



## Service Procedures



### LEARNING OBJECTIVES

- Know the requirement of a cover
- Acquire skill in cover laying
- Gain knowledge in different styles and types of food services
- Understand the importance of implementing effective service procedures

Serving food is an art which can make or break the reputation of a catering establishment. Serving food is a complete and wholesome dining experience for the customer and this is important to get repeat customers. A wholesome dining experience represents the manner, ambience and the way in which food is served to the customer. Even well prepared, good quality dishes can be rejected if the service is poor and the waiter is unkept in appearance, impolite and careless.



**Plate 3.1** Service in a Restaurant

Creating a pleasant atmosphere, delivering enjoyable food, responding to feedback and treating customers more

than their expectations should be the motto of all food service establishments to maintain quality.

The first impression a guest has, is at the dining table and hence it is important that the table is set neatly and efficiently. Table laying in a food service is termed as cover laying and one of the technical terms used is a **cover**.



### 3.1 Definition of Cover and Table Setting Requirements

A “cover” is a table setting for a person to dine in a restaurant. If the table can accommodate four persons/guests, then it could be “four covers” or if for two then “two covers”.

The term is marked as cover since a cloth is used to cover the items and protect from dust when the table is set in advance for dining before the guests enter.

### 3.1.1 Definition

A **cover** is a place allotted on a table for an individual guest to have a meal where all the accessories including glassware, chinaware and tableware along with linen are laid for a particular type of meal.



Generally cover will occupy 24" x 18" space on a guest table for each person.

It includes

- Number of guests attending a certain party
- Number of seats in a restaurant or dining room, for example, a restaurant will have a maximum of 85 covers (guests) or more
- Number of necessary cutlery, flatware, crockery, glassware and linen to lay

a certain type of place-setting for a single person.

### 3.1.2 Table Setting Requirements

For laying cover and service procedures, the following items are essential in a food establishment.

#### A. Furniture

Furniture in a restaurant should be chosen according to the needs, styles and décor. The kind, quality and design of the furniture used affect the atmosphere of the restaurant. It can be made up of metals like aluminium, wood and stainless steel. Currently plastics and fiberglass furniture are used extensively. They are durable, light, inexpensive and easy to clean.

The following points to be kept in mind while arranging the furniture in a restaurant:

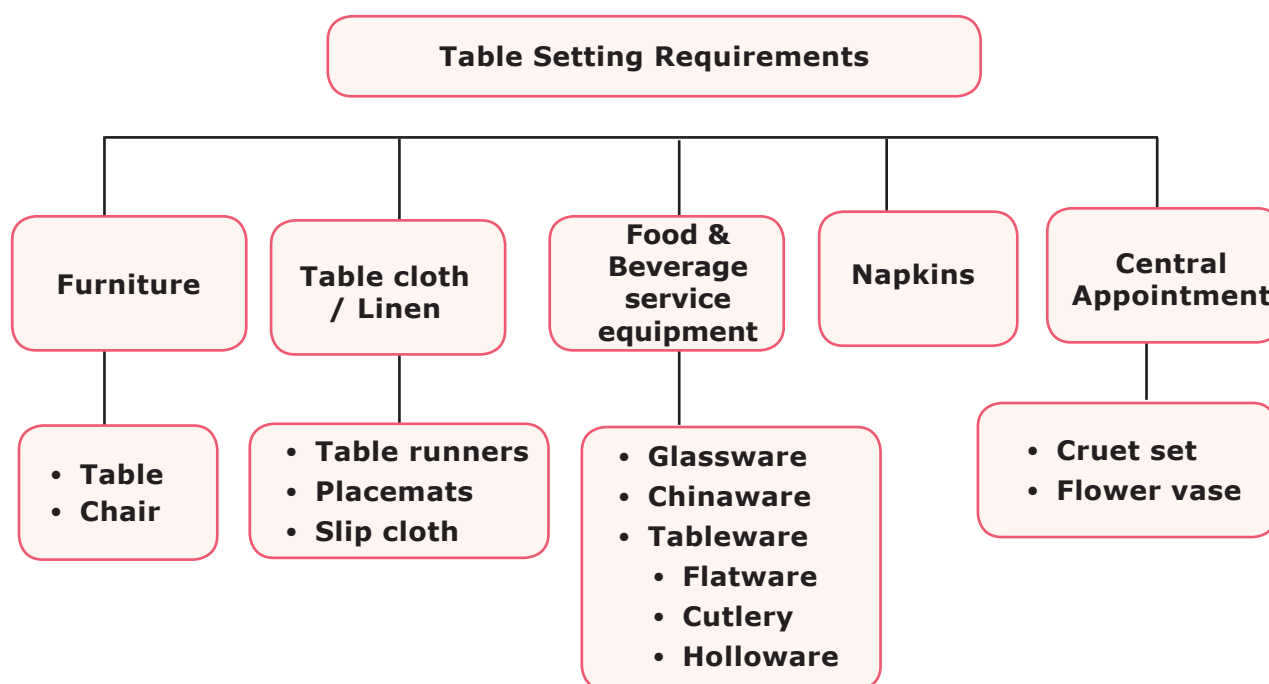


Figure 3.1 Table Setting Requirements

Tables and chairs are placed according to the plan of the restaurant.

- Furniture must be clean and sturdy.
- Necessary gangway between table and chair is essential, so that the service staff / waiter can move freely.



**Plate 3.2** Round Table

- If only two covers are laid, it should be laid opposite to each other.



**Plate 3.3** Square Table

## 1. Table

Round, square and rectangular shapes of tables are more common. A restaurant may have a mixture of shapes to have variety or uniform shapes depending on the food outlet.

### Dimensions

- Round Table (4 Covers) – 4 feet in diameter
- Round Table (8 Covers) – 5 feet in diameter

- Rectangular Table (4 Covers) – 4 feet 6 inches x 2 feet 6 inches
- Square Table (2 Covers) – 2 feet 6 inches square
- Square Table (4 Covers) – 3 feet square



### Side Boards

- Side boards in a restaurant hold the necessary cutlery, crockery, holloware, menu cards, check pads and sauces. The side board is also termed as a 'dummy waiter' and is equipped with drawers, compartments and shelves.



**Plate 3.4** Side Boards

## 2. Chair

The dimension of the chair should be relative to table dimension. The chair size, height, shape and even the variety of seating required should be considered while purchasing.

### Dimensions

- Height of Chair – 18–23 inches from the ground to base.
- Height of Table – 02 feet 6 inches from ground to top

## 3. Service Procedures



**Plate 3.5** Chairs

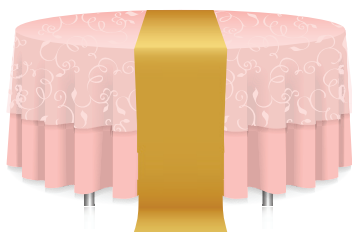
## B. Table cloths / Linens



**Plate 3.6** Table Linen

The table cloth is a decorative and essential accessory that unifies the components of the table setting. The design elements in a table cloth are dominance, visual, weight, colour, texture and pattern. The various varieties of linen clothes are cotton, synthetic, nylon and viscose. The type of linen used will depend on the service.

