for certain activities. Some restaurants may be able to position a telephone on the table, permitting a customer to receive or make calls.

**2) Transferring Calls**

After discovering and understanding the caller's request, you should decide where to transfer the call. To do this you must be aware of the responsibilities and duties of the various employees of the hotel. Always match the caller's need to the person responsible and put them in contact with one another.

When transferring calls, you should:

- Advise the caller that you are transferring the call.
- Give the caller the name of the person to whom he will be speaking.
- Call the number of the extension required
- Advise the person briefly on the caller's name and the nature of the inquiry
- Make the connection

Make sure that you are transferring the call to someone who can deal with the request. Do not transfer a call merely to get rid of a problem. It is very frustrating for a caller to be transferred from one person to another a number of times. This can lead to anger and you must remember that angry clients will not buy the services on offer no matter how good it is.

**3) Holding Calls**

People making telephone calls can have a distorted impression of the length of time they are left holding or waiting to talk to the right person. Time spent holding on a phone appears to be much longer than it actually is. If a caller is being 'put on hold' you should:

- Advise the caller that you will put him / her on hold.
- Check frequently that they wish to remain on line.

**4) Taking Messages**

in situations, where individuals are not contactable, it is necessary to take messages and transmit them to the persons concerned on their return. When taking messages, you must:

- Write the date
- Write the name of the person to be contacted
- Note the time
- Note the name of the caller
- Note the contact number of the caller
- Write a brief description of the nature of the call

You must write clearly and accurately. Finally, you must nor forget to give the message to the relevant person and try to ensure that he / she takes action on the message given.

**CLEANING EQUIPMENT**

It is important to remember basic concepts of hygiene when using the telephone. Germs and infections are easy to spread around if you do not take precautions. As other people may be using the same handset, colds, flu, cold sores, ear and other infections can be transferred from one person to the next if they happen to use the same equipment. Such illnesses are unpleasant and can seriously deplete the workforce if you do not carry out this cleaning task properly. You should therefore arrange to have the phone handsets cleaned and disinfected regularly.

Certain brand cleaners are currently available for this purpose and some outside contractors will undertake this cleaning at a reasonable cost. Cleaning the equipments will not only reduce the spread of infection but it will also make your working area more presentable and may even prolong the life of the equipment.

**Do's and Don'ts**

Keep this checklist with you as a reminder of the things you should and should not do when using the telephone.

**Do:**

- Answer promptly.
- Know how to operate the system.
- Familiarize yourself with all its features.
- Follow hotel procedure when taking external calls.
- Use good telephone techniques.
- Look after the equipments.

**Don't:**

- Consider the telephone a toy.
- Transfer calls just to get rid of the caller.
- Forget that the caller may have difficulty in understanding you.
- Be wasteful, time on the telephone costs money.

## 16.6 Summary

You have learned how to converse in French. You have learned about Conversing in the classroom, and also what to say if you want to buy something. You have also learned how to ask for directions and order a meal in a restaurant. You have received a brief introduction to continental food and beverages'

You have learned the French terms for some basic utensils, equipment and ingredients used in the kitchen. The recipes of some popular French dishes have also been provided

The unit also covers the broad outlines on types of Telephone exchanges and various courtsies to be maintained while handling phones. It also lists out do's and don'ts in handling telephone conversations.

## 16.7 Questions for review

1. Trarslate into English:

   Ie frigo

   Le four

   Le plateau

   La po€le a frire

   Une marmite

   Cotper

   Le sure

   La cafetiere

2. Write five questions/sentences for each of the following:

   - Ordering a meal
   - Restaurant conversation while having lunch

3. List out some common phrases used in a restaurant in French.
4. Discuss some common terminology of kitchen equipments in French.
5. Translate the following sentences in English.

- Bonjour monsieur/madame
- Qu'est-ce que vous voulez a manger?
- Quel est votre plat favori?
- Les repas solt trds delicieux.
- Elle mange de Ia salade verte.
- je voudrais du poulet.
- Elle deteste Ie canard.
- J'aimerais bien bohe du potage.

- Le gargon sert les repas.
- Ils dejeunent souvent au restaurant.

6. Describe what is important to remember when dealing with people on the telephone.
7. What are the golden rules for good telephone techniques?
8. What are the rules when asking callers to hold?

## 16 .8 Reference and Suggested Reading


1. Sudhir Andrews 2009 Food & Beverage Service McGraw Hill
2. Tarun Bansal 2011 Hotel Facility Planning Oxford University Press
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# Unit – 17 : FRUIT & NUTS

**Structure of Unit:**


17.0 Objective
17.1 Introduction
17.2 Impact of cooking
17.3 Protein, Fat and other components of Fruit
  17.3.1 Fiber – Cellulose
  17.3.2 Minerals in Fruit
  17.3.3 Acids in Fruits
  17.3.4 Water in Fruit
17.4 Types of Fruit
  17.4.1 Berries
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  17.4.3 Citrus Fruits
  17.4.4 Pommes Fruits
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17.5 Tropical Fruits
  17.5.1 Exotic Tropical Fruits
  17.5.2 Stone Fruits
17.6 Precautions in Handling Fruits
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  17.7.1 Types of Nuts
17.8 Effect o cooking on Fruits
17.9 Summary
17.10 Review Questions
17.11 Reference book and Suggested Reading


## 17.0 Objective

The learner will be able to :-

- Understand the types of fruits
- List various types of nuts
- Understand the various aspects of fruits & Nuts and their impact on the health of human beings
- Impact of cooking on fruits & nuts

## 17.1 Introduction

FRUIT, as is generally understood, is the fleshy, juicy product of some plant or tree which, when ripe, is suitable for use as food. Although some fruits are seedless, they generally contain the seeds of the plants or trees that produce them. Many fruits require cooking to make them palatable, others are never cooked, and still others may be cooked or eaten raw, as desired.

Fruits, because they are wholesome, appetizing, and attractive, occupy a valuable place in the diet. In fact, it is these qualities rather than their food value that accounts for the popularity of fruits among all people.

Fruits are gradually growing to be less seasonal and more a daily food, and are thus constantly becoming more prevalent in the diet.

As far as the composition of fruits is concerned, it is such that most fresh fruits are not particularly high in food value. However, they are characterized by other qualities that make up for what they lack in this respect; then, too, what they contain in the way of heat-producing or tissue-building material is easily digestible.

Most fruits contain considerable acid, and this food substance makes them stimulating to the appetite. Advantage of this fact is taken when fruits are served at the beginning of a breakfast or when several of them are combined in a fruit cocktail and served before luncheon or dinner.

This acid produces real stimulation in the stomach, resulting in a flow of gastric juice from the glands of the stomach walls. In addition, the delightful color, the fragrant odor, or the pleasant taste of fruit, although a mental effect, is just as real and just as valuable as the actual stimulation of the acids

Many hundreds of fruits, including fleshy fruits like apple, peach, pear, kiwifruit, watermelon, mango, banana, sapota, oranges, jack fruit, pomegrade, grapes, pineapple, etc. are commercially valuable as human food, eaten fresh and as jams, marmalade, fruit juices and other preserves. Fruits are also in manufactured foods like cookies, muffins, yoghurt, ice cream, cakes, and many more. Many fruits are used to make beverages, such as fruit juices (orange juice, apple juice, grape juice, etc) or alcoholic beverages, such as wine or brandy.

## 17.2 Impact of Cooking

Many fruits are eaten raw, while others are cooked either because they require cooking to make them appetizing or because it is desired not to use them in their raw state. The cooking of fruits has a variety of effects on them, being sometimes advantageous and other times not so advantageous.

The flavor is always changed by the impact of heat, and in some cases the acid that fruit contains becomes stronger. On the other hand, the fibrous material, or cellulose, of fruits is softened by cooking and thus becomes more digestible.

Then, too, the sugar that is usually added to fruits in their cooking increases their food value. Because of these facts, cooked fruits have considerable value and, like raw fruits, should have an important place in the diet. Those fruits which are dried and usually eaten raw, such as figs and dates, supply much nourishment in an easily digestible form.

The medicinal value of fruit has long been considered to be of importance, but this may be almost entirely disregarded, for, with the exception of the fact that most fruits are valuable as a laxative, there is nothing to consider. However, several fruits, such as blackberries and bananas, have an anti- laxative effect, and large quantities of these should for the most part be avoided, especially in the feeding of children..

In this unit it is the purpose to introduce the learner with the relative value and uses of the various kinds of fruit, to teach them the best methods of preparation. Therefore, in order to make proper use of them, their value in the diet should not be overlooked.

## 17.3 Protein, Fat and other components in Fruits

The composition of fruits is a matter of considerable importance, for on it the food value of the fruits depends. To a certain extent, the composition of all fruits is the same, but the varieties of this food differ in their food values almost as greatly as do vegetables.

Many of them are extremely low in this respect, while a few of them are rather high. In order to determine the place that fruit should have in a meal, it is necessary to obtain a definite idea of the composition as well as the food value of the different varieties.

| | |
|---|---|
| PROTEIN AND FAT IN FRUITS | Such small quantities of protein and fat are contained in fruits that very little attention need be given to these substances. Exceptions are found in avocados, or alligator pears, and in ripe olives, both of which are high in fat.<br><br>There is a small amount of protein in grapes also |
| CARBOHYDRATE IN FRUIT | Whatever food value fruits may have, whether it be high or low, is due to the carbohydrate they contain. Some green fruits and bananas contain a very small amount of starch, but on the whole the carbohydrate of fruits is in the form of sugar and is in solution in the fruit juices.<br><br>The chief form of this carbohydrate is known as laevulose, or fruit sugar. However, glucose, another form of sugar, is also found in nearly all fruits, grapes and dried fruits, such as figs, raisins, etc., |

| | |
|---|---|
| | containing an unusually large amount.<br><br>In addition, cane sugar is contained in the majority of fruits. Pectin is also a carbohydrate that is found in large quantities in some fruits, while in other fruits it is lacking. As is well known, it is the sugar of fruits that accounts for their sweet taste, for the sweeter the fruits, the more sugar and the less acid they contain. The quantity of this substance varies from 1 per cent. in lemons to 20 per cent. in some other fresh fruits, such as plums.<br><br>In dried fruits, the amount of sugar is much higher, reaching as high as 60 per cent. or even more in such fruits as figs, dates, and raisins. |

### 17.3.1 Fiber - Cellulose

In fruits, as in vegetables, cellulose is found in varying quantities. The larger the quantity, the lower will be the food value of the fruit, except where the water has been evaporated, as in the case of dried fruits.

The skins and seeds of fruits, as well as the coarse material that helps to make up the pulp, are known as refuse and are treated as such by the human digestive tract; but it is to this waste material, or cellulose, that the laxative quality of fruit is largely due.

In cases where there are digestive or intestinal troubles, it is often necessary to remove the cellulose before the fruit is eaten. The coarse material may be removed and that which is tenderer may be broken up by pressing the fruit through a sieve or a strainer of some kind.

The cooking of fruits is another means of making the cellulose in them more easily digested, for it softens, or disintegrates, the various particles of the indigestible material. When fruit is taken for its laxative effect and the irritation of the cellulose needs no consideration, the skins of the fruits may be eaten instead of being rejected. However, to avoid any trouble, they should be well chewed.

### 17.3.2 Minerals in Fruit

All fruits contain a certain percentage of mineral salts. The quantity varies in the different kinds of fruits, but it averages about 1 per cent.

These salts have the opposite effect on the blood from those found in meats and cereals, but they act in much the same way as the minerals of vegetables. In other words, they have a tendency to render the blood more alkaline and less acid.

They are therefore one of the food constituents that help to make fruit valuable in the diet and should be retained as far as possible in its preparation. In fact, any method that results in a loss of minerals is not a good one to adopt in the preparation of fruits.

The minerals commonly found in fruits are iron, lime, sodium, magnesium, potash, and phosphorus. These are in solution in the fruit juices to a very great extent, and when the juices are extracted the minerals remain in them.

### 17.3.3 Acids in Fruit.

Some fruits contain only a small amount of acid, while others contain larger quantities. It is these acids, together with the sugar and the volatile oils of fruits, that constitute the entire flavor of this food. Most ripe fruits contain less acid than unripe ones, and cooked fruits are often higher in acid than the same fruits when raw.

Numerous kinds of acid are found in the different varieties of fruits. For example, lemons, oranges, grapefruit, and a few other fruits belonging to the class known as citrus fruits contain citric acid; peaches, plums, apricots, and apples, malic acid; and grapes and many other fruits, tartaric acid.

### 17.3.4 Water in Fruit

The juice of fruits that contain very little sugar and a large quantity of acid, such as the lemon, may be used for the seasoning of food in much the same way that vinegar is used. It may also be diluted with other liquids and used for a beverage.

Then, again, various kinds of fruit juices are subjected to a process of fermentation and, through the production of another acid, are made into vinegar and wines. When apples are treated in this way, the fermentation produces acetic acid and, in addition, a certain amount of alcohol.

It is on this principle that the making of wines depends.

The water content of fresh fruits is very high, reaching 94 per cent. in some varieties. Dried fruits, on the other hand, contain much less water, their content being in some cases as low as 15 to 20 per cent.

It naturally follows that the fruits low in water are high in food value, while those containing considerable water have in their composition less of the material that adds food value. The high percentage of water in fresh fruits, together with the acids they contain, accounts for the fact that these fruits are so refreshing.

Fruits of this kind, in addition to having this refreshing quality, help to provide the necessary liquid in the diet.

Just as fruits vary in their composition, so do they vary in their food value.

**INFORMATION BOX 1 -RIPENESS ON FRUITS.**

There is a very marked difference between ripe and green fruits as to their composition, flavor, texture, palatability, and digestibility. Green fruits, containing more acid than ripe ones, serve some purposes for which ripe fruits of the same variety cannot be used so well.

For instance, a very much better jelly can be made from grapes that are not entirely ripe than from those which have completely ripened. Green fruits contain less sugar than do ripe ones, and so they are more sour to the taste.

In some cases, the carbohydrate found in green fruits is partly in the form of starch, which in the process of development is changed to sugar. The cellulose of green fruits, especially that distributed throughout the pulp of the fruit itself, is usually tougher and harder than that which is found in the same fruit after it has ripened.

**INFORMATION BOX 2 -DIGESTIBILITY OF FRUITS**

The ripeness and freshness of fruits determine their digestibility to a great extent, but the peculiarities of each person have much to do with this matter.

Many times a particular fruit will agree with almost every one but a few exceptional persons, and, for no apparent reason except their own peculiarities of digestion, it disagrees very badly with them. Abnormal conditions of the alimentary tract, however, cannot be taken into consideration in a general discussion on the digestibility of foods, for it is a subject that cannot be treated except from a dietetic standpoint.

A safe rule to follow when a fruit is found to disagree with a person is to omit it from that person's diet. This need not prove a hardship, for the wide range, or variety, of fruits makes it possible to find one or more kinds that will agree with each person

**Table 1 Nutritional value of fruits and their impact on health**

| Fruit | Constituent | Impact on health |
|---|---|---|
| Cabbage, Citrus Fruits, Guava, Pineapple, Water Melon, Cantaloupe | Vitamin C | Scurvy Prevention, helps in healing of wounds, cardiovascular health |
| Orange, Fleshy fruits such as mango, Papaya, Peach, Peach, Pineapple | Vitamin A | Prevents Night Blindness, Health of heart, Cataract prevention |
| Nuts, lentils | Vitamin K | Osteoporosis, Blood Coagulation |
| Nuts, Most fresh fruits | Fiber | Diabetes, Heart Disease |
| Papaya, Resins, Orange, Almonds | Calcium | Blood Pressure, Teeth, Skeleton growth, Osteoporosis |
| Banana, Nuts, Cashews | Magnesium | Osteoporosis, Nervous System, Immune System |
| Banana, Plantain, dry fruits, Squash, Cantaloupe | Potassium | Hypertension, Heart disease. |

**Fruits and nuts also have non nutritive constituents that have beneficial impact on health. There is high percentage of Phenolic compounds such as flavonols which have high contribution towards hearts well being. They are also good source of Carotenoids and Beta Carotenoids and sulphur.**

## 17.4 Types Of Fruits

Fruits are found in various forms and can be classified as

1. Berries
2. Citrus Fruit
3. Pommes Fruit
4. Melons
5. Tropical Fruits

### 17.4.1 Berries

BERRIES are among the most perishable fruits and begin to come into market early in the summer season. In most localities, the berry season begins with strawberries and ends with blackberries.

Because the numerous varieties are somewhat juicy and soft and therefore extremely perishable, they will not stand shipping and storage for long periods of time. The quality of berries depends much on the nature of the season, as well as on the locality in which the berries are grown.

If there is a good supply of rain, the berries will be very moist, containing a large amount of pulp in proportion to seeds and skins; but if the season is very dry, the berries are likely to be less moist and consequently less palatable.

A general use of berries, and to almost every one the most important, is the making of jams, jellies, and preserves.

In the preparation of berries for the table, they should be handled as little as possible in order to prevent them from breaking up and losing their shape. After being purchased, they should be kept where it is cool until they are to be used. It is advisable not to wash them until just before serving, as the extra handling usually bruises them and causes them to spoil.

Blackberries are used extensively for jam, as they make an excellent kind that appeals to most persons. Their juice may be used for jelly, but if the berries are to be utilized most successfully in this way they must be picked before they are thoroughly ripe or some fruit that will supply an additional quantity of pectin may have to be combined with them.

Fresh blackberries may be served for dessert with sugar and cream.

Otherwise, the use of this fruit in desserts is not very extensive, except where the canned berries are used for pastry or pie or are eaten for sauce or where the jam is used in making up various dessert dishes.

Very little preparation is necessary in getting blackberries ready to serve. They should simply be looked over carefully, so that all imperfect ones and all foreign matter may be removed, and then washed in cold water.

### 17.4.2 Berry Types



**Blackberry (bramble)**

These would be excellent berries were it not for their rather large seeds. They're still great for eating out of hand, but cooks often strain out the seeds when making pies and preserves.

**Black currant**



These are too tart to eat out of hand, but they're often used to make syrups, preserves, and the liqueur cassis. Frozen are

good substitutes for fresh.



**Blueberry**

Blueberries are small and sturdy, so they're perfect for tossing into cakes, muffins, cereal bowls, and fruit salads



**Cranberry**

These tart berries are traditionally used to makes sauces and garnishes for Thanksgiving and Christmas dinners.



**Gooseberry**

These large, tart berries are in season only in June and July, but canned gooseberries work well in pies. They're very acidic, and so they're great with roasted meats, like goose.



**Zante grapes (champagne grapes)**

These clusters of tiny grapes are often used as a garnish.



**Grapes (table grapes)**

Many varieties of grapes are turned into wine, vinegar, jelly, and raisins, but table grapes are for eating out of hand. They're classified by their color--red, green, and blue--and by whether they have seeds or

not. Seedless varieties are popular because they're easy to eat, but often the seeded varieties offer more flavor and better value



**Huckleberry**

These are similar to blueberries, and they're great for making preserves and syrups.



**Kiwi fruit (monkey peach)**

This small, oblong fruit is has fuzzy brown skin and beautiful green flesh dotted with edible black seeds. It tastes like a cross between gooseberries and strawberries.



**Loganberry** These are like blackberries, only they're dark red when ripe and more acidic. They're especially good in pies and preserves.

**Raspberry**

They are hollow and fragile berries. They are highly priced.





**Strawberry**

Strawberries aren't as fragile as other berries, so they don't need the special handling that makes most berries so expensive. Strawberry makes excellent jam.

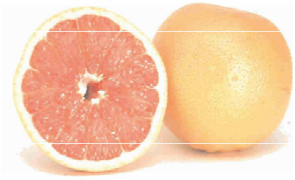
### 17.4.3 Citrus Fruits

Citrus fruits have stippled rinds that surround pulp that's tart, juicy, and rich in vitamin C and other nutrients. Most citrus fruits are first peeled, then the pulp is either eaten out of hand or squeezed to make juice, but some, like the kumquat, are eaten peel and all. The peels contain fragrant oils, and their zest is often used to flavor foods. When buying citrus fruit, select specimens that are smaller, thin-skinned, and heavy for their size. They keep longer if you store them in the refrigerator.

| |
|---|
| 1. **Lemon:**  |
| 2. **Lime:**  |
| 3. **Limequat:**  |
| 4. **Orange: (Sweet Orange)**  . |
| 5. **Pomelo** (pronounced PUHM-uh-low) |



6. **Grapefruit:**



7. **Bergamot:**



### 17.4.4 Pome Fruits

The family of pome fruits includes apples, pears, quinces, Asian pears, and loquats.



**Apple**

Crisp, juicy apples can be made into pies and tarts, pressed into cider, or baked with sugar and spices. Softer apples are best for applesauce, while firmer apples are best for baking and making pies.

Varieties of apple include Gala, Fuji, Mutsu, Jonathan, Cameo, Golden Delicious, Cortland, Empire, Red Delicious McIntosh, Braeburn, Winesap, Pink Lady, Sundowner, Northern Spy, etc

**Asian pear**



Asian pears are crunchy, juicy, and very fragrant. Growers produce over twenty different varieties in an assortment of sizes and colors. They're often served raw, but they can also be cooked, though they never become as soft as cooked pears



**Quince**

This pleasantly tart fruit needs to be cooked before eating. Quinces are high in pectin, so they're commonly used to make jams and jellies. Some cooks simply bake them like apples. They come into season from August to December.



**Crab apple**

These small apples are too tart to eat raw, but they're loaded with pectin and make great jams and jellies

### 17.4.5 Melons

Melons are great all by themselves, though some people like to perk up their flavor by sprinkling lemon juice, salt, or liqueur on them.

**MELONS**





**Watermelon (dua gan)**



**Yellow melon**



**Santa Claus melon**

**Persian melon**

**Cantaloupe**



## 17.5 Common Tropical Fruits

Fig, Banana, Green Papaya, Papaya, pineapple, Pomegranate and coconut are commonly found in tropical climate locations across the globe. These are also very common in Indian Subcontinent.

### 17.5.1 Exotic Tropical Fruit



**Jackfruit**



**Guava**



These bruise easily, so markets usually sell them while they're still

**Feijoa (**pronounced: feh-JO-uh)



**Cherimoya (custard apple)**



This South American tropical fruit is shaped like a pine cone and has a gray-green scaly skin. The soft white pulp inside has large black

**Tamarind (Indian date)**



**White sapote**



This tropical fruit has sweet, creamy pulp that's wonderful in fruit

**Mango**



The yellow to orange fruit is juicy, distinctively spicy, and a rich

## 17.5.2 Stone Fruit

The family of stone fruits includes cherries, plums, apricots, nectarines, and peaches. Pulp encloses hard stony seed and hence the name.



**Apricot**

Like other stone fruit, apricots are sweetest, and most prone to bruising, when they're allowed to ripen on the tree.

**Cherry**



There are three main categories of cherries: sweet cherries, which are for eating out of hand, sour cherries, which are best suited for making pies, preserves, and sauces, and tart chokecherries



**Plum (fresh prune)**

Plums are juicier than other stone fruits, and have a longer growing season. There are many varieties, some sweet, some acidic, and some best suited for drying into prunes.

## 17.6 Precautions in handling fruits

Since large quantities of fruits are eaten raw, it is necessary that they be handled in the most hygienic manner if disease from their use be prevented.

However, they are often in an unhygienic condition when they reach the kitchen table. For instance, they become contaminated from the soiled hands of the persons who handle them, from the dirt deposited on them during their growth, from the fertilizer that may be used on the soil, from flies and other insects that may crawl over them, and from being stored, displayed, or sold in surroundings where they may be exposed to the dirt from streets and other contaminating sources.

Because of the possibility of all these sources of contamination, it is essential that fruits that are not to be cooked be thoroughly washed before they are eaten. It is

true that a certain amount of flavor or food material may be lost from the washing, but this is of little importance compared with the possibility of preventing disease.

**Washing Fruits.**

The manner of washing fruits depends largely on the nature of the fruit. Fruits that have a sticky surface, such as raisins, figs, and dates, usually have to be washed in several waters. Hard fruits, such as pears, apples, plums, etc., should be washed with running water. Berries and softer fruits require more careful procedure, it usually being advisable to pour them into a pan containing water and then, after stirring them around in the water until all dirt is removed, take them from the water, rather than pour the water from them.

In any event, all fruits eaten raw should be properly washed.

**Serving Fruits.**

While the serving of fruits is a simple matter, it should be done with as much care as possible, so as not to effect their natural attractiveness. If the skins are to remain on the fruits while serving, a knife, preferably a fruit knife, should be served with them, and a small quarter plate should be used.

The carefully washed leaves of the fruit served make an attractive garnish. For instance, large, perfect strawberries with the stems on, when heaped on a plate garnished with strawberry leaves and served with a small dish of powdered sugar, are always attractive.

Likewise, a bunch of grapes served on grape leaves never fails to attract. A mixture of a number of fruits, such as peaches, pears, and plums, or, in winter, oranges, bananas, and apples, piled in a large bowl and passed after salad plates have been distributed, not only makes an excellent dessert, but permits the persons served to take their choice.

Fresh berries, sliced peaches, bananas, oranges, etc. may be served in sauce dishes, which should be placed on a service plate. They may be passed or served from a bowl by the hostess. Canned or stewed fruits may be served in the same way

## 17.7 NUTS

Nuts are high in fat and protein, and people throughout the world eat them as snacks or incorporate them into both sweet and savory dishes. Many nuts can be eaten raw but roasting them helps intensify their flavor. Cooks and grocers define nuts as anything with edible kernels and hard shells. This includes true nuts like chestnuts and acorns, but also things that botanists would class as seeds, like Brazil nuts, or legumes, like peanuts

Nuts are usually harvested in the fall, and it's best to buy unprocessed nuts then. Many unshelled nuts can be kept for up to a year in a cool place, but shelled nuts, especially those that have been cut or roasted, are more prone to rancidity and should be stored in the refrigerator or freezer in an airtight container.