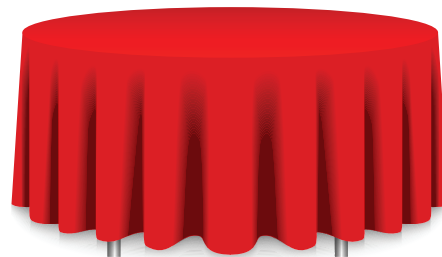
1. **Slip cloth:** A slip cloth is laid on top of an already placed table linen. The dimensions of the slip cloth will



**Plate 3.7** Slip Cloth

usually differ from those of the base table linen. It protects the main table cloth from the spillage and reduces the number of linens used.

2. **Frills:** It can be seen in different colours used to skirt the buffet table with the help of pins. It can be used in a guest table for banquets/functions. The common size is 10m x 1m.



**Plate 3.8** Frills

3. **Buffet cloth:** It is used on the buffet table; the standard size is 2m x 4m. The length is more than the width.



### The length of the table cloth overhang

The overhang is the distance between the top of the table and the hem of the table cloth, a dimension that depends on the size of the table and weight of the fabric.



**Plate 3.9** Buffet Cloth



## Dimensions

- Round Table (4 covers ) – 54 inches x 54 inches
- Square Table (2 covers) – 54 inches x 54 inches
- Square Table (4 covers) – 72 inches x 72 inches
- Rectangular Table (4 covers) – 72 inches x 54 inches

### 4. Table Runners

The table runner is a narrow length of cloth laid on top of the table cloths or laid across the table to define seating or used to carry out a theme. To accommodate average place setting, the table runner is approximately 14 to 17 inches wide and the drop at the ends is about 15 inches deep.



**Plate 3.10** Table Runners

5. **Placemats/Tablemats:** It should be positioned straight and parallel to the



**Plate 3.11** Table Mats

edge of the table. Each diner should have plenty of space to move around. Before placing the mats, it should be clean without any food markings or dust.

## C. Food and Beverage Service Equipment

Food and beverage service equipment may be divided into glassware, chinaware and tableware. **'Tableware'** is a term includes flatware, cutlery and hollow ware. **'Flatware'** is a term used to denote spoon and fork, as well as serving flats. **'Cutlery'** refers to knives and other cutting implements. **'Holloware'** consists of any other item apart from flatware and cutlery. For example, tea pots, milk jugs and serving dishes.

### 1. Glassware

Glassware refers to glass and drink ware items besides table ware. The term usually refers to the drinking vessels. Well-designed glassware combines elegance, strength and stability. It should be fine and smooth rimmed. Many standard patterns and sizes of glassware are available to serve each drink. The raw materials used for manufacturing glassware are silica, sand and lime (soda ash).

Some of the types of glassware are given below:

- a. **Tom Collins:** Tall and thin glasses used for serving drinks.
- b. **Champagne Glasses:** They are fluted with the tall and narrow bowl for holding champagne. The small opening helps to keep the carbonation inside the glass for longer time.

- c. **White wine glass:** It is used to serve white wine and it has a smaller rim than the red wine. The person holds the stem instead of the glass as it retains the chillness of the drink for a long time.
- d. **Red wine glass:** Red wine is served only half the glass. The tulip shaped helps to hold the aroma.
- e. **Coffee glasses:** These are used to hold warm or iced beverages such as coffee, tea or cider.
- f. **Water glasses:** It can hold 5 to 14 ounces of water.
- g. **Beer mug:** Heavy thick mugs with sturdy handles for easier lifting.

Glassware is highly fragile, delicate and most expensive. Hence care must be taken while handling, cleaning, storing and serving.



**Plate 3.12** Tom Collins



**Plate 3.13** Champagne Glass



**Plate 3.14** White Wine



**Plate 3.15** Red Wine Glass



**Plate 3.16** Glass Coffee Cup



**Plate 3.17** Water Glass



**Plate 3.18** Beer Mug

## 2. Chinaware

Chinaware refers to the crockery made up of bone China (expensive and fine), earth ware (opaque and cheaper) or vitrified (metalized). Chinaware is made of silica, soda ash and china clay, glazed to give a fine finish. It can be found in different colours and designs and it is more resistant to heat than glassware.

- a. **Joint plate:** 25 cms in diameter and used for main courses.
- b. **Side plate:** A plate smaller than a dinner plate, used for bread or other accompaniments to a meal.
- c. **Fish plate:** 8 to 9 inches in size and it is used to serve appetizers.
- d. **Soup plate:** A deep plate with the wide rim, used for serving soup 20 cms in diameter.
- e. **Soup bowl:** Shallow bowl with 9 to 10 inches diameter. Soup bowls hold 8-12 ounces of soup.
- f. **Desert / Sweet plate:** 18 cms in diameter used for serving deserts.
- g. **Cheese plate:** 16 cms in diameter used for serving cheese and biscuits.
- h. **Cereal bowl:** 13 cms in diameter used for the service of cereals and puddings.
- i. **Butter dish:** Holds butter or margarine, keeps it fresh and reduces absorption of odours.

- j. **Others:** Teapot, Tea cups, Milk jugs, Cream jugs, Coffee pot, Coffee cups, Sugar pot, Ash trays.



**Plate 3.19** Joint Plate



**Plate 3.20** Side Plate



**Plate 3.21** Fish Plate



**Plate 3.22** Soup Plate





**Plate 3.23** Soup Bowl



**Plate 3.27** Butter Dish



**Plate 3.24** Dessert / Sweet Plate



**Plate 3.28** Tea Set

Vitrified Chinaware is stronger, it has a high breakage rate and therefore needs careful handling and storage.

### 3. Table Ware

- a. **Cutlery:** In modern food industry cutlery is referred to all knives, spoons and forks used for eating. Majority of food service use either plated silverware or stainless steel.