### 17.7.1 Types Of Nuts





**Almonds**

**Brazil nut**



**Cashew** (*pronounced:* KA-shoe)



**Chestnut (Marron)**



Peanuts

These aren't really nuts, but legumes that grow underground



**Pistachio nut**



**Walnut**



**Pine Nut**

## 17.8 Effect Of Cooking On Fruit

As has been explained, sugar is the food material from which the nutritive value of fruits is obtained. With the exception of a few predigested foods, manufactured in such a way that they can be digested easily, this sugar is probably the most easily digested form of food that can be obtained.

This substance, being held in solution in the fruit juices, which are encased in a cellulose covering, depends to some extent for its digestion on the hardness of the cellulose. When this covering is old and hard or green and tough, as the case may be, it is difficult for the digestive juices to break through and attack the sugar contained inside.

As this difficulty is not encountered when fruit is fresh and ripe, its freshness and ripeness become important factors in digestibility. Cooking is also an important factor because it softens the cellulose, but there are certain other changes made by cooking that must be taken into consideration as well.

**Effect of Cooking on Fruit.--**Cooking affects fruits in numerous ways, depending on the condition of the fruit itself, the method used, and the length of time the heat is applied. When fruits are cooked in water or in a thin syrup, the cellulose becomes softened.

On the other hand, if they are cooked in a heavy syrup, as, for instance, in the making of preserves, the cellulose becomes hardened and the fruit, instead of breaking up, remains whole or nearly so and becomes tough and hard in texture. The addition of quantities of sugar, as in the latter case, besides helping to keep the fruit whole, increases its food value.

Another change that usually takes place when fruit is cooked is in its flavor. This change is due either to an increase in the acid contained in the fruit or to a decrease in the amount of sugar.

Some studies believe that cooking increases the amount of acid, while others hold the view that, when fruit is cooked without removing the skins and seeds, the acid

contained in the seeds and skins and not noticeable when the fruit is fresh, is released during the cooking.

Such is undoubtedly the case with plums. The change that is brought about in the sugar by the cooking of fruits consists in changing the cane sugar into cellulose and dextrose, which are not so sweet. This change accounts for the fact that some cooked fruits are less sweet than others, in spite of the fact that the acid does not seem to be increased.

In addition to producing certain changes in fruit, cooking, if done thoroughly, renders fruits sterile, as it does other foods; that is, it kills any bacteria that the fruits may contain. Advantage of this fact is taken when fruits are canned for future use.

Although most persons prefer raw fruit to that which is cooked, there are some who object to eating this food raw, but who are not always certain as to the reason for their objection. Like other raw foods, fruits in their fresh state contain vitamines; that is, a substance that helps to keep the body in a healthy, normal condition.

These are found to some extent in cooked fruits, but not in the same quantity as in raw ones; consequently, as much use as possible should be made of raw fruits in the diet.

## 17.9 Summary

The fruits have become an integral part of eating habit. The composition of fruits is a matter of considerable importance, for on it the food value of the fruits depends. To a certain extent, the composition of all fruits is the same, but the varieties of this food differ in their food values almost as greatly as do vegetables.

Many of them are extremely low in this respect, while a few of them are rather high. In order to determine the place that fruit should have in a meal, it is necessary to obtain a definite idea of the composition as well as the food value of the different varieties.

As has been explained, sugar is the food material from which the nutritive value of fruits is obtained. With the exception of a few predigested foods, manufactured in such a way that they can be digested easily, this sugar is probably the most easily digested form of food that can be obtained.

## 17.10 Review Question

1. Briefly explain the importance of Fruits in food habit.

2. What is the impact of cooking on the food.? Explan

3. What are the various components found in the fruits & Nuts? Explain the importance of each.

4. What are berries? Describe the types of berries.

5. Write a brief note on the following :-

   A. Melons

   B. Pears

   C. Tropical Fruits

   D. Citrus Fruits

6 . What are the precautions to be kept in handling fruits?

7 Write a brief note on Nuts.

## 17.11 Reference and Suggested Reading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# Unit – 18 : Savoury and Ice cream

**Structure of Unit**

18.0 Objective
18.1 Introduction of Savoury
18.2 Typical Savouries and its service
18.3 Introduction of Ice cream
18.4 Preparation and service of Ice cream
18.5 Worldwide trends in Ice cream
18.6 Frozen Desserts
18.7 Summary
18.8 Review Questions
18.9 References and Suggested Readings

## 18.0 Objective

This unit enables us to:

- know about savouries
- know about various typical savouries and its preparation
- understands about canapés
- know about the history and origin of ice cream
- know about various frozen desserts
- understands about varied trends of ice cream worldwide
- understand about bombe, coupe, parfait and so on

## 18.1 Introduction of Savoury

A **savoury** is the final course of a traditional British formal meal, following the sweet pudding or dessert course. The savoury is designed to "clear the palate" before the Port is served. It generally consists of salty and plain elements.

On the lunch or dinner menu a savoury may generally be served as an alternative to sweet. In a banquet it may be a separate course served in addition to either a sweet or cheese course.

Savouries may be as follows:

**On toast** Usually shaped pieces of toast with various toppings such as anchovies, sardines, mushrooms, smoked haddock and the classic Welsh rarebit (toasted seasoned cheese, egg and béchamel sauce mixture), or Buck rarebit (Welsh rarebit with a poached egg on the top).



**Sardines on Toast**



**Welsh rarebit**

**Canapes** Shaped pieces of bread about 6mm thick, brushed with melted butter and grilled

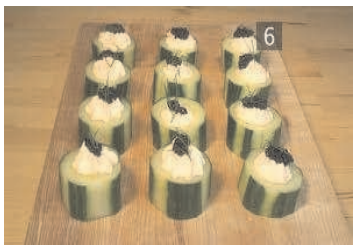
**or croutes** or may be shaped shallow fried bread.

Examples include:

- Scotch Woodcock (scrambled egg, topped with a trellis of anchovies and studded with capers)
- Croute Diane (chicken livers wrapped in streaky bacon)
- Croute Derby (ham puree garnished with a pickled walnut)
- Devils on horseback (prunes wrapped in a bacon)
- Angels on horseback (poached oysters wrapped in a bacon)
- Canapé Charlemagne (shrimps in a curry sauce)
- Canapé Quo Vadis (grilled roes garnished with small mushrooms).



Canapé- 1




Canapé- 2



Canapé - 3



Canapé- 4



Canapé- 5

**Tartlettes** Round pastry cases with various fillings such as mushrooms, or cheese soufflé mixtures with various garnishes, or prawns or other fish in various sauces.



**Tartlettes**



**Barquettes**

**Barquettes** Filled boat shaped pastry cases, similar to tartlettes.

**Bouchees** Filled small puff pastry (vol-au-vent) cases.



**Bouchees**

**Omelettes** Two and three-egg omelettes with various flavours/fillings such as parsley, anchovy, cheese or fines herbs (mixed herbs).

**Soufflés**Made in a soufflé dish with various flavours such as mushroom, spinach, sardine, anchovy, smoked haddock or cheese.





**Soufflé** **Flans** **Quiche Lorraine**

**Flans** Either single or portioned savoury flans such as Quiche Lorraine.

## 18.2 Typical Savouries and its service

Typical savouries are:

- Scotch woodcock
- Welsh rarebit
- Sardines on toast
- Angels on horseback
- Devils on horseback.

**Scotch woodcock** is a savoury consisting of creamy, softly scrambled eggs served over toast that has been spread with anchovy paste or Gentleman's Relish.

Scotch woodcock was served in the refreshment rooms of the House of Commons of the United Kingdom as late as 1949. It was also served historically at the colleges of the University of Cambridge and University of Oxford.

It was a well known dish in the Victorian era.




**Scotch woodcock** **Welsh rarebit**

**Welsh rarebit** or **Welsh rabbit** is a dish made with a savoury sauce of melted cheese and various other ingredients and served hot, after being poured

over slices (or other pieces) of toasted bread, or the hot cheese sauce may be served in a chafing dish like a fondue, accompanied by sliced, toasted bread. The names of the dish originate from 18th-century Great Britain.

Welsh rarebit is typically made with Cheddar cheese, in contrast to the Continental European fondue which classically depends on Swiss cheeses.

Various recipes for Welsh rarebit include the addition of ale, mustard, ground cayenne pepper or ground paprika and Worcestershire sauce. The sauce may also be made by blending cheese and mustard into a Béchamel sauce or Mornay sauce. Some recipes for Welsh rarebit have become textbook savoury dishes listed by culinary authorities including Escoffier, Saulnier and others, who tend to use the form Welsh rarebit, emphasising that it is not a meat dish.

In the United States, a frozen prepared sauce sold under the Stouffer's brand name can be found in supermarkets.

**Angels on horseback** is a hot appetizer made of oysters wrapped with bacon. In the United Kingdom they can also be a savoury, the final course of a traditional British formal meal. They are somewhat similar to the dish devils on horseback and the Midwestern version of pigs in a blanket, a traditional dish of the American Midwest.

Strictly speaking angels on horseback (and the original UK form of pigs in a blanket) are an

hors d'œuvre, unlike the US variant of pigs in a blanket, which are canapés, since the latter always involve a bread base or wrapping, and angels on horseback are not by necessity served on toast.





**Angels on horseback** **Devils on horseback**

**Devils on horseback** are a hot appetizer or savoury small dish.

Recipes vary, but in general they are a variation on angels on horseback, made by replacing oysters with dried fruit. The majority of recipes contain a pitted date

(though prunes are sometimes used) stuffed with mango chutney and wrapped in bacon. This is then baked in the oven and quite often served on toast, with watercress.

Other recipes stuff the prune with cheese, almonds, smoked oysters, or other things in place of the mango chutney. Other versions again use liver pieces in place of the prunes. A traditional favourite is orange segments wrapped in another fruit.

Devils on horseback are commonly served as part of a Christmas feast.

### Cover, accompaniments and service

Savouries are usually pre-portioned by the kitchen and served onto a hot fish plate. The main cover for a savoury is usually a side knife and a sweet fork.

The accompaniments are:

- Salt and pepper
- Cayenne pepper
- Pepper mill
- Worcestershire sauce (usually only with meat savouries).

The savoury is served to the customer plated, after the cover has been laid and the accompaniments placed on the table.

Where a savoury is being served as an alternative to sweets or cheese, with other customers in the party taking these, then the convention of serving all cold dishes before hot dishes usually applies.

## 18.3 Introduction of Ice cream

### History of Ice cream

The origins of ice cream can be traced back to at least the 4th century B.C. Early references include the Roman emperor Nero (A.D. 37-68) who ordered ice to be brought from the mountains and combined with fruit toppings, and King Tang (A.D. 618-97) of Shang, China who had a method of creating ice and milk concoctions. Ice cream was likely brought from China back to Europe. Over time, recipes for ices, sherbets, and milk ices evolved and served in the fashionable Italian and French royal courts.

After the dessert was imported to the United States, it was served by several famous Americans. George Washington and Thomas Jefferson served it to their guests. In 1700, Governor Bladen of Maryland was recorded as having served it to his guests. In 1774, a London caterer named Philip Lenzi announced in a New

York newspaper that he would be offering for sale various confections, including ice cream. Dolly Madison served it in 1812.

**First Ice Cream Parlor in America - Origins of English Name**

The first ice cream parlor in America opened in New York City in 1776. American colonists were the first to use the term "ice cream". The name came from the phrase "iced cream" that was similar to "iced tea". The name was later abbreviated to "ice cream" the name we know today.

Ice cream is a sweet, creamy cold treat that has been around for centuries. It has inspired songs, had Anne of Green Gables (the heroine of Lucy Maud Montgomery's famed novels) dreaming for days in anticipation of tasting it for the very first time, and is always popular at birthday parties and family gatherings. But never, have the options been so varied! Today, you can find a world of flavours and an ice cream to suit every taste...

**Ice cream** is a smooth, frozen mixture of milk, cream, sugar, flavouring, and sometimes eggs. Philadelphia-style ice cream contains no egg, and French style ice cream contains egg yolk. The egg add richness and help make a smoother product of the emulsifying properties of the yolks.ice milk is like ice cream, but with a lower butterfat content .frozen yoghurt in addition to the normal ingredients for ice cream or ice milk

## Types of ice cream

**Hard Ice Cream**

Traditional or regular ice cream made with cream and/or milk, sugar, and may contain eggs, stabilizers and other flavouring ingredients such as vanilla, chocolate, fruit and many other add-ins…the options seem endless.

**French Ice Cream**

Traditional ice cream made with a custard base containing cream and/or milk, egg yolks or whole eggs, sugar, stabilizers and other flavourings.

**Soft Ice Cream**

Ice cream made with milk and/or cream, sugar, stabilizers and flavourings that is frozen at a higher temperature in a special machine that keeps the mixture smooth, creamy and soft while it's being frozen. It is stored in the machine as a liquid ice cream mix and frozen as it's served into a cone or bowl. This is available at restaurants and specialty ice cream shops.

**Light Ice Cream**

Traditional ice cream made with milk ingredients, sugar, stabilizers and other flavourings that contain at least 25% less milk fat than regular hard ice cream.

**Reduced Fat Ice Cream**

It is made with lower fat, milk ingredients, sugar, stabilizers and other flavourings. The amount of fat can vary and is declared on the label.

**Fat-free Frozen Dairy Dessert**

Made with modified milk ingredients, sugar or artificial or natural sweeteners and stabilizers, this ice cream contains about 0.1% fat or 0.5 g fat per serving.

**No Sugar Added Ice Cream or Frozen Dairy Dessert**

Similar to ice cream, generally made with milk ingredients and stabilizers as well as artificial sweeteners or natural sugar substitutes and other flavourings. These desserts are often lower in fat than regular ice cream.

**Lactose-free Ice Cream**

Ice cream made with added lactase enzyme and therefore contains no detectable lactose making it more easily digestible for people with lactose intolerance.

**Gluten-Free Ice Cream**

Since some stabilizers and other ingredients added in ice cream production may contain gluten, it is important to read the ingredients list to make sure the ice cream is gluten-free. Some brands include a “gluten-free” logo on the label.

**Organic Ice Cream**

Any type of ice cream made with organically produced milk and other ingredients.

**Italian-style Gelato**

A dense ice cream generally made with more milk than cream (making it lower in fat), egg yolks, sugar or other sweeteners and flavourings. Gelato has a more intense flavour than traditional ice cream and less air.

**Production and Quality**

A basic French or custard-style ice cream mix is simply a crème anglaise or custard sauce mix with 1 or 2 parts heavy cream for every 4 parts of milk used is the sauce. This flavour is desired with vanilla, melted chocolate, instant coffee, sweetened crushed strawberries and so on chilled thoroughly and then frozen according to the instruction for the particular equipment is use .When the mix has frozen it is transferred to containers and placed in a deep freeze at below $0^0$ f ($-18^0$ f) to harden (soft-frozen or soft serve ice creams and gelatins are served directly as they come from the churn freezer without being hardened.)

- **Smoothness:** It is related to the size of the ice crystal in the product.ice cream should be frozen rapidly and churned well during freezing so large crystals don't have a chance to form r

Rapid hardening helps keep crystal small as do eggs and emulsification fibers stabilizers added to the mix.

Large crystals may form if ice cream is not stored at low enough temperature (below $0^o$ f/$-18^0$ f)

- **Overrun**: Is the increase volume due to incorporation of air when freezing ice cream. It is expressed as a percentage of the original volume of the mix. (For example if the mixture double in volume then the amount of increase is equal to the original volume and the overrun is 100%.

Some overrun is necessary to give a smooth, light texture. If ice cream has too much overrun, it is airy and foamy and lacks flavor. It was ones thought that ice cream should have from 80% to 100% overrun that less would make it heavy and pasty. This may be true for ice creams containing gums and other stabilizers. However, some high quality manufacturers produce rich (and expensive) ice cream with as little as 20% overrun.

- **Mouth feel:** Mouth feel or body depends, in part, on smoothness and overrun as well as on the other quantities. Good ice cream melts in the mouth to a smooth, not too heavy liquid. Some ice creams have so many stabilizers they never melt to a liquid. Unfortunately, many people are so accustomed to these products that an ice cream that actually does melt in the mouth strikes them as "not rich enough."

Butterfat from cream contributes to a rich mouth fill. However too high a fat content detract from the texture. This is because when fat content is especially high some of the fat may congeal into tiny lumps of butter during churn freezing producing a grainy texture.

## 18.4 Preparation and service of Ice cream

### Ice Cream Production

As in other areas in the bakeshop, accurate measurement of ingredients is important. In the case of frozen desserts, proper measurement is important to ensure the mix freezes properly. This because the ratio of sugar weight to total weight has a strong effect on freezing. If an ice cream or sorbet mix contains too much sugar, it will not freeze enough to become firm. On the other hand, an ice cream with too little sugar will not be as smooth as one with the correct amount.

For a basic vanilla ice cream, the weight of the sugar is usually 16 -20% of the total weight. Adding other ingredients makes the calculation more complicated because many ingredients, such as fruits, contain sugar. When you are developing new recipes, test a small batch of the mixture to see how hard it freezes, and increase or decrease the quantity of sugar necessary.

Ice creams have a better texture if the finished mix is refrigerated for about 12 hours before freezing. This maturing time enables the proteins of the eggs and milk to bond with more of the water molecules in the mixture. This bonding leaves fewer water molecules to form available to ice crystals that can give ice cream a grainy texture.

Careful sanitation procedures are critical because ice cream mix is good breeding ground for bacteria. Equipment should be made of stainless steel or other nonporous and noncorrosive material, and it should be properly cleaned and sanitized after every use.

### Sorbet Production

A basic sorbet mixture is simply sugar syrup mixed with flavoring ingredients. For sorbets, the proportion of sugar in the mix is even more critical to the texture of the final product than it is for ice cream, because sorbet does not contain the cream or egg yolks that contribute to the smooth texture of ice cream. The size of the ice crystals is the most important factor in texture. The sugar content of fruit varies with it ripeness and other factors. Therefore tasting the sugar concentration of sorbet mix is the surest way to ensure proper texture. Sugar concentration can concentration, using the brix and baume scales, is discussed on page $260^0$.for best freezing sorbet mixtures should be at concentration of $30^0$-$32.5^0$ brix or $16^0$-$18^0$ baume. If the sugar density is too high, dilute with a little water. If it is too low add a little sugar syrup to increase the sugar content

Rapid freezing produces smaller ice crystals, and thus smoother texture than slow freezing. For sorbet as well as for ice cream, chill the mixture well before freezing so it freezes in the shortest possible time.

Using a little corn syrup in place of the sugar for the syrup may also contribute slightly to smoothness in some sorbets. Classic sorbets however are based on syrup made only with regular granulated sugar. Using corn syrup in syrup for sorbets darkens the syrup somewhat because of increased browning of the sugar and starches in the corn syrup. This may be a disadvantage for some white or light coloured sorbets for granitas, unlike for sorbets; large crystals are characteristic of the product and are desirable. Classic granitas are made with salt sorbet like mix, but with two differences. First, the sugar content is slightly lower, so the ice crystals are larger. Second, rather than being churn frozen mixture is still frozen in a pan and stirred periodically as it freezes. This freezing method gives granitas there typically ice texture.

### Storage of Ice cream

- Store ice cream on the shelves of the freezer, not in the door. Ice cream is best stored at-11°F (-24°C).
- To serve ice cream more easily, transfer the container from the freezer to the fridge 10 to 20 minutes before serving.
- Once you've opened the container, press a piece of plastic wrap or waxed paper directly on the surface of the ice cream before replacing the lid. Put it back in the freezer immediately after scooping.
- For the best texture, store-bought ice cream that is stored in a home freezer should be eaten within a month of purchase. Homemade ice cream is best eaten within a day or two.
- Dip the scoop in room temperature or warm water between every scoop; shake off the excess water before dipping the scoop in the ice cream.
- Look for some of the fancy ice cream scoops with scrapers, buttons and plungers to make scooping even easier.
- Avoid thawing and refreezing! Large ice crystals will form and the smooth, creamy texture will be destroyed.

## 18.5 Worldwide Trends of Ice cream

- **Ais kacang:** a dessert in Malaysia and Singapore made from shaved ice, syrup, and boiled red bean and topped with evaporated milk. Sometimes, other small ingredients like raspberries and durians are added in, too. Traditionally, a special ice machine is used to churn out the shaved ice used in the dessert, originally hand cranked but now more often motorized. Many Southeast Asian coffee shops, hawker centres, and food courts offer this dessert.

Formerly, it was made of only shaved ice and red beans, though the number and diversity of ingredients has since expanded. Today, ais kacang generally comes in bright colours, and with different fruit cocktails and dressings.

- **Booza:** Arabic mastic ice cream - "booza" (Arabic "milk ice cream"), is an elastic, sticky, high level melt resistant ice cream which should delay melting in the hotter climates of the Arabic countries where it is most commonly found.

- **Dondurma:** Turkish ice cream, made of salep and mastic resin. Dondurma (literally Turkish for "freezing") is the name given to ice cream in Turkey. Dondurma typically includes the ingredients milk, sugar, salep, and mastic. It is believed to originate from the city and region of Maraş and hence also known as Maraş Ice Cream.

  Two qualities distinguish Turkish ice cream: texture and resistance to melting. Inclusion of the thickening agents salep, a flour made from the root of the Early Purple Orchid, and mastic, a resin that imparts chewiness.

  The Kahramanmaraş region is known for maraş dondurması, a variety which contains distinctly more salep than usual; tough and sticky, it is sometimes eaten with a knife and fork.

- **Frozen custard: A**t least 10% milk fat and at least 1.4% egg yolks and much less air beaten into it, similar to Gelato, fairly rare. Known in Italy as Semifreddo. Frozen custard is a cold dessert similar to ice cream, but made with eggs in addition to cream and sugar.
- **Frozen yogurt:** a low-fat or fat-free alternative made with yogurt.

- **Gelato:** an Italian frozen dessert having a lower milk fat content than ice cream.

- **Halo-halo:** a popular Filipino dessert that is a mixture of shaved ice and milk to which are added various boiled sweet beans and fruits, and served cold in a tall glass or bowl. Ingredients include boiled kidney beans, garbanzos, sugar palm fruit (kaong), coconut sport (macapuno), and plantains caramelized in sugar, jackfruit (langkâ), gulaman, tapioca, nata de coco, sweet potato (kamote), cheese, pounded crushed young rice (pinipig). In terms of arrangement, most of the ingredients (fruits, beans, and other sweets) are first placed inside the tall glass, followed by the shaved ice. This is then sprinkled with sugar, and topped with either (or a combination of) leche flan, purple yam (ubeng pula), or ice cream. Evaporated milk is poured into the mixture upon serving.

- **Ice cream sandwich:** Two (usually) soft biscuits, cookies or cake sandwiching a bar of ice cream.

- **Ice milk:** Less than 10% milk fat and lower sweetening content, once marketed as "ice milk" but now sold as low-fat ice cream in the United States.
- **Popsicle (ice pop or ice lolly):** Frozen fruit puree, fruit juice, or flavoured sugar water on a stick or in a flexible plastic sleeve. A popsicle (Canada and the United States), freeze pop (Ireland), ice lolly (United Kingdom and Ireland), ice block (parts of Australia and New Zealand), ice pop and freezer pop (U.S.) is a water-based frozen snack. It is made by freezing flavored liquid (such as fruit juice) around a stick. Often, the juice is colored artificially. Once the liquid freezes solid, the stick can be used as a handle to hold the ice pop. When a Popsicle does not have a stick, it is called, among other names, a freezie.

- **Kulfi:** Believed to have been introduced to South Asia by the Mughal conquest in the 16th century; its origins trace back to the cold snacks and desserts of Mediterranean cultures. Kulfi is a popular frozen dairy dessert from the Indian Subcontinent. It is often described as "traditional Indian Subcontinent ice cream". It is popular throughout places such as India, Pakistan, Bangladesh, Nepal, Burma (Myanmar), and the Middle East, and widely available in Indian restaurants in Europe, East Asia and North America.

  As popularly understood, Kulfi has similarities to ice cream in appearance and taste; however it is denser and creamier. It comes in various flavours. The more traditional ones are cream (malai), rose, mango, cardamom (elaichi), saffron (kesar or zafran), and pistachio. There are newer variations such as apple, orange, strawberry, peanut, and avocado. Unlike Western ice creams, kulfi is not whipped; resulting in a solid, dense frozen dessert similar to traditional custard based ice cream. Thus, it is sometimes considered a distinct category of frozen dairy-based dessert. Due to its density, kulfi takes a longer time to melt than Western ice-cream.

- **Mellorine:** non-dairy, with vegetable fat substituted for milk fat.

- **Parevine:** Kosher non-dairy frozen dessert established in 1969 in New York.

- **Sherbet:** 1–2% milk fat and sweeter than ice cream. American sherbets usually contain milk or cream and sometimes egg white, the egg white increase smoothness and volume. Ices, also called water ices contain only fruit juice, water, sugar, and sometimes, egg white ;they do not contain milk products .The French word sorbet (pronounced sor-bay) is sometimes used for these products .Granite (pronounced grah-nee-tay) is a coarse crystalline ice made without egg whites.

- **Sorbet:** Fruit puree with no dairy products.

- **Snow cones:** Made from balls of crushed ice topped with flavoured syrup served in a paper cone, are consumed in many parts of the world. The most common places to find snow cones in the United States are at amusement parks.

- **Maple toffee:** Also known as maple taffy. A popular springtime treat in maple-growing areas is maple toffee, where maple syrup boiled to a concentrated state is poured over fresh snow congealing in a toffee-like mass, and then eaten from a wooden stick used to pick it up from the snow.