**Plate 3.25** Cheese Plate



**Plate 3.26** Cereal Bowl



**Plate 3.29** Cutlery

#### i. Knife

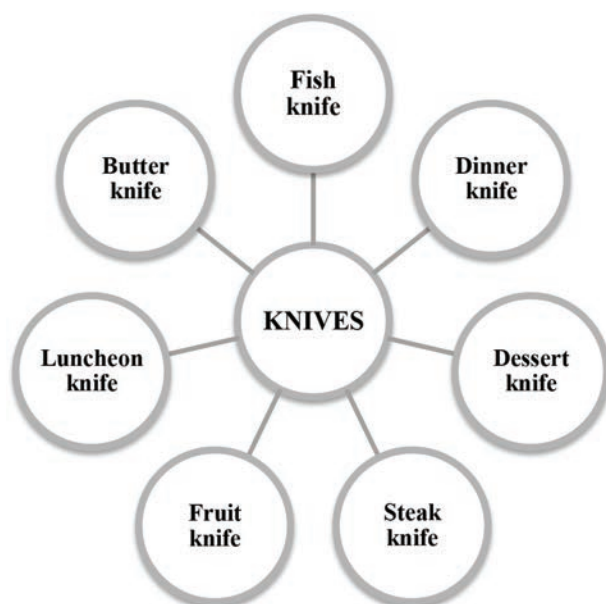
There are different types of knives used for specific purposes in serving.



A knife can be designed for chopping, tearing, dicing, spreading, carving and slicing. It depends on the blade of the knife, whether it is pointed, blunt and serrated.

Dull blades are used to cut soft or cooked food. Serrated knives are used to cut and part fruits. Knife with a broad flat blade is suitable for eating fish while knife with blunt ends is used to spread butter, cheese spread and marmalades.

Knives can be classified according to its size and use.



**Figure 3.2** Types of Knives

- **Dinner knife:** The size is between 9½ and 10 inches and is used to cut and push food.
- **Steak knife:** It can be used in place of dinner knife, serrated or non-serrated depending on specific steak cuts and 4 to 6 inches long.
- **Dessert knife:** It can be used for dessert, fresh or candied fruits. This can be used to cut cakes and pastries.
- **Fruit knife:** It measures around 6½ to 7½ inches. It has a pointed tip and

a narrow straight. The blade can be serrated or slightly curved and meant to cut and peel fruits.

- **Luncheon knife:** It is slightly smaller than dinner knife to suit the size of the luncheon plate for meals.
- **Fish knife:** It measures 8¾ inches with a wide blade and dull edge. It helps to slide between the skin and flesh of the fish, the broad blade assists in lifting the fish to the fork.
- **Butter knife:** It is small in size, measures 5 to 6 inches. It has a rounded point to avoid damage to the bread while spreading butter.



**Plate 3.30** Dinner Knife



**Plate 3.31** Steak Knife



**Plate 3.32** Dessert Knife



**Plate 3.33** Fruit Knife



**Plate 3.34** Luncheon Knife



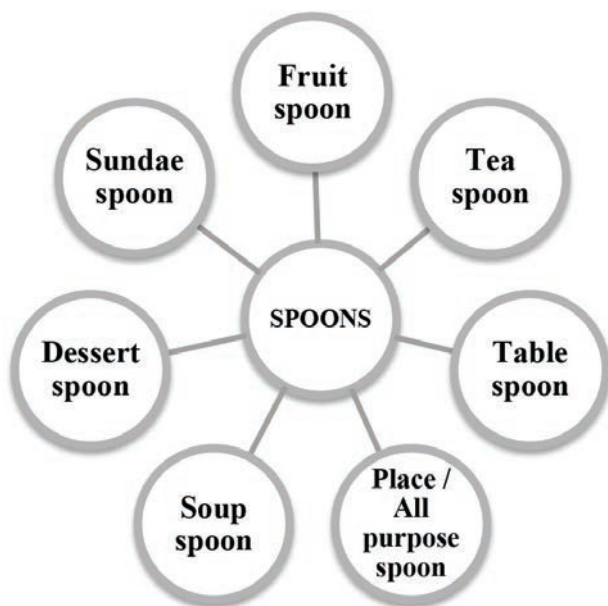
**Plate 3.35** Fish Knife



**Plate 3.36** Butter Knife

## ii. Spoons

Spoons are used to transfer food from plates or bowl to mouth. They are classified according to their size, shape and use.



**Figure 3.3** Types of Spoons

- **Teaspoon:** It is used for stirring coffee, tea and for eating purpose.

## 3. Service Procedures

- **Table spoon:** It is bigger than a teaspoon and is used for serving food from serving bowls.
- **Place spoon/All purpose spoon:** It is an all purpose spoon bigger than a teaspoon but smaller than a table spoon.
- **Soup spoon:** A large rounded spoon used for eating soups.
- **Dessert spoon:** It is used for eating sweets, dishes and puddings.
- **Sundae spoon:** Long spoon to reach the bottom of sundae glass and eat semi liquid foods like ice cream toppings, floats and jelly.
- **Fruit spoon:** It has an elongated bowl and a pointed tip that helps in cutting fruit and eating fruits like grapes, oranges and melons.



**Plate 3.37** Tea Spoon



**Plate 3.38** Table Spoon



**Plate 3.39** All Purpose Spoon



**Plate 3.40** Soup Spoon



**Plate 3.41** Dessert Spoon



**Plate 3.42** Sundae Spoon



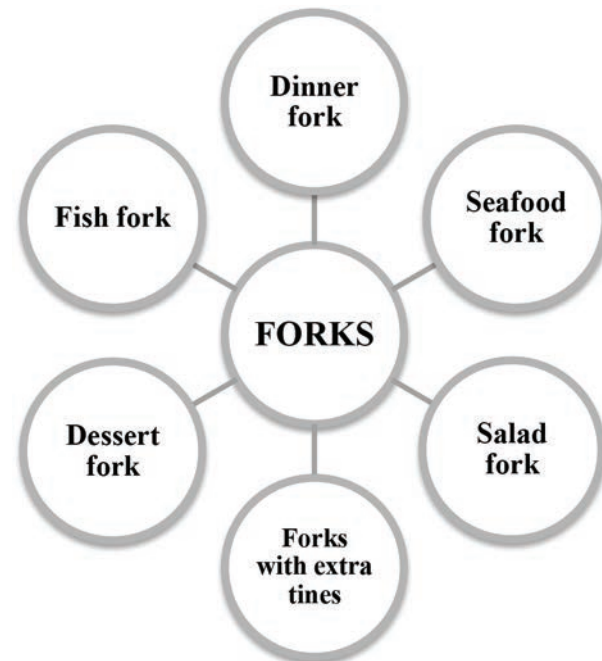
**Plate 3.43** Fruit Spoon

### iii. Forks

Forks are used along with knives and spoons in serving. Forks are classified according to its uses.

- **Dinner fork:** It is used for the main course and measures seven inches.
- **Salad fork:** It is used for eating salad, the outer tines are notched, wider and longer than inner tines and its length is six inches.
- **Forks with extra tines:** It is used for eating spaghetti and noodles.

- **Dessert fork:** It is similar to salad fork and used for eating cakes, pies and pastries.
- **Fish fork:** A four tined fork longer than a salad fork that is used for holding and serving fish. The tines are uniform in width and length.
- **Seafood fork:** It is used for eating crustaceans and also called crab fork or lobster fork. It is a small, narrow, three tine fork made with short tines and a long handle. The pronged stem end helps to pick seafood while the curved scraper is used to scoop out the meat.



**Figure 3.4** Types of Forks



**Plate 3.44** Dinner Fork



**Plate 3.45** Salad Fork



**Plate 3.49** Seafood Fork



**Plate 3.46** Forks with extra tines



**Plate 3.47** Dessert Fork



**Plate 3.48** Fish Fork

## b. Holloware

Holloware is metal tableware such as sugar bowl, creamers, coffee pots, soup tureens, hot food covers, water jugs, platters and other items go with the dishware on a table. It does not include cutlery or other metal utensils. Holloware is constructed for durability.

## Salver for serving drinks

A salver is a flat object (like a tray), usually made of silver on which things are carried.

- Salver for serving
- Salver for clearing
- Ice tongs
- Ice bucket



**Plate 3.50** Service Salver





**Plate 3.51** Ice tongs



**Plate 3.52** Ice Bucket

### Special tableware

- Sugar tongs – required for cube sugars
- Asparagus tongs – used to hold asparagus spears when eating
- Oyster forks – for shellfish cocktail / oyster
- Mud vessels and cutlery made of brass
- Sauce and soup ladles – service from sauce boat



**Plate 3.53** Sugar Tongs



### The Service Salver

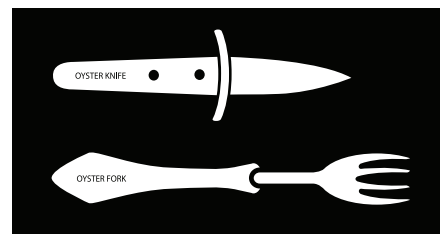
A service salver consists of round silver with a serviette set on it. It may be used in a number of ways during the meal service.

- Carrying clean glasses and removing dirty glasses from a table.
- Removing used cutlery, flatware from the table.
- Placing clean cutlery, flatware on the table.
- Cleaning side plates and side knives.
- Placing coffee services on the table

- Cruet sets
- Nut cracker
- Ice cream scoops
- Finger bowls – a small bowl containing water for rinsing fingers after a meal



**Plate 3.54** Asparagus Tongs



**Plate 3.55** Oyster Knife, Fork



**Plate 3.56** Brass Cutlery



**Plate 3.57** Soup Ladle



**Plate 3.58** Cruet Set



**Plate 3.59** Nut Cracker



**Plate 3.60** Ice Cream Scoops



**Plate 3.61** Finger Bowls

## D. Napkins

The basic function of the napkin is to wipe fingers and mouth. Napkins are usually square. They are called as serviettes. The size may vary depend on the type of meal. (Eg. Formal or multiple course meals –Large napkins (22-26 inches square).



**Plate 3.62** Napkins

- Colour of napkins should match the colour and texture of the table cloth.
- Napkins texture should allow absorbing moisture.
- Napkins should be placed in the centre of the service plate to save space.
- Napkin in napkin ring is placed on the table with the tip of the napkin point towards the guest.
- Napkin folds add fineness and creativity and they can be done in a number of ways.

## Dimensions

- Dinner Napkin - 18 inches square
- Cocktail Napkin - six inches square

## E. Central Appointments

- Ash tray
- Flower vase
- Cruet set (Salt and pepper)



**Plate 3.63** Ash Tray

Central appointments add an extra tone and attention to the table. They are usually placed at the centre of the table.

1. **Flower arrangement:** A small flower vase is an apt centerpiece. The flowers used should be fresh and healthy and not too fragrant. Large flower arrangement should not be kept on the table, because it can block visions of the guests sitting opposite to each other.



**Plate 3.64** Flower Arrangement

2. **Cruet set:** The cruet set should be filled with salt and pepper which can be made up of metal, ceramic, glass or stainless steel. The contents should be free flowing with appropriate number of holes depend on the style of service (commonly three holes for pepper and two holes for salt). Adding a few uncooked rice grains to the salt shaker soaks up the excess moisture and keeps the salt from clumping.

In Southern India, along with cruet set may contain pickles, different types of podis (like paruppu podi, idli podi) and chutneys.



**Plate 3.65** Cruet Set



## 3.2 Table Setting / Laying the Cover

Courteous and personalized service is an essential quality of service staff in all restaurants. Setting up cover for servicing by following standardized norms, will not only help staff to concentrate on guests satisfaction but also give a feel of royal treatment to the guests. Using covers as a basis for predicting sales revenue enables a restaurant to decide the number of servers or waiters needed. Careful serving timing also can increase the value of covers.

It is essential for service staff to master the art of setting up cover, as per the need of the service (example A'la carte or Table d'hôte). One of the important activities of service staff is setting of cover prior to the arrival of the guests and after taking the food order. The cover with inappropriate cutlery or using a wrong cutlery may lead to bad experience for the guest and affect the business.



## Cover Charge

A cover charge is an entrance fee sometimes charged at bars, night clubs or restaurants. “Fixed amount added to the bill at a night club or restaurant for entertainment of service.”



**Plate 3.66** Laying the Cover

Laying the table cloth must be done by the following steps:

- Make sure that the table is well positioned.
  - Pull the chairs away so that laying could be done easier.
  - A molleton (silence pad) will prevent the table cloth from sliding, tempers noise of dishes and silverware against the table.
  - Lay the ironed table cloth and napkin of correct size, colour (according to the theme).
  - Unfold the tablecloth from the centre of the table out to the edges.
  - Make sure the four corners of the tablecloth are of equal distance from the floor on each side of the table and the centre fold is exactly in the middle of the table.
  - The correct side of the table cloth should be always up and centered on the table.
- Straighten the tablecloth if necessary with quick moves.
  - Put on the table runner and make sure edges hang over.
  - If placemats are used, then make sure the pattern is right side up and facing the guest, so the words in it can be read by them.
  - Knives and spoons should be placed towards the right of the plate and all forks on the left except for the butter knife.
  - The cutting edge of the knives should always face the plate except the butter knife.
  - Napkins may be folded and kept ready earlier, so that layout process might be easier.
  - A simple, but elegant napkin folding which does not require too much handling is ideal for restaurants.



**Plate 3.67** Folded Napkin

- Cruet set should be placed on the top of the cover.
- Align the needed number of chairs, spaced evenly and leave enough space between them (20cm).
- Place a cover plate in front exactly to the middle of the chair. The edge of the plate should be two cm from the edge of the table.



- Use the thumb finger in horizontal position to estimate the right distance
- Put the folded napkin on the cover plate.



### 3.3 Types of Cover for different menus

There are mainly two types of covers.

#### 1. A'la Carte Cover

A'la Carte is a selective menu offering choice in food and beverages within each course and its categories. Since there are choices in each course, this type of cover setting usually has a standard cover laid down for the entire meal.