- **Pop up ice cream.**

## 18.6 Frozen Dessert

**Gelato**



**Gelato** is Italy's regional variant of ice cream. As such, gelato is made with some of the same ingredients as most other frozen dairy desserts. Milk, cream, various sugars, flavoring including fruit and nut purees are the main ingredients.

Gelato differs from ice cream in that it has lower butterfat content; typically gelato contains 4-8% versus 14% for ice cream. Gelato generally has slightly lower sugar content, averaging between 16-22% versus approximately 21% for ice cream. Non-fat milk is added as a solid. The sugar content in gelato is precisely balanced with the water content to act as an anti-freeze, that is, to prevent the gelato from freezing solid. The types of sugar used are sucrose and dextrose and invert sugar to control the apparent sweetness. Typically, gelato and Italian sorbet contain a stabilizing base. Egg yolks are used in yellow custard-based gelato flavors, including zabaione and crème caramel.

The mixture for gelato is typically made using a hot process, which includes pasteurization. White base is heated to 85°C (185°F). Heating the mix to 90°C (194°F) is essential for chocolate gelato, which is traditionally flavored with cocoa powder. Yellow custard base, which contains egg yolks, is heated to 65°C (149°F). The gelato mix needs to age for several hours after pasteurization is complete in order for the milk proteins to hydrate or bind with the water in the mix. This hydration reduces the size of the ice crystals making a smoother texture in the final product. A non-traditional cold mix process is popular among some gelato makers in the United States.

Unlike commercial ice cream in the United States which is frozen with a continuous assembly line freezer, gelato is frozen very quickly in individual small batches in a batch freezer. The batch freezer incorporates air or overage into the mix as it freezes. Unlike American-style ice cream which can have an overage of up to 50%, gelato generally has between 20% and 35% overage. This results in a denser product with more intense flavor than U.S. style ice cream. U.S. style ice cream, with a higher fat content, can be stored in a freezer for months. High-quality artisan gelato holds its peak flavor and texture (from delicate ice crystals) for only several days, even when it is stored carefully at the proper temperature. This is why gelaterias typically make their own gelato on the premises or nearby.

**Sherbet**



**Sherbet** may mean:

Foodstuffs

- Sherbet (powder), an effervescent drink or a fizzy powder sweet, chiefly UK.
- Sherbet, an American term for a frozen dessert like sorbet, but containing a small amount of dairy.
- Sherbet (Middle Eastern drink), traditional cold drink prepared with rose hips, cornelian cherries, rose or licorice and a variety of spices.



**BOMBE**

A Bombe has a lining in a chilled mould with ice cream, sorbet or sherbet having multiple layers and contrasting layers.

It is generally set in half sphere moulds resulting into dome shape when de-moulded.

It can include various fruits which are marinated.



## Coupes

Sundaes or coupes consist of one or two scoops of ice cream or sherbet placed in a dish or glass and

topped with any of a number of syrups, fruits, toppings, and garnishes. They are quick to prepare, unlimited in variety, and as simple or as elegant as you wish – served in an ordinary soda fountain glass or in a silver cup or crystal champagne glass.

Coupes are attractive ice cream servings decorated attractively.

They can also be a combination of ice cream or sorbets decorated with sauces, fruits, nuts, whipped cream, marzipan, chocolate and even cookies.

Name of coupe is always given according to the historical place, location or celebrity.

Example: Coupe Normandy, Coupe Benn Helen.

Coupes are often elegant, attractively decorated desserts. Many types have been handed down from the classic cuisine of years ago. The following are classic coupes and similar desserts that are still made today, but often with different names (the classic names are given as a point of interest , but ,with the exception of Peach Melba , Pear Belle Hélène, and Coupe au Maroons , these names aren't often used today)

**Coupe Arlesienne:** In the bottom of the cup, place a spoonful of diced candied fruits that have been soaked in kirsch. Add a scoop of vanilla ice cream, top with a poached pear half and coat with apricot sauce.

**Coupe Black Forest:** Place a scoop of chocolate ice cream in the cup and add sweet, dark cherries flavoured with a little cherry brandy. Decorate with rosettes of whipped cream and shaved chocolate.

**Coupe Edna May:** Top vanilla ice cream with sweet cherries. Decorate with whipped cream mixed with enough raspberry purée to colour it pink.

**Coupe Gressac:** Top vanilla ice cream with three small almonds macaroons moistened with kirsch. Top with a small poached peach half, cut side up, and fill the centre of the peach with red currant jelly. Decorate with a border of whipped cream.

**Coupe Jacques:** Place a scoop each of lemon sherbet and strawberry ice cream in a cup. Top with a mixture of diced, fresh fruit flavored with kirsch.

**Coupa aux Marrons:** Top vanilla ice cream with candied chestnuts. (marrons glace`s) and whipped cream.

**Coupe Orientale:** Place diced pineapple in the bottom of the cup and add pineapple sherbet. Top with apricot sauce and toasted almonds.

**Peach Melba:** Top vanilla ice cream with a poached peach half covered with Melba sauce (p. 279) and topped with silvered almonds.

**Pear Belle Helene**: Top vanilla ice cream with a poached pear half covered with chocolate sauce and garnished with toasted, sliced almonds.

Although no one is surprised by it any more, one of the classic names for the dessert is Souffle Surprise, so called because it looks like baked whipped eggs on the outside but is frozen inside.

**Granita**



**Granita** is a semi-frozen dessert made from sugar, water and various flavorings. Originally from Sicily, although available all over Italy (but granita in Sicily is somewhat different from the rest of Italy), it is related to sorbet and italian ice. However, in most of Sicily, it has a coarser, more crystalline texture. Food writer Jeffrey Steingarten says that "the desired texture seems to vary from city to city" on the island; on the west coast and in Palermo, it is at its chunkiest, and in the east it is nearly as smooth as sorbet. This is largely the result of different freezing techniques: the smoother types are produced in a gelato machine, while the coarser varieties are frozen with only occasional agitation, then scraped or shaved to produce separated crystals.

**Spoom**



The New Concise Larousse Gastronomique describes **spoom** as: "A type of frothy sorbet, which used to be a great favourite in England, made with lighter syrup than that required for a true sorbet. As it begins to set, it is mixed with half its volume of Italian meringue. Like sorbet, it is made from fruit juice, wine, sherry or port and served in a tall glass (with a few tablespoons of champagne spooned over it). The name comes from the Italian spuma (foam). In Italy, spumone is a light frothy ice cream made with egg whites, flavouring and whipped cream."

## Sorbet



**Sorbet** is a frozen dessert made from sweetened water flavored with fruit (typically juice or puree), wine, and/or liqueur. The origin of sorbet is variously explained as either a Roman invention, or a Middle Eastern drink charbet, made of sweetened fruit juice and water. The term sherbet is derived from Persian sherbet, which in turn comes from the Arabic sharbāt meaning "drink(s)" or "juice." Sorbet is sometimes served between courses as a way to cleanse the palate before the main course.

### Classification and description

Sorbet is often confused with Italian ice and often taken to be the same as sherbet.

Sorbets/sherbets may also contain alcohol, which lowers the freezing temperature, resulting in a softer texture. In the UK, sherbet refers to a fizzy powder, and only the term sorbet would be used.

Whereas ice cream is based on dairy products with air copiously whipped in, sorbet has neither, which makes for a dense and extremely flavorful product. Sorbet is served as non-fat or low-fat alternative to ice cream.

In Italy a similar though crunchier textured dish called granita is made. As the liquid in granite freezes it forms noticeably large-size crystals, which are left unstirred. Granita is also often shaded with a fork to give an even crunchier texture when served.

Agraz is a type of sorbet, usually associated with the Maghreb and North Africa. It is made from almonds, verjuice, and sugar. It has a strongly acidic flavour, because of the verjuice.



### Slush

**Slush**, also called slush ice, is a slurry mixture of small ice crystals (e.g. snow) and liquid water. In the natural environment, slush forms as ice or snow melts. This often mixes with dirt and other materials, resulting in a gray or muddy brown color. Often, solid ice or snow will block the drainage of fluid water from slushy areas, so slush often goes through multiple freeze/thaw cycles before completely disappearing. In areas where road salt is used to clear roadways, slush forms at colder temperatures than it would ordinarily, and only in salted areas; this can produce a number of different

consistencies over the same geographical area. Slushfall or slushing is the action of a wet snow falling from the sky.

**Sundae**



The **sundae** is an ice cream dessert. It typically consists of a scoop of ice cream topped with sauce or syrup, and in some cases other toppings including chopped nuts, whipped cream, or maraschino cherries.

**Types of Sundae:**

**Classic Sundae:** The original sundae. Vanilla ice cream topped with a flavored sauce or syrup, whipped cream, and maraschino cherry. These sundaes are typically named for their flavored syrup, cherry sundae, chocolate sundae; strawberry sundae etc. Soft serve ice cream is often used instead of regular ice cream.

**Hot fudge Sundae:** The classic hot fudge sundae is a variation on the classic and is often a creation of vanilla ice cream, hot chocolate sauce (hence the "hot fudge"), whipped cream, nuts, and a single bright-red maraschino cherry on top. A hot fudge sundae can be made with any flavor of ice cream. A caramel sundae is the same except that hot caramel sauce replaces the hot fudge. Occasionally peanut butter or other products replace the hot fudge.

**Turtle Sundae:** The popular combination of vanilla ice cream, hot fudge, and caramel sauces, and toasted pecans is known as a turtle sundae.

**Black & White:** This sundae features a scoop of vanilla ice cream with chocolate sauce and a scoop of chocolate ice cream with marshmallow topping.

**Black & White:** This sundae features a scoop of vanilla ice cream with chocolate sauce and a scoop of chocolate ice cream with marshmallow topping.

**Brownie sundae:** A rich sundae made with brownies, vanilla ice cream, chocolate syrup, peanuts, hot fudge, and whipped cream, often topped with a single bright-red maraschino cherry. A Blondie may replace the brownie, often with caramel instead of chocolate.

**Banana split:** Three sundaes in one, side by side between two halves of a banana, sliced lengthwise. It includes strawberry ice cream topped with strawberry syrup, chocolate ice cream topped with chocolate syrup, and vanilla ice cream topped with crushed pineapple. Each scoop is individually garnished with whipped cream and a cherry.

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**Bananas Foster:** This is a sundae that features a flambé of bananas with rum, banana liquor and spices.

**American parfait:** This is a sundae served in a tall glass filled with layers of ice cream and flavorings, such as granola, syrups, or liqueurs.

## Parfait



**Parfait** is a French word literally meaning "perfect" that began referring to a kind of frozen dessert in 1894. Parfaits are made by alternating layers of ice cream and fruit or syrup in tall, narrow glasses. They are usually named after the syrup or topping. For example, a chocolate parfait has three scoops of vanilla or chocolate ice cream alternating with layers of chocolate syrup and topped with whipped cream and shaved chocolate.

**French:** The French term for parfait can refer to frozen syrup made of sugar syrup, egg, and cream.

**American:** An **American parfait** is a dessert normally made by layering cream, ice cream, or flavored gelatin dessert with other ingredients such as granola, nuts, yogurt, syrups, liqueurs, fresh fruit, or whipped topping. A parfait is normally made in a tall clear glass making all layers visible. The term parfait traditionally refers to an ice-cream treat similar to a sundae.

Currently, the term 'yogurt parfait' is being popularized by specialty retailers in America, being a layered concoction of fruit, yogurt and granola or other cereal. It is eaten for breakfast or as a snack.

## Frozen Soufflés and Frozen Mousses



**Frozen Soufflé**



**Frozen Mousse**

**Frozen Mousses** are light frozen desserts containing whipped cream. Although they are all similar in character because of their whipped cream content, the basis for them are made in several ways three types of preparation are included here:

- Mousse with Italian meringue base
- Mousse with syrup and fruit base
- Mousse with custard base.

The mixture for bombes and parfaits can also be used for mousses the simplest method for serving mouse is to pour the mixture into individual serving dishes and freeze them. The mixture can also be poured into molds of various shapes. After demoulding, cut mousse into portion and decorate with wiped cream and appropriate foods, cookies, or other items

**Frozen Soufflés** are simply mousse or bombe mixtures frozen in soufflé dishes or other straight sighted dishes. A band of heavy paper or foil, called a collar, is tied around the mold so it extends two inches (five cm.) or more above the rim of the dish. The mousse or warm mixture is poured in so it comes within half inch (twelve mm.) of the top of this band. After the desert is frozen, the band is removed. The dessert thus looks like a hot soufflé that has risen above its baking dish.

Other items may be incorporated in the frozen soufflé, such as sponge cake, lady fingers, baked meringue, fruits and so forth. For ex., u might pour one third of the mousse mixture into the prepared dish, plays a gaponaise disk on top, pour in another layer of mousse, had a second zaponaise, than filled with the mousse mixture. This technique can also be used with thin sponge cake layers. For further variety, arrange a layer of fruit on top of each genoise layer before adding more mousse.

## 18.7 Summary

The world of Ice cream is entirely different from the rest of the preparation as it is so beautiful in its presentation that it sets itself apart from other things. The frozen desserts are also very attractive and when served properly has been attractive. It is a very large family which includes parfait, soufflé, coupe, slush, spoom, sherbet and indeed the list is very large. Various types of frozen desserts are discussed in this unit.

The savoury is also different and very tasty and is demanding in the industry. It has been given due respect in its presentation in hotel industry. People also liked it very much, as it is very filling and nutritious as well.

## 18.8 Review Questions

1. Write in brief about the history of Ice cream?
2. Mention about various frozen desserts in detail.
3. Write short notes on:

    a) Slush
    b) Spoom
    c) Parfait
    d) Frozen soufflé
    e) Bombe
    f) Canapés
    g) Appetizer

4. How canapé is important in today's scenario of hotel industry?
5. How is savoury served to the customer?
6. What are the various types of Ice cream?
7. Write about Ice cream production in brief?
8. Write a short description of Welsh rarebit and Scotch woodcock?
9. What are Bouchees and flans?
10. How is ice cream prepared?

## 18.7 References and Suggested Readings


1 Larousse Gastronomique – (Hamlyn Publication) Year 2009
2 Cooking Ingredients – Christine Ingram (Hermes House) Year 2007
3 Food and Beverage Services- Lilicrap D (Publication Hodder Education) Year 2012
4 Professional Baking - Gisslen W: Publication (John Wiley & Sons Inc.) Year 2009

# Unit – 19 : Latest trends in Food and Beverage

**Structure of Unit:**

19.0 Objective
19.1. Introduction
19.2. Quick Service /fast food restaurants
19.3. Drive thrus
19.4. Restaurants beyond the imaginations
19.5. Leading trains of the world
19.6. Scenario of Indian Tourism Luxury Trains
19.7. Summary
19.8. Concept Review Questions
19.9. Cover story
19.10. References

## 19.1. Introduction

Immense Size Of Catering Industry Always Creates A Lot of Confusion To The Diners As Well As To The Servers. A New Person Finds A Lot of Difficulty To Differentiate Between Bar- Be- Que & A Grillroom or In A Nightclub With A Discotheque. There Is No Single Way Of Classifying The Restaurants As It Is Growing Business But Most Of The Experts Will Be Agree That Restaurants May Be Categorized By:

- Menu Items: Specialty, Multi-cuisine, Continental , Steak house ,
- Menu Prices: Midscale Restaurant, Upscale Restaurant
- Ownership : Single owned and Chain
- Quick Service: Fast food, Drive -Thrus , Delivery services
- Ambience : fine dining , theme , ethnic

***Single owned or independent restaurant*** are basically owned by one or more owners and owner is responsible for day to day operation of the restaurant, even owners have more than one restaurant than each outlet functions independently. These restaurants are not affiliated with any national brand or name and enjoy creativity and risk of the owner simultaneously. 70% of the restaurants are in India of this category.

***Chain restaurants*** on the other hand, comprise a group of restaurants and emerging trend in India. All the restaurants of a chain have a unique concept, identical in markets, design, menu, quality of food, atmosphere and style of

service regardless of location as a part of marketing strategies to remove uncertainty from the dining experience. In India, these restaurants are either owned by family teams or by franchise or on management contract. Haldirams, Bikano, Dastarkhan, Agrawal's Sweet House, Barbeque Nation, Moti Mahal are the major chain of restaurants.

***Fine dining restaurant*** is one where a good selection of menu items is offered, all the meals are being made on the premises by using raw or fresh ingredients and many of the fine dining restaurants in India are based on regional or local cuisine and customs. Most of the fine dining restaurant in India is an independent unit and operated by an entrepreneur or a partnership. Fine dining restaurants further categorized by level of service: formal or casual, by price, décor/ atmosphere, level of formality and menu. It is found that generation of the profit is very tough task from these fine dining restaurants due to the higher expectations of the diners for their money and strong competition in the market. Most of the hotel chains are giving their fine dining restaurants either on rent or on profit sharing basis to the others as they could not yield the profit margin that management and investors expected. Many cities have independent fine dining restaurants in India where chefs are approachable and each course is expertly prepare and may be served with wine and have separate room for smoking fine cigars and traditional flavored hukka.

***Features of a fine dining restaurant:***

7. The level of service is very high, with a hostess or host to greet and seat guest.
8. Captains and food servers advise guests of special items and assist with the description and selection of dishes during order taking.
9. Separate sommelier for suggesting wine that will complement the food and assist with the order taking.
10. Upscale fine dining restaurant have table side cooking and use gueridon service.
11. Décor of a fine dining restaurant is compatible with the overall ambience and theme.
12. Elements of food, service, and décor create a memorable experience for the guest.

**Reasons not to have chain of fine dining restaurant**

7. Only a small % of population can bear the high prices due to the expensive location.
8. Greater degree of skills and manpower required leads to higher operating costs.
9. Overhead costs are highest in comparison to other restaurant operations.
10. Very sophisticated, freshly prepared and high quality meal.
11. Maintenance of consistency and quality are very difficult task.
12. Limited market appeal.

***Celebrity restaurant*** These restaurants are in trends now and becoming popular day by day. These type of restaurants are operated by celebrity chefs like chef sanjeev kapoor, Varq by chef Hemant (Taj ), Chef Sanjeev Kapoor has been a role model for many chefs and has received numerous awards , work on various TV SHOWS, and published several cook books. Celebrity restaurants have an extra winning combination of design, atmosphere, food and perhaps the thrill of an occasional visit by the owner(s). Except the celebrity chefs in India, celebrity restaurants are also owned by the various celebrities such as Tendulkar's by Sachin Tendulkar (legend of cricket), Mahi by M.S.Dhoni, Pavilion by Kapil Deo,

***Theme Restaurant*** These restaurants provide a sophisticated specialty and aim to wow experience of the guest by total experience. They have limited choice of menu blended with the theme of the restaurant which is achieved through decoration and atmosphere.

***Specialty restaurants*** These restaurants feature a particular type of food that is usually based on the theme of the restaurant. A number of chains have introduced this type of specialty restaurant.

***Ethnic restaurants*** are independently owned and operated and make the provision of something different for the adventurous diner or a taste of home for those of the same ethnic background as the restaurant. Our major cities offer a great variety of ethnic restaurants and their popularity is increasing. Indian ethnic restaurants are similar to the Specialty restaurant & provides atmosphere according to their ethnicity with live performance & dress code of serving staff is also ethnic & food is served in traditional manner. Provision for food & beverages at highly priced. It may be an outlet of a hotel or run by a single ownership firm, Seat turn over is high during dinnertime.

***Casual dining restaurant*** is relaxed and could include various coffee / tea houses of our country. You can find a very limited menu at average price.

***Family restaurants*** are individually or family operated and generally located in or access to the suburbs. Informal setting with a simple menu and services are designed in such a manner so it can please all of the family. Some of the family restaurants have bar and sale beers, spirits and cocktails. You can find a host/ hostess at the entrance of the family restaurant to greet and seat guests and servers take the orders and bring the kitchen plated food from the kitchen. The average bill is higher than casual dining restaurants.

## 19.2. Quick –Service/ Fast -food

These food and beverage outlets consist of diverse operating facilities whose slogan is quick food. The quick service sector is now days in the driving seat of the entire catering business of the India as well as world and has maximum market. Recently the major change in the market is home delivery system. Quick –Service/ Fast -food restaurants offer limited menus featuring food as burgers,

French fries, chicken, poori bhaji, samosa, idli sambhar, etc. customers order their food at a counter under a brightly lit menu featuring color photographs of food items. Customers are encouraged to clear their own trays which helps reduce costs. Quick service restaurants have increased in popularity due to the following reasons:

7. Found in very convenient location.
8. Menus are limited, which makes it easy for customers to make quick decisions.
9. Value for money and time
10. Deliver fast services include self service.
11. Use of processed ingredients which allow them to have extremely low prices.
12. Minimum use of skilled and unskilled labor, which increases profit margin.

Cities like metro in our country, where space is very expensive, stand –up restaurants are open where busy office worker can eat a quick meal. Many Indian quick service restaurant chains are targeting international growth, mostly in larger cities in number of countries.

***Do you know***

- In India 19% of the restaurants are owned by Sole Proprietorship, 40% private company, 40 % partnership and 1% public limited company. (source: FHRAI)
- 41% restaurants are independent unit, 19% multi unit (operates two or more units) and 39% are hotel restaurants and 1% is in other category.
- 5% fine dining restaurants have an average check of Rs. 650, 36% fine dining restaurants have an average check of Rs. 400, 53% fine dining restaurants have an average check of Rs. 200 and 6% restaurants have an average check below of Rs. 200.
- 60% restaurants serve all types of liquor, 5% restaurants serve only beer and wine and 35% serves non alcoholic beverages.
- Indian Mughlai food is most popular and approximate 22% restaurants serves, 10% restaurant offers Indian fast food, 9% restaurants offer French / Continental cuisine, 4% Western fast food, 12% regional food, 4% coffee bars, 15% serves Asian cuisine (Chinese, Indonesian, Japanese and Korean, 2% Mexican, 4% Italian and 17% multi cuisine.
- 62% restaurants provide recorded music facility, 17% live band and 18% television monitor.
- 30% restaurants operates are land owned, 31% building owned and 27% restaurants operates on leased buildings.
- 63% restaurants are operating successfully for last 10 years.
- All 100% restaurants offer dinner while 96% restaurants serve lunch

and only 44% restaurants offer breakfast also. 13% restaurants operate 24 hours.

- India has more than **1,078,306** restaurants.
- 38% restaurants have seating capacity of 50 to 100 and 3% restaurants have more than 300 covers.
- 41% restaurants have 20- 40 employees and only 3% have more than 100 employees.
- 36% restaurants renovate over 3 years of period.
- 52% restaurants have outsources laundry services and 38% repair and maintenance.

(source: www.fhrai.com)

## 19.3. Drive –Thrus

These are part of an existing QSR and the concept essentially means that you can drive in, place your order, receive your food, pay for it and drive out. You don't have to park your vehicle and go into a restaurant to eat. This is a new concept for Indian market and start growing slowly in comparison to western countries where it is very popular. These restaurants can be operated in a small building with low cost. These restaurants have very simple menu which gives them an advantage of low operating cost also.

***Delivery services*** It is very common in metro and middle class cities of India, in this delivery system, you can place an order either by phone/ net or personally after looking at restaurant menus from your office/ home. The delivery service will process your order and deliver it to you. These services can be connected to an existing restaurant or can operate on their own. Domino's Pizza is the pioneer and primary example of this kind of operation and many restaurants of India following Domino's lead in different cities.

**Fast food chains of the World**

- A&W Restaurants
- Arby's
- Bojangles'
- Brioche Dorée
- Burger King
- Café de Coral
- Carl's Jr.
- Charley's Grilled Subs
- Checkers / Rally's
- Chester's International
- MOS Burger
- Nando's
- Nathan's Famous
- New York Fries
- Noble Roman's
- Panda Express
- Panera Bread
- Paul
- Pizza Hut
- Pollo Tropical

- Chicken Cottage
- Chicken Delight
- Chicken Licken
- Chipotle Mexican Grill
- Chowking
- Church's Chicken / Texas Chicken
- Dairy Queen
- Dunkin' Donuts
- El Pollo Loco
- Fatburger
- Graceland[1]
- Five Guys
- Hardee's / Red Burrito
- Hesburger
- Jack in the Box
- Jollibee
- KennyRogers Roasters
- KFC
- Krystal
- Kyochon
- Long John Silver's
- Lotteria
- Maoz Vegetarian
- Marrybrown
- McDonald's
- Moe's Southwest Grill
- PopeyesChicken& Biscuits
- Quick
- Quiznos
- Raising Cane's Chicken Fingers
- Red Rooster
- Roy Rogers Restaurants
- Smoothie King
- Subway
- Taco Bell
- Taco Bueno
- Taco Cabana
- Taco del Mar
- Taco John's
- Taco Mayo
- Taco Tico
- Taco Time
- Tastee-Freez
- Tim Hortons
- Togo's
- Vapiano
- Wendy's
- Wendy'sSupa Sundaes
- Whataburger
- White Castle
- White Spot
- Wimpy
- Wingstop

***Coffee Shop*** Provision for food & beverages on 24 hrs bases. Generally an outlet of a hotel, offer pre plated service & menu is not so much elaborated light meals are served & provision of buffet can be made. Indian coffee shops have higher seat turn over. Concept of coffee shop is from U.S.A.

***Grill Room*** It may be a part of the restaurant & the section of restaurant can be separated by putting a glass so the guest can have a look to the actual preparation or order the dish according to his/ ser selection of meat cut while a barbeque is always in an open space with same features.