- As in A'la Carte menu, orders are placed on the spot and therefore other cutlery required for specific courses are supplied along with dishes.
- A simple A'la Carte cover will be set with a soup spoon, knife and fork and others may be elaborate.

#### A'la Carte Cover Requirements

- (a) Side plate with side knife
- (b) Fish plate (centre of cover)

- (c) Fish fork
- (d) Napkin
- (e) Cruet set
- (f) Sauce and oil pot
- (g) Water glass
- (h) Wine glass

There are now a variety of approaches to lay the A'la carte form of service. This can include using large decorative cover plate and a side plate and knife only, or replacing the knife and fork with a joint knife and fork.



**Plate 3.68** A'la Carte Cover

The cutlery required by the customer for the chosen dishes will be laid course by course when the first course is finished, the cutlery used will be cleaned and replaced with the new one for the next course.

**Table 3.1** A'la Carte Cover (Indian Menu)

Course	Description	Cover
Soup	Vegetarian/Non-vegetarian	Soup bowl on an under plate with soup spoon Cruet set (Salt and pepper shakers)
Appetizer/ Starter	Vegetarian Non-vegetarian	Half plate with small knife and fork Half plate, fish knife and fork
Entrée/Main course	Roti/Chappati/Rumoli roti Rice	Full plate, large knife and fork Full plate, all purpose spoon



Course	Description	Cover
	Meat/Poultry Seafoods Eggs	Steak knife Fish knife and fork Half plate with small knife and fork
Salads	Vegetable/Fruit salad	Salad fork
Desserts	Fresh fruits and nuts	Half plate, fruit knife and fork
Savoury/ Sweets	All kinds of sweets	Half plate, dessert spoon and fork
Beverages	Coffee/Tea	Coffee mug/Tea cup

## 11. Table d'hôte cover

- This is a set menu offering a complete meal of fixed number of courses at fixed price.
- The cover set up for this service is simple, less time consuming and less labour involved.

(d) Soup spoon

(e) All purpose spoon and fork

(f) Dinner knife and fork

(g) Dessert spoon and fork

(h) Cruet set

(i) Sauce and oil pots

## Table d'hôte cover requirements

- (a) Side plate with a side knife
- (b) Water goblet
- (c) Fish fork and knife



Plate 3.69 Table d'hôte Cover

## Table 3.2 Table d'hôte cover (Indian Menu)

Course	Description	Cover
Soup	Cream of tomato soup	Soup bowls on an under plate with soup spoon, Cruet set
Starter	Onion Bhajji, Chicken Tikka with mint chutney	Half plate with small knife and fork
Main course	Pulao rice, chilli chicken/ prawn fry, raita, Paratha, butter chicken masala	Full plate, large knife and fork All purpose spoon, steak knife
Dessert	Rice pudding, Mango kulfi, Seasonal fruits	Dessert spoon Fruit knife and fork
Beverages	Tea/Coffee	Coffee mug, Tea cup Cruet set

## 3. Service Procedures

Appropriate cover for the courses of menu is given in Table 3.3.

**Table 3.3 Courses and their Covers**

S.No.	Course	Description	Cover
1.	Hors d'oeuvre (appetizer)	Varieties of appetizers	Cold half plate, fish knife and fork
		Fish appetizer	Half plate, fish knife and fork
		Appetizer presented in a coupe	Coupe on an under plate with doily and teaspoon
		Vegetable appetizer	Half plate with small knife and fork
2.	Potage (Soup)	Thin soup	Soup cup on an under plate with dessert spoon
		Thick soup	Soup bowl on an under plate with soup spoon, Cruet set
3.	Oeufs (eggs)	Omelette, poached egg	Half plate with knife and fork
4.	Farineux (Pastas)	Spaghetti	Half plate, large fork to the right and dessert spoon to the left. If it is a main course, full plate should be used
5.	Poisson (Fish)	All kinds of fish preparation except smoked fish	Half plate, fish knife and fork
6.	Entrée / roti Main course	Entrée will have small knife, fork and half plate	Full plate, large knife and fork
7.	Legumes / Vegetables	All kinds of vegetable preparations	Half plate, dessert spoons and fork
8.	Entremets (Sweets)	All kinds of sweets	Half plate, dessert spoon and fork
		Served in coupe / glass	Coupe / glass on an underplate with teaspoon
9.	Fromage (Cheese)	All kinds of cheese	Quarter plate, small knife and fork
10.	Savoureux (Savoury)	All kinds of savoury	Half plate, small knife and fork
11.	Dessert (Fruits)	Fresh fruits and nuts	Half plate, fruit knife and fork



## 3.4 Services in a Restaurant

A restaurant service should focus around customer's satisfaction and provide a fine dining experience. Every employee should take part in providing a wholesome dining experience to the guest and for this certain steps have to be followed during service.

### 3.4.1 Steps to be followed in a Restaurant service

For proper service of a restaurant, the following procedures should be followed by the employees.



**Plate 3.70** Welcoming the Guest

- Greeting and seating the guests
- Taking orders
- Service
- Payment

#### 1. Greeting and seating the guests

- A host (manager or supervisor in a restaurant) is responsible for greeting customers at the entrance.
- When the customer comes in, letting them know whether there will be a waiter find out the guests reservations. Verify the reservation dining and

guide them to their table. If they have not reserved the table then find out the available table appropriate to the number of guests.

- Pull out the chair slightly so as to make it convenient for the guests to occupy the seat.
- If there are any small children in the group, offer them high chairs or booster seats.
- Opening napkins – When the guests take their seats, most of them unfold the napkins on their own and spread them on their laps. However, some guests wait for the waiters to do it for them.
- After the guests are seated, water is offered in most Indian restaurants. Chilled or warm water is offered according to the weather. These days most of them prefer mineral water.

#### 2. Taking orders

- Once guests are seated, they are attended by the waiter.
- Menu card is presented to the guest from the right side.
- Waiters who take orders should have as much information as possible about the menu, day's special including ingredients.



**Plate 3.71** Taking Orders



- Appetizers should be ordered first and conveyed to the kitchen staff.
- Should take orders at the same point at each table for entrée depending on the type of food establishment so that it will help him deliver plates to the right diners.
- Food service restaurants that have multiple course meals take their diner's course orders after the appetizer, so that the courses needed are prepared in the kitchen and delivered with a set time frame.
- A waiter is responsible for periodic checking on diners, to ensure they are satisfied with their meal and he should ensure that all required cutleries have set up and placed on the table properly.

### 3. Service



**Plate 3.72** Service

- A skilled waiter will balance the customer's need.
- There are some basic principles in food and beverage service that a waiter must know
- When food is served by the server at the table from a platter on to guest plate, the service is done from the right.



### Crumbing down

It is a procedure generally carried out by the waiter after the main course has been consumed and all the dirty items of equipment cleared from the table.

- When food is preplated, the service to the guest is usually done from the right.
- All beverages are served from the right.
- Soups are served from the right. Sometimes if it is poured from a large tureen into a soup bowl by a waiter means it is done from the left to the guest.
- Ladies and children are always served first and the remaining guests clockwise.
- Soiled plates should always be cleaned from the right.
- Empty crockery and fresh cutlery are always served from the right.
- When a guest is present at the table, all items and the equipment on the right of guest must be placed from the right and left from the left.

Food safety is important during restaurant service. Though waiters and hostesses do not cook the food, they still come in contact with the food. It is helpful for the servers to undergo food safety and sanitation training programme.

## 4. Payment

- Payment (Cash, cheque, card) protocols vary by the type of food service organization, volume and location.
- Check the bill if it belongs to the right guest and the dishes they have eaten.
- Present the bill neatly in a bill folder to the guest.
- Guests settle bill by cash or cheque or debit or credit card.
- Due to demonetization in India, nowadays guests prefer to pay cashless by using credit or debit card. If settled by card, the swiping machine can be brought to the table for payment.
- Do not expect tips and thank the guests politely with smile.
- Clean table and set cover for the next guests or meal.




**Plate 3.73** Payment

### 3.4.2 Types of service





The service of meal can be carried out in many ways depending on the type of food service, customer, time available for the meal, type of menu, cost of the meal and the turnover of the establishment. There are various types and styles of food service are followed in restaurants.

The different types of services are given in Table 3.4.



**Table 3.4** Types of Service

S.No.	Type of service	Main features
1.	<b>Gueridon Service</b>  <p><b>Plate 3.74</b> Gueridon Service</p>	<ul style="list-style-type: none"> <li>■ Elaborate service and offers great personal attention to the guest</li> <li>■ Foods are brought to the dining area by gueridon trolley fitted with gas burners in a raw or partially prepared manner and completed at the guest table side.</li> <li>■ Expensive menu items</li> <li>■ Need skilled waiters trained in filleting, carving and flaming the food.</li> </ul>



S.No.	Type of service	Main features
2.	<b>Cafeteria Service</b>  <p><b>Plate 3.75</b> Cafeteria Service</p>	<ul style="list-style-type: none"> <li>Quick and self service exists in industrial canteens, colleges, hospitals and hostels</li> <li>The guest may have coupons in advance and present them in the counter to choose the food items</li> <li>The food is served preplated with cutleries in the counter.</li> <li>High tables are provided to stand and eat.</li> </ul>
3.	<b>Counter Service</b>  <p><b>Plate 3.76</b> Counter Service</p>	<ul style="list-style-type: none"> <li>Food is displayed behind the counter for the guest to choose</li> <li>Tall stools are placed along a counter for the guests to sit and eat.</li> </ul>
4.	<b>Mobile Pantries</b>  <p><b>Plate 3.77</b> Mobile Pantries</p>	<ul style="list-style-type: none"> <li>Catering vans are parked in central areas outside educational institutions, offices and on roadsides. It has lower fixed cost and offer meals at lower prices to customers.</li> <li>Large hotels install mechanised dispensing units in rooms, which will eject preplated food and beverages for guest consumption.</li> </ul>
5.	<b>Grill Room Service</b>  <p><b>Plate 3.78</b> Grill Room Service</p>	<ul style="list-style-type: none"> <li>Non-vegetarian foods such as meat, chicken and fish are displayed behind a counter</li> <li>The guest can choose his / her exact cut of meat, grilled and served preplated.</li> </ul>



S.No.	Type of service	Main features
6.	<b>Room Service</b>  <p><b>Plate 3.79</b> Room Service</p>	<ul style="list-style-type: none"> <li>■ Serving of food and beverages to the room as small or major orders.</li> <li>■ Room service orders are received by the waiters and transmits to the kitchen.</li> <li>■ Waiter prepares his tray or trolley and delivered to the guests in the rooms</li> </ul>
7.	<b>Buffet Service</b>  <p><b>Plate 3.80</b> Buffet Service</p>	<ul style="list-style-type: none"> <li>■ A self-service, where food and beverages is displayed in chafing dishes on tables which are simple to very elaborate varieties</li> <li>■ For sit down buffet service, tables are laid with crockery and cutlery</li> <li>■ Special attention and planning are required for buffet layout.</li> </ul>
8.	<b>Take away service</b>  <p><b>Plate 3.81</b> Take away Service</p>	<ul style="list-style-type: none"> <li>■ Orders are received either over the counter, drive way, website or mobile app.</li> <li>■ Payments are either made in advance via online payments or paid at the time of pick up.</li> <li>■ Automated vending machine is also used for this type of service.</li> </ul>
9.	<b>Robotic Service</b>  <p><b>Plate 3.82</b> Robotic Service</p>	<ul style="list-style-type: none"> <li>■ Robots are used in big hotels for food preparation and service</li> <li>■ Guests make the order on the touch screen, which is sent to the robotic arm processors.</li> <li>■ The order is then prepared by the robotic arm and served through robots or waiters.</li> <li>■ Smart phones with the hotels mobile application installed are also used for placing the orders.</li> </ul>






### 3.4.3 Style of Service

Food service has a number of different styles of service. It should be selected based on the type of food being

served and the place of the restaurant. There are various methods in which the service of the food can be done on the guest table. Some of the styles are given in Table 3.5.


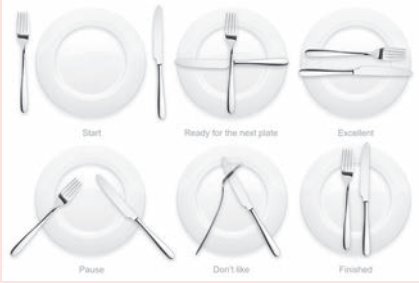
**Table 3.5** Style of Service

S.No.	Name of the service	Main features
1.	<b>English Service</b>  <b>Plate 3.83</b> English Service	<ul style="list-style-type: none"> <li>■ Referred as host / butler service.</li> <li>■ The most hospitable form of service done by a single waiter because he serves every course in the menu.</li> <li>■ Food is brought on platters by the host and he portions the food in to the guest plate directly from left.</li> </ul>
2.	<b>French Service</b>  <b>Plate 3.84</b> French Service	<ul style="list-style-type: none"> <li>■ Elaborate, most labour intensive and expensive service.</li> <li>■ High priced food items are served to the guest with great deal of attention.</li> <li>■ Semi prepared / unprepared food items are carried on heavy platters on a gueridon and completed at a side table in front of the guests.</li> <li>■ All foods are served and cleared from the right side of the guest.</li> </ul>
3.	<b>Silver Service</b>  <b>Plate 3.85</b> Silver Service	<ul style="list-style-type: none"> <li>■ Food is presented in silverware with elaborate dressing.</li> <li>■ Cover is layed with sterling silverware.</li> <li>■ Food is portioned into silver platters of the kitchen and completed in front of the guests at the side board.</li> <li>■ Waiter present the dish to the host approval and serve from the left.</li> </ul>