**Contract Food Companies**

These companies may be categories on the basis of level of involvement such as local / regional, national and International contract food companies. Most of the time big houses or organization hired such food companies to provide food service to their employees and biggest users of these companies are large manufacturing industries, institutions, hospitals, call centers etc. ARAMARK and Sodexho are the pioneer in this filed have turnover of billions of rupees annually. Ram Krishna Group is leading the show in our country and providing catering services to Indian Railways. Careers in such organization are very attractive and there is no work pressure in comparison to the commercial restaurants or banquets. Very normal social working hours, weekly off and no uncertainty of volume of business will give enormous satisfaction to the employees.

***Bars & Pubs*** In Bars the main motto is privacy to the guests for this reason bar is decorated in such a manner that the guests can relax & have his drinks without any hindrance. At the same time there are guests who come out looking for company. For them bars stools are at the counter. The noise level is low & illumination is less. So a combination of primary colors & solid colors/striking colors are used.

Where as in a pub the turnover is expected to be high & fast. The guests are supposed to come, have a couple of drinks fast & move out. Privacy is not an important factor. The illumination as well as the noise level is higher. The basic concept that every one has about a pub is that of Cow- Boy & wild rest. So the designer tries to create this kind of atmosphere by hanging saddles, guns, guitars etc. The furniture is wooden.

**Bar lounges** are most of the time is the part of a hotel and located either on lobby level or on a particular floor. The atmosphere of a lounge is not very formal and basic purpose of a lounge to provide relaxes to the guests.

Bar facility also can find on various areas of the hotel such as swimming pool area, roof top and library bar on the floor.

**Night club/ discotheque:** in the initial years after the independence these outlets were very restricted to the part of the hotel or located in only major cities but now these are the most prominent food and beverage outlets where emphasis on live or recorded music with a dance floor along with elaborate choice of alcoholic beverages and restrict food menu. In these outlets average spending power is very high and most of the night club/ discotheque have a very high cover charge to

generate the revenue and to maintain he privacy of their diners. **The major difference between night club is always a live music performance while discotheque mayor may not have live music performance.**

**Bistros and Brasserie** are emerging concept in India but very popular in European countries. A brasserie is a café restaurant and serves one dish and other meals in a relaxed setting and Bistro is a fast casual dining restaurant with a European influenced menu or a café with a large menu of food.

***Highlights of comments of owners of Indian Restaurants*:**

*We will be investing INR 500 Crore for doubling our presence over the next three years in India to 250 outlets said Amit Jatia Vice-chairman Hardcastle Restaurants Private Limited.*

*The company plans to open 300 outlets over the next five years through owned and franchised and managed models, says Sanjeev Kapoor, the promoter of Indian Cookery Private Limited*

*Kaati zone a brand of Indian quick service restaurants and company is redrawing its strategy after focusing on providing customers with dining experience through restaurants. Kiosks require a much smaller amount of investment (INR 8-9 Lakh) and have potential to breakeven in 15-20 months says Kiran Nadkarni CEO, Kati ZONE , he also added that only two people can run (assembler and cashier).*

***Pointers for a successful restaurant:***

- Repeat customers.
- A place where customer feel as comfortable as in their own home.
- Pleasant atmosphere and courteous, knowledgeable and skilled service personnel's.
- Range of menu items
- Efficient and effective services.

## 19.4. Restaurants beyond the imaginations!

- **ELBULLI Montjoi, Spain** is a great adventure for the travelling gourmet, restaurant owned by Ferren Adris and opens from March to September and well known for 35 course taster's menu.
- ***The Fat duck*** located in Berkshire UK Chef Hesston Blumenthal opens this restaurant in 1995 and awarded three Michelin stars offer eight courses

menu and delicacies of the restaurant are bacon and egg ice cream, snail porridge and sardine on toast sorbet.

- ***Testsuya's Sydney,*** Australia is based on Japanese Philosophy of natural seasons flavors enhanced by classic French Cuisine.
- **Marton** is derived from Chinese word Matong which means Toilet and this restaurant is located in Kaosiung (Taiwan) and one of the most popular restaurant of Taiwan. The atmosphere and ambience seems like a toilet. The tables are designed as bathtub and has a glass top and chinaware used in the restaurant looks like western loo, chairs of the restaurant has been replaced by colorful toilet seat . according to owner of the restaurant it is more of fun place rather than a eating joint, food is comparatively moderate price and a starter with dessert does not cost more than Rs. 300.
- Imagine as a diner you have a naked body of a lady in front of you and manager is asking to you to operate the body and get perfect combination of sushi and sashimi (Japanese Delicacies). Theme of **Nyotaimori** (means female body plate) in Japan is based on the same. All the parts you operate are completely edible.
- **Restaurant in the air namely "Dinner in the Sky"** is located in Brussels and have a capacity of 22 covers and 150 feet above from the floor level. .
- ***First dark restaurant*** is opened in Beijing in the year 2006 and the entire interior and décor of the restaurant is completely black and guests are greeted, escorted and seated by the hostess in a very dark dining room to help them to find their seats. You are not suppose to carry items which gives light such as mobiles, camera, flash lights or even luminous watches. You have to enjoy your meal in the environment with the complete loss of vision.
- **New Lucky Restaurant** of Ahmedabad is famous for its unique characteristics of décor and ambience. The theme of the restaurant is based on Graveyard and you can find grave between two tables. Graves are painted green and manager decorates all the graves with dried flower.
- ***Hilton Maldives Resort & Spa*** introduce a restaurant under the sea namely as Ithaa means in local language pearl .
- ***D.S.Music restaurant*** is salute and gratitude to the medical science and the décor is very similar to a hospital and dress code is similar to ward boy and nurses. Beauty of the restaurant is service of beverage which are served using a drip bottle. Restaurant is located in the Taipei in Taiwan.
- ***Restaurant The Havnor* - 70 mm** is the first bollywood theme restaurant located in Mumbai India, divided into five zones: Romantic, Villain, Comedy, Vamp and Action and each zone has its theme accordingly. You can find statue as well as ful details of your Hero Amitabh Bachhan and one of the most famous dancer of Indian film industry, Helen. Interior is designed by using posters, LP records of old films.
- **Machan** is in Hyderabad started by two hotel management graduate students. Restaurant is located on the branches of two trees and you can hire the complete package for your beloved or family get together.

**Social caterers or out door caterers**

One of the major parts of the food service or catering industry and it has been observed that most of the young graduates are opting this challenging and lucrative business. Although there is no formal study on this major segment of the industry but it believes social caterers have their own importance and taking major chunk of food and beverage sales. An average caterer serve approximately 20000 to 200000 meals per annum at a price range of Rs.125 to Rs. 3500, although this particular market is still in unorganized form but feel that we can find these out door caterers in very formal and in organized manner. Business can be start with a small investment and facilities can be rented as needed, equipment can be taken either on lease or on rent for a short period of time ( as per need) and in the similar way manpower is available through out the country in food production as well as service industry. Most of the well known social caterers hire the students from various hotel management institutes and pay them a good amount ranging from Rs. 250 to Rs. 1500 as per your expertise in the field.

## 19.5. Leading Trains of the World

As soon as you come across the phrase luxury train, an image of train with refined interior, 5 star amenities and a scenic trail of most appealing destinations conjures up in your mind. To say that journey on board luxury trains is a unique way of rediscovering the art of elegant traveling won't be an exaggeration. There are several luxury trains in operation around the world. Each one promises to take you on an enchanting voyage across fascinating landscapes and best destinations of the region. Here is a compilation of top 10 best luxury trains in world although you might find it really difficult to choose 10 among them.

***Venice Simplon Orient Express*** The legendary Venice Simplon Orient Express is the train against which all other luxury trains are measured. Immortalized by Agatha Christie's book Murder on the Orient Express, Venice-Simplon is first luxury train of the world. Started on 5$^{th}$ June 1883, the train offer luxury travels from London to Venice. Elegant décor, state of the art amenities and impeccable hospitality will truly transport you into a graceful era of stately travelling.

***Rocky Mountaineer*** is Running since 19$^{th}$ century, The Rocky Mountaineer train operates on four routes in Canada. The luxury Rocky Mountaineer will take you through scenic valleys, coastal mountain range and the Fraser Canyon with its spectacular raging white water and dramatic landscape

***Rovos Rail :*** The train was started in 1989 and offers luxury travels on various routes throughout Southern Africa. Also available are the extended journeys which will take you as far as the Pyramids of Egypt. Sylvan paneled coaches, refined appointment and contemporary amenities radiate an unparalleled élan.

Clubbed together with scenic destinations and superior hospitality, what's on offer is a truly magnificent and incomparable rail journey.

***The Eastern and Oriental Express*** winds you through some of the most spectacular and renowned destinations from Bangkok to Singapore. This train is also known as the sister train to Europe's Venice Simplon Orient Express. The interior walls of the cabins of Eastern and Oriental Express are cherry wood and elm burr paneled, festooned with attractive parquetry and intricate inlays. Discover the charm of the Orient as never imagined before as you pass though mesmerizing landscape. Regale in the luxury of refined interiors and contemporary amenities. You are assured of an ethereal experience in plush interiors of this tourist train.

***The Golden Eagle Trans Siberian Express*** takes its guests to the world's longest train excursion of 6,000 miles. This luxury train traverses the course spanning across 2 continents and 8 time zones, connecting East and West from Moscow and European Russia with Mongolia, China and the Sea of Japan. The most exciting part offered by the train includes Ulaan Baatar, Lake Baikal outdoor train ride and beach picnic and much more. You will find it impossible to beat the romance and magic of this amazing journey.

***The Royal Scotsman,*** a Scottish luxury train service of the Orient Express Collections will take you on a scenic voyage through the verdant Scottish Highlands. Composed of two dining cars, five state cars, on e crew car and one observation car, Royal Scotsman will thrill you as never before. There are an array of meticulously planned off train excursion to present to you an authentic picture of Scotland, The train can aboard 36 guests, offering them comfortable and indulgent with gastronomic dining and the friendly atmosphere. On their way, guests can meet local personalities and can take part in fun activities also.

***The luxurious Blue Train*** won the prestigious award of 'Africa's Leading Luxury Train' continuously for two years (2009-2010). The train is well known for having interiors like that of luxury 5 star hotels. The suites of the train are equipped with avant-garde amenities and bathrooms with finest bed linen, marble tiles and gold fittings. Wining and dining facilities are also available on board.

**Scenario of Indian Tourism Luxury Trains**

The incredible **Luxury Travel Packages**, let one explore exotic locales such as visit to one of the largest dinosaur fossil parks at Balasinor with opportunity to meet the royal family, erotic temples of Khajuraho, elephant polo lunch at Jaipur, cocktail & barbeque sundowner on the sand dunes at Bikaner, champagne breakfast overlooking the immortal beauty of the Taj Mahal, regal meal at the shimmering lake city of Udaipur, boat ride on the Ganges at the holy city of Varanasi - and much more...The unmatched ambience, contemporary amenities, impeccable service and luxurious decor provide a royal odyssey on board this **Indian Tourist Train**, which is more than a **Palace on Wheels** by providing an Experience Unsurpassed. There are fourteen guest carriages including one

truly classical Presidential Suite. Every cabin has large windows-designed so that you can savour every bit of magnificent India. All passenger cars come with independent cabin-controlled air conditioning, online water filtration systems, environment friendly toilets, pneumatic suspension, live television, Wi-Fi Internet, CCTV cameras, hair dryer, electronic safe deposit box, bath tubs ( in suites and presidential suite)- almost everything that one would imagine to travel in luxury - truly like an Indian Maharaja.The **Luxury Tourist Train** features two fine dining restaurants that each seat 42 persons and everyone on board dine together. For added zest, there is an exotic Safari bar and lounge-cum-bar Rajah Club with the choicest collection of complimentary house brand spirits.This Indian luxury train is owned & operated by **Indian Railway Catering and Tourism Corporation Limited (IRCTC)**, a public sector enterprise under the Ministry of Railway. IRCTC is the tourism arm of Indian Railways.

**Maharajas' Express - The Finest Luxury Train** India... a country with a history as old as time. A country where diverse dynasties have ruled through centuries, leaving their indelible imprint on the landscape, language and culture of the nation. Majestic Palaces, Forts, Rich natural bounty, Untamed wildlife... there's so much to soak in and store memories for a lifetime. The **Maharajas' Express -** Is the newest & latest Luxury Train and provides Luxury on wheels. It offers five **luxury train tours** to let one choose the best way to discover and explore the treasure trove and amazing kaleidoscope of India.