S.No.	Name of the service	Main features
4.	<b>American Service</b>  <p><b>Plate 3.86</b> American Service</p>	<ul style="list-style-type: none"> <li>■ Preplated service, where the preparation of food is completed in the kitchen except for the salad and the bread and butter.</li> <li>■ The portion is determined by the chef and the accompaniments are also served with the dish.</li> <li>■ The meal is served and garnished on one plate.</li> <li>■ Requires less labour and quick service.</li> </ul>
5.	<b>Russian Service</b>  <p><b>Plate 3.87</b> Russian Service</p>	<ul style="list-style-type: none"> <li>■ Food is fully prepared and portioned in the kitchen and arranged on silver platters.</li> <li>■ The waiter shows the platter to the guest as a polite gesture and serves the food.</li> </ul>
6.	<b>Chinese Service</b>  <p><b>Plate 3.88</b> Chinese Service</p>	<ul style="list-style-type: none"> <li>■ Lazy Susan is a common feature at the centre of large tables, to facilitate passing of serving dishes.</li> <li>■ A basic place-setting consists of a small tea cup, a large plate with a small empty rice bowl, a set of chopsticks on the right and a spoon.</li> <li>■ All the dishes for a course are placed around the Lazy Susan.</li> <li>■ The dishes are served to the guest of honor first and then rotated clockwise around the table for others.</li> </ul>
7.	<b>Italian Service</b>  <p><b>Plate 3.89</b> Italian Service</p>	<ul style="list-style-type: none"> <li>■ Italians serve white wine with fish, seafood and pasta, red wine with meat.</li> <li>■ Italian portion sizes are smaller but it is healthier.</li> </ul>



S.No.	Name of the service	Main features
		<ul style="list-style-type: none"> <li>■ Italians do not switch knives. The knife remains in the right hand and the fork remains in the left.</li> <li>■ When the meal is finished, the knife and fork are laid parallel to each other across the right side of the plate, with the tines of the fork facing downward</li> </ul>
8.	<b>Japanese Service</b>  <p><b>Plate 3.90</b> Japanese Service</p>	<ul style="list-style-type: none"> <li>■ Service is associated with standard customs and language.</li> <li>■ Waiters should speak a polite form of respectful language called 'keigs'.</li> <li>■ Dinner is usually served with free glass of water or tea.</li> <li>■ Chopsticks are not already set, the customer can find in a box on the table.</li> </ul>
9.	<b>Continental Style of Service</b>  <p><b>Plate 3.91</b> Continental Service</p>	<ul style="list-style-type: none"> <li>■ It is a more graceful way of eating, but it does take practice.</li> <li>■ The fork stays in the left hand, with the tines pointed down and the knife is hold by the right hand.</li> <li>■ Food is speared by the fork and eaten.</li> <li>■ In between bites (resting position), the knife and fork are crossed in the centre of the plate, fork tines pointed down.</li> <li>■ "I am finished" position is that the knife and fork are placed side by side on the right side of the plate.</li> </ul>

#### 3.4.4 Indian Food Service

The traditional food services commonly followed in India are 'Thali meals' and banana leaf service. In India meals are eaten while seated either on the floor or very low stools or mattress. Food is often eaten with the right hand rather than using a cutlery. The left hand is used to serve oneself when the courses

are not served by the host. Vegetarian or non-vegetarian meals are common in Tamil Nadu and Northern parts of India.

##### a. 'Thali meal'

'Thali meal' is an Indian style meal made up of a selection of various dishes which are served on a platter. 'Thali' offers six different flavours of sweet, salt,



## Lazy Susan

A lazy Susan is a circular rotating tray placed at the centre of a table and used to easily share number of dishes among the various dishes. They are made of glass, wood or plastic. One should try to avoid moving the Lazy Susan cover slightly, when someone is in the act of transferring food from the dishes to their plate or bowl.



The ‘**tea ceremony**’ also called the ‘**Way of Tea**’ is a Japanese cultural activity involving the ceremonial preparation and presentation of powdered green tea.

Customers are greeted with the expression “irasshaimase” meaning “welcome, please come in”.

bitter, sour, astringent and spicy on one single plate. It is commonly followed in Northern India.

Dishes served in a Thali vary from region to region. Dishes are usually served in small bowls called ‘Katori’. These katories are placed at the edge of the round tray or a steel tray with multiple compartments. Typical dishes include rice, dhal, vegetables, roti, papad, dahi (yoghurt), small amounts of chutney or pickle and a sweet dish. Sometimes a round cut banana leaf is placed on the plate for serving.



Plate 3.92 Thali meals

## b. Banana leaf service

Banana leaf service is a traditional method of serving rich dishes in south Indian cuisine. Cleaned banana leaves are used for serving food. When food is served on banana leaves, the leaves add distinctive aromas and add taste to the food.

In banana leaf meals, white rice is served on a banana leaf with an assortment of vegetables, pickles, papad and other regional condiments. Traditionally there will be two servings of rice with the first being served with gravy or sambar, than pulikuzhambu, rasam and finally with the second serve of rice with curd or butter milk. In Chettinad cuisine boiled eggs, curried or fried meat or seafood are served as well. Banana leaf meals are eaten by hand. After finishing the meal the guest must always fold the banana leaf inward to show the sign of gratitude. Even this etiquette is followed in a restaurant.



Plate 3.93 Banana Leaf Service



Depending on the nature of establishment and the requirement of particular occasions, food may be served in many ways. It is for the catering manager to

adapt the methods to progressive minds of the changing society. Success of a food service depends on customer's changing interest and to make the meal pleasant for them.