***The Golden Chariot*** gets its name from the Stone Chariot in historic Hampi, one of the many places it visits as it winds its way though the state of Karnataka. You'll travel through the night to different locations, and have the day to explore them. The train is one of the newer additions to the luxury trains that operate in India, and started running in early 2008.Each of the Golden Chariot's carriages have been named after the dynasties that ruled Karnataka -- Kadamba, Hoysala, Rastrakota, Ganga, Chalukya, Bhahamani, Adhilshahi, Sangama, Shathavashna, Yudukula and Vijayanagar. The train has two restaurants, lounge bar, business facilities, gym, and spa. One of the highlights on board is the performances by local artists in the train's Madira Lounge Bar, the interior of which has been designed as a replica of the Mysore Palace. The Golden Chariot has two routes: "The Pride of the South" runs through Karnataka, while the "Southern Splendor" is an expanded route that incorporates Tamil Nadu and Kerala."The Pride of the South" Route and Duration:Seven nights. Runs from October until April. Departs every second Monday at 8 p.m. from Bangalore and visits Mysore, Kabini and Nagarhole National Park, Bandipur, Hassan, Hampi, Gadag, Badami, and Goa.The train arrives back in Bangalore the following Monday morning at 11.30 a.m.It's also possible to travel on the train for shorter durations such as from Bangalore to Goa, Hassan to Bangalore, and Hospet (near Hampi) to Bangalore. Seven nights. Runs from October until April. Departs every second Monday at 8 p.m. fromBangalore and visits Chennai, Pondicherry, Tanjavur, Madurai, Thiruvananthpuram (Trivandrum), Alleppey, and Kochi.The train arrives back in Bangalore the following Monday morning at 9 a.m.Passengers can hop on and hop off anywhere along the routes, as long as they spend a total of three nights aboard.Golden Chariot Tariff:"The Pride of the South" costs 12,350 rupees for

Indians and $425 for foreigners per person, per night, based on double occupancy. The total for seven nights is 86,450 rupees ($2,975) per person."Southern Splendor" costs 15,000 rupees for Indians and $490 for foreigners per person, per night, based on double occupancy.The total for seven nights is 105,000 rupees ($3,430) per person.Rates include accommodation, meals, sightseeing tours, entrance fees to monuments, and cultural entertainment. Service charges, alcohol, spa, and business facilities are extra.

***The Palace on Wheels*** is the oldest and most popular of India's luxury trains. It's been operating since 1982 and is rated one of the ten best luxurious train journeys in the world. A trip on this train is like taking a step back in time as you meander through Rajasthan. You'll travel through the night to different cities, and have the day to explore them.The train has 14 carriages, all individually named after a city in the desert state of Rajasthan. Their interiors are authentic historic replicas of the coaches once owned by former kings of Rajasthan. In addition, the Palace on Wheels has two restaurants and a bar lounge area where guests can relax and enjoy the passing scenery. The train is decorated in rich traditional style, including draped curtains, hand crafted lights, and Rajasthani art.Departs Wednesdays at 4 p.m. from Delhi and visitsJaipur, Jaisalmer, Jodhpur, Sawai Madhopur, Chittorgarh, Udaipur, Bharatpur and Agra. Seven nights. The train arrives back in Delhi at 6 a.m. the following Wednesday.$419 per person, per night, based on double occupancy from October to March. $322 per person, per night, based on double occupancy during September and April. The total for the seven night journey is around $3,000 per person, or $2,250 during the two low season months. Rates include accommodation, meals, sightseeing tours, entrance fees to monuments, and cultural entertainment. Service charges and alcohol are additional.The Palace on Wheels runs from September until the end of April each year. It stops during the very hot and monsoon months. The train is very popular, so you should reserve your place early as possible because vacancies are limited. The train is apparently fully booked until 2010.

***The Royal Rajasthan on Wheels*** is India's most luxurious tourist train. It made its first journey in January 2009. The train is identical in route to the hugely popular Palace on Wheels, but what sets this train apart from any other luxury train in India is its unabashed lavishness.According to the Rajasthan Tourism Development Corporation, the Royal Rajasthan on Wheels has been designed as an advanced version of the Palace on Wheels, with huge effort going into addressing suggestions made by tourists over the years. The train has two super deluxe suites and 13 deluxe cabins, along with two restaurant lounges, spa, and wireless internet. The interiors of the train really are stunning. The deluxe cabins come with names such as Emerald, Pearl, Ruby and Sapphire, and beautiful rich color schemes to match.Departs Sundays at 6.30p.m. from Delhi and visitsJaipur, Jaisalmer, Jodhpur, Sawai Madhopur, Chittorgarh, Udaipur, Bharatpur and Agra.The Royal Rajasthan on Wheels plans to include Varanasi on its list of destinations, commencing from September 2011. It will arrive there Friday mornings, in time for passengers to see the unforgettable sunrise over the ghats. Seven nights. The train arrives back in Delhi early the following Sunday morning.A double deluxe saloon (twin share) costs $590 per person, per night. A

super deluxe saloon (suite) costs $1,600 per saloon, per night. Rates include accommodation, meals, sightseeing tours, entrance fees to monuments, and cultural entertainment. Service charges, alcohol, spa, and business facilities are additional. There is also a 2.58% service tax. An additional 10% is payable over Christmas/New Year.The Royal Rajasthan on Wheels runs from September until the end of April each year. It stops during the very hot and monsoon months.

**Profile of IRCTC:** Indian Railway Catering and Tourism Corporation Ltd. (IRCTC) is a Public Sector Enterprise under Ministry of Railways. IRCTC was incorporated on 27th September, 1999 as an extended arm of the Indian Railways to upgrade, professionalize and manage the catering and hospitality services at stations, on trains and other locations and to promote domestic and international tourism through development of budget hotels, special tour packages, information & commercial publicity and global reservation systems. While discharging its mandate, the Company has made a significant mark in its passenger-services oriented business lines like setting up of Food Plazas on Railway premises, 'Railneer', Rail Tour Packages and 'Internet Ticketing' bringing great deal of professionalism into the operations. In addition to above, IRCTC is managing on Board Catering Services in Rajdhani / Shatabdi / Duronto and Mail / Express Trains and Static Catering Units such as Refreshment Rooms, AVMs, Book Stalls, Milk Stalls, Ice Cream Stalls, Petha & Peda Stalls etc. across the Indian Railway Network. Corporate Office of IRCTC is situated at New Delhi , which is headed by the Managing Director. Managing Director is being assisted by three Directors, Director(Catering Services), Director(Tourism & Marketing) and Director(Finance) and nine Group General Managers. For smooth operations of the business across all over the country, five Zonal Offices are working at Delhi , Kolkata, Mumbai, Chennai & Secunderabad. South Zone Office is headed by Regional Director and all other Zonal Offices are headed by Group General Managers. All Group General Managers have vast experience of working in Indian Railways. These Zonal Offices are assisted by ten Regional Offices at Lucknow , Chandigarh , Jaipur, Bhubneshwar, Guwahati, Patna , Bhopal , Ahemedabad, Bangalore and Ernakulam, which are headed by Chief Regional Managers / Regional Managers. At present IRCTC has 4453 employees (as on 31st December, 2009) on its roll. The employees comprise of IRCTC Direct Employees, Deemed Deputation absorbees, Deemed Deputationists, deputationists and fixed term employees. For bringing professionalism in the work culture, IRCTC has recruited professionals in different field like HR, Tourism, Catering and Finance, through direct recruitment or campus recruitment. During the year 2008-09, the Corporation achieved a total income of Rs. 618.77 Crores as compared to Rs. 527.66 Crores in 2007-08 thereby registering a growth of 17.30 %. The increase was achieved in spite of the fact that bed roll and cleaning business has been transferred back to Railways. The major increase in the income in the year 2008-09 over previous year was achieved due to licensee catering (from Rs. 289.20 Crores to Rs. 341.02 Crores), quantum jump in internet ticketing (from Rs. 39.18 Crores to Rs.74.81 Crores) and tourism activities (from Rs. 9.72 Crores to Rs. 27.94 Crores).The income of licence catering increased on account of higher number of units put on tender, efficient tendering system and increase

in licence fee from static units. Quantum jump in internet ticketing was witnessed due to good marketing efforts, upgraded infrastructure and improved customer care. The growth in tourism business was achieved due to IRCTC's foray into educational tour business, tour package business take over of Bharat Darshan trains by IRCTC. A net profit of Rs. 46.50 Crores was earned during 2008-09 as compared to Rs. 20.75 Crores in 2007-08 due to enhanced revenue and control on expenditure. An amount of Rs.30.00 Crore has been provided as Haulage Charges as was provided during the previous year. As at 31 st March 2009, the Reserves and Surplus of the Corporation stood at Rs.94.46 Crore. The Net Worth went up from Rs. 78.85 Crore during the previous year to Rs.114.46 Crore during the year under review.

**FUTURE PLANS OF IRCTC :** Some of the initiatives planned for tourism, catering activities and Internet Ticketing are as under :

• Strategic **tie ups** : IRCTC is working towards tie ups in the areas of mobile catering, Rail Neer and product formation.

• **Static Units:** Streamlining of procurement process, standardization of services and automation in base kitchens is the focus area in major static units.

• **New Rail Neer Plants** : For Southern Region, Rail Neer plant is being set up at Pulur near Chennai. Tender has been awarded and physical work for setting up building is in advance stage. For Western region, architect and plant consultants have been appointed for Rail Neer plant at Ambernath near Mumbai.

• **Modular Stalls** : Replacement of all catering stalls with uniform design of modular stalls is proposed to be undertaken and M/s Jindal Steel is working on a prototype which will give longer life and aesthetic look.

• **Cell Kitchens/Base Kitchens** : Plans are to set up another 100 licensee cell kitchens.

• **Food Plazas/Fast Food Units/Quick Service Food Kiosks** : More than 20 food plazas, 20 Fast Food Units and 5 QSFK are in advance stage of planning.

• **Food Courts** : IRCTC is planning to develop food courts at stations with contemporary interior designs.

## 19.7. Summary

Chapter deals types of food and beverage facilities around the world and focussing on very new styles of ventures rather than traditional one. As the dining habits are changing and that's why there is a revolution in changing patterns of dining facility. Most of the diners appreciate changes in their favourite outlets and that is a new challenge facing by catering industry of the world. Changes in

interiors, designs, menu, style of service, presentation techniques, uniform of serving personnel etc are frequently taken care by the owners of food and beverage facility. Few owners are coming up very nouvelle concepts and these are basically beyond the imaginations of a common people. Few years back, two hospitality graduates designed a restaurant of 12 covers very similar *to* ***machan*** *on the trees and start selling the facility for small family functions.* ***In the similar way, most of the tourism trains of the world are becoming more tourists friendly and technologically advance. The Royal Rajasthan on Wheels is one of the examples of such trains. Readers are advised to keep update yourself with the latest trends of the catering industry because this chapter can't be complete.***

## 19.8. Review questions

- Define restaurant and enlist types of food and beverage facilities.
- How a fast food outlet differ from specialty restaurant.
- Enlist key features of fine dine restaurant.
- Enlist five leading fast food chains of the world.
- State key features of The Royal Rajasthan on wheels.

## 19.9. Cover story of KFC

(**Kentucky Fried Chicken**) is a fast food restaurant chain which specializes in fried chicken and is headquartered in Louisville, Kentucky, United States (US). It is the world's second largest restaurant chain overall (as measured by sales) after McDonald's, with over 18,000 outlets in 120 countries and territories as of December 2012. The company is a subsidiary of Yum! Brands, a restaurant company that also owns the Pizza Hut andTaco Bell restaurant chains. KFC was founded by Harland Sanders, a colorful figure who began selling fried chicken from his roadside restaurant in Corbin, Kentucky, during theGreat Depression. Sanders identified the potential of the restaurant franchising concept, and the first "Kentucky Fried Chicken" franchise opened inUtah in 1952. KFC popularized chicken in the fast food industry, diversifying the market by challenging the established dominance of the hamburger. By branding himself as "Colonel Sanders", Harland became a prominent figure of American cultural history, and his image remains widely used in KFC advertising. However, the company's rapid expansion saw it overwhelm the ageing Sanders, and in 1964 he sold the company to a group of investors led by John Y. Brown, Jr. and Jack C. Massey.KFC was one of the first fast food chains to expand internationally, opening outlets in England, Mexico and Jamaica by the mid-1960s. Throughout the 1970s and 1980s, KFC experienced mixed fortunes domestically, as it went through a series of changes in corporate ownership with little or no experience in the restaurant business. In the early 1970s, KFC was sold to the spirits distributor Heublein, who were taken over by the R.J. Reynoldsfood and tobacco conglomerate, who sold the chain to PepsiCo. The chain continued to expand overseas however, and in 1987 KFC became the first Western restaurant chain to open in China. The chain

has since expanded rapidly in China, and the country is now the company's most profitable market. PepsiCo spun off its restaurants division as Tricon Global Restaurants, which later changed its name to Yum! Brands. KFC's original product is pressure fried chicken pieces, seasoned with Sanders' recipe of 11 herbs and spices. The constituents of the recipe represent a notable trade secret. Larger portions of fried chicken are served in a cardboard "bucket", which has become an icon of the chain since it was first introduced by franchisee Pete Harman in 1957. Since the early 1990s, KFC has expanded its menu to offer other chicken products such aschicken fillet burgers and wraps, as well as salads and side dishes such as French fries and coleslaw, desserts and soft drinks, the latter often supplied by PepsiCo. KFC is known for the slogan "finger lickin' good", which has since been replaced by "Nobody does chicken like KFC" and "So good".

## 19.10. References


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