A-Z GLOSSARY		
<b>Cruet set</b>	:	Set of containers used at the dining table to hold salt, pepper and oil.
<b>Water Goblet</b>	:	A bowl/conically shaped drinking vessel without handles
<b>Molleton</b>	:	A silence pad used under a table cloth (as a flannel or felt)
<b>Bone China</b>	:	Porcelain made of clay mixed with bone ash
<b>Banquet</b>	:	A large formal meal for many people
<b>Marmalade</b>	:	A preserve made from citrus fruits slightly in bitter taste.
<b>Candied fruit</b>	:	Crystalized fruit / Glace fruit. A whole fruit / smaller pieces of fruit / pieces of peel are placed in heated sugar syrup.
<b>Spaghetti</b>	:	Pasta made in solid strings, between macroni and vermicelli in thickness.
<b>Platters</b>	:	A tray or a large plate typically made of silver and used in formal circumstances for serving a meal.
<b>Pastries</b>	:	Sweet baked foods consist of sweet filling with cream or jam or fruit filling.
<b>Luncheon plate</b>	:	Sized between the dinner and salad plates
<b>Sundae glass</b>	:	Glass served with ice cream with syrup poured over it.
<b>Crustaceans</b>	:	An arthropod group includes crabs, lobsters, shrimp and crayfish.
<b>Soup tureens</b>	:	A tureen is a serving dish for serving soups or stews with broad, deep vessel and fixed handles.
<b>Nut cracker</b>	:	It is a tool designed to open nuts by cracking their shells.
<b>Ice tongs</b>	:	Having two handles and hooked points for lifting large blocks of ice.
<b>Half plate</b>	:	Plate with 20 cm diameter in size
<b>Quarter plate</b>	:	Plate with 15 cm diameter in size
<b>Full plate</b>	:	Plate with 25 cm diameter in size.
<b>Oyster fork</b>	:	Three short, wide curved tines that are made to follow the shape of the shell.
<b>Doily</b>	:	A small ornamental mat or paper with a lace pattern.
<b>Coupe</b>	:	A glass dish with a stem in which desserts are served.
<b>Buffet</b>	:	Meal consists of several dishes from which guests serve themselves.



## LINKAGES

- <https://youtu.be/8jVoMYMoVfs>
- <https://youtu.be/KoU1XiQJ1vo>
- <https://youtu.be/SpK1owmRemQ>
- <https://youtu.be/8jVoMYMoVfs>
- <https://youtu.be/3BUxB4rGf3M>
- [https://youtu.be/4odDMLulw\\_8](https://youtu.be/4odDMLulw_8)

## STUDENT ACTIVITY

- Role play as a waiter and do the service procedures
- Set up a mock restaurant and lay the cover
- Find out the modern restaurant services
- Collect pictures of tableware and prepare a chart

## TEACHER ACTIVITY

- Make the students identify the type of cutlery (Knives, spoons and forks)
- Take students to a nearby restaurant to know the cover laying procedure.



## QUESTIONS



### I. Choose the Correct answer: (1 Mark)

1. \_\_\_\_\_ is a table setting for one person in a restaurant.  
a) Cover  
b) Linen  
c) Placemats  
d) Cutlery
2. The dimension of round table for four covers is \_\_\_\_\_ feet in diameter.

- a) 2  
b) 4  
c) 8  
d) 5
3. \_\_\_\_\_ is laid on top of an already placed table linen to reduce the number of linens used.  
a) Frills  
b) Slip cloth



- c) Runner  
d) Cruet set
4. \_\_\_\_\_ refers to knives and other cutting implements.  
a) Holloware  
b) Chinaware  
c) Cutlery  
d) Glassware
5. Tall and thin glass used for serving drinks is called \_\_\_\_\_.  
a) Red wine glass  
b) Coffee glass  
c) Beer mug  
d) Tom collins
6. Fork with extra tines is used for eating \_\_\_\_\_.  
a) Spaghetti  
b) Cakes  
c) Salad  
d) Fish
7. Serviettes are otherwise called as \_\_\_\_\_.  
a) Table runners  
b) Cutleries  
c) Napkins  
d) Cruet set
8. \_\_\_\_\_ spoon is used to eat semi liquid fruit like ice cream toppings, floats and jelly.  
a) Fruit  
b) Table  
c) Sundae  
d) Dessert
9. \_\_\_\_\_ is used for rinsing fingers after a meal.  
a) Cruet set  
b) Finger bowls  
c) Nut cracker  
d) Ice tongs
10. The cover for serving eggs is \_\_\_\_\_.  
a) Half plate knife and fork  
b) Half plate fish knife and fork  
c) Half plate small knife and fork  
d) Half plate dessert spoon and fork
11. In industrial canteens \_\_\_\_\_ type of service is followed.  
a) Room service  
b) Buffet service  
c) Robotic service  
d) Cafeteria service
12. Expensive menu and skilled waiters are needed in \_\_\_\_\_ type of service.  
a) Mobile pantries  
b) Counter service  
c) Gueridon service  
d) Buffet service
13. \_\_\_\_\_ is referred as host / Butler service.  
a) French  
b) English  
c) American  
d) Chinese
14. \_\_\_\_\_ is a circular rotating tray placed at the centre of the dining table.  
a) Service salvar

- b) Lazy Susan
- c) Serviette
- d) Chopsticks

15. Preplated service is common in \_\_\_\_\_ style of service.

- a) American
- b) French
- c) Chinese
- d) Japanese

16. \_\_\_\_\_ are used to keep different types of dishes in a Thali meal.

- a) Soup bowls
- b) Katories
- c) Half plate
- d) Tom collins

17. \_\_\_\_\_ is a central appointment in a cover.

- a) Table cloth
- b) Furniture
- c) Cruet set
- d) Table runner

18. \_\_\_\_\_ refers to the crockery made up of soda ash and clay.

- a) Holloware
- b) Chinaware
- c) Cutlery
- d) Knife

## II. Write in 3 lines (3 Marks)

1. Define a restaurant cover.
2. For a start up restaurant, what are the essential requirements needed for table setting?

3. Write the points to be kept in mind while arranging the furniture in a restaurant.

4. What are the dimensions of different shapes of tables needed in a restaurant?

5. What do you know about table runners?

6. Write any five glasswares used on a cover.

7. List the different types of knives used in a table setting.

8. Mention any six spoons used on a cover and their uses.

9. When do you use a seafood fork on a cover? Why?

10. Bring out the importance of a cruet set used on a cover.

11. Write on the cover used for serving soups.

12. Noodles are served in the main course. Mention the cover and explain.

13. Why English service is referred as Butler service?

14. What is a 'Lazy Susan'?

15. Explain 'Thali Meal'.

16. What are the essential things needed for a simple A'la carte cover?

## III. Write in a paragraph (5 Marks)

1. What are the accessories used other than table linens on a cover?
2. Write on Chinaware.
3. Discuss the different types of forks used in a restaurant.





4. List the special tablewares and their uses.
5. How do waiters take orders in a restaurant?
6. Enumerate the steps to be followed by a waiter in food and beverage service.
7. Write on Robotic service.
8. How mobile pantries are useful?
9. Bring out the salient features in a Chinese food service?
10. Which style of service is a preplated service and how is it done?
11. List the table setting requirements for a Table d'hôte menu.

#### IV. Write in one page (10 Marks)

1. Point out the requirements for table setting.
2. Discuss the tableware used on a cover.
3. Outline the step by step procedure of laying a cover in a restaurant.
4. As a waiter in a restaurant, what are the service procedures he must follow?
5. Explain the different types of table services followed in restaurants.
6. Illustrate a model A'la carte cover for an Indian restaurant.