



# Chapter 6

## Setting up Various Buffets

**Objectives :** After completing this unit learners would be able :

1. To set up different types of buffet (Food display on a large table) in a space.
2. To understand the layout and movement flow of guests and staff in the different types of buffet.
3. To appreciate the advantages and suitability of the various buffet set ups.

### Equipment Required :

1. A banquet hall or a large restaurant.
2. Different types of tables with foldable legs so as to facilitate movement, stack ability, storage.
3. Stack able chairs with a chair trolley to facilitate movement of seating and buffet layouts.
4. Chaffing dishes, entrée dishes, platters, salad mirrors, blocks to raise the level of the counter display items, frills and buffet cloth for the buffet counter, tent cards, service equipments for the buffet counter.

### Teaching Aids :

- \*Demonstration
- \*Mock practical involving setting up of different types of buffet
- \*Theme lunches to be organized by students as an assessment practical with invitees wherein various buffet counters may be set up and manned by students.
- \*Videos on food and beverage service
- \*LCD projector

**Activity :** Remember the following rules:

1. Buffets are used to serve a large gathering of guests and are set up for a minimum of 15 guests.





2. Finger buffets are informal; require only platters set on counters with snacks served. The guests are expected to eat with their fingers; hence food has to be bite sized.
3. Fork buffets are commonly used in conference lunch/dinners, involve meals where guests eat standing using a fork only. Hence, food on offer is in small pieces, mostly boneless, so that the guest can hold the plate in one hand and eat with the other.
4. Sit down buffets have a seating arrangement, and counters from where guests can pick up the food and dine on tables. Starters and beverages are usually served by waiters on the table.
5. Display buffets are counters which display the food being served in a restaurant from where the guest may decide whether he wishes to dine in that particular restaurant.
6. Cold buffets are set up to promote dishes served cold like salads, forcemeats, cold soups, entremets, and some main course dishes served cold.
7. Cover the buffet with a satin frill and lay a buffet cloth on top of the counter. Use blocks to raise the level of food presented so as to increase eye appeal.
8. Have a centre piece of a vegetable, ice, butter carving to enhance the attractiveness of the buffet display.
9. Ensure food is served at the right temperature by presenting hot dishes in chafing dishes with fuel pots to keep the food warm. Cold dishes are presented on a bed of ice or in refrigerated counters.
10. Tent cards with the name of dishes should be placed in front of each dish to help guests appreciate the food on offer.

### **Buffet Procedure :**

Buffets are laid and kept ready at least 20 minutes prior to opening the restaurant.

During night and for outdoor buffets spot lighting and canopy are used to highlight the buffet counter.

Buffets are well spread with separate counters for the main course, starters, and salads, desserts so as to spread the guests and ensure easy flow of guests.

Spare fuel pots are kept ready to ensure fuel does not run out at any point of time during the service period.

Enough mise en place has to be kept ready as during peak hour food pick up and clearance take up most of the time.





Allot staff duties before the buffet is opened so that each function like counter duty, food pick up, clearance, setting up of tables, starter and beverage service, are all allotted according to experience and importance.

During parties the snacks and beverages may be served by waiters on platters and salvers.

Buffets are usually charged per person and there is no restriction on portions.

Food presentation, garnish, carvings, adequate refilling etc are very important.

### Points to be Noted :

Buffets are the fastest form of food service.

Buffets are more informal as compared to fine dining restaurants.

Buffets have become very popular with modern conferences.

Buffets have lesser food costs when served in large numbers.

Food on buffets tends to lose quality and hence has to be picked up in limited quantity.

Buffets are priced as a whole.

Buffets offer a large choice to the customer and are fast, hence are preferred for breakfast and lunch, though for dinners even today, table service is preferred.



A Buffet Set - Up







# Chapter 7

## Service of Indian Regional Dishes

**Objectives :** After completing this unit learners would be able :

1. To set up a guest table for service of Indian menu
2. To differentiate Indian food service from the Continental food service
3. To serve guests Indian food in a fine dining atmosphere

**Equipment Required :**

1. A training restaurant
2. A kitchen facility for preparation of Indian dishes
3. Basic cutlery , crockery, flatware, hollowware and glassware for table set up
4. Special equipments like Bread baskets, small tawa, handi, seekhs etc required to serve speciality Indian food if proposed on the menu.

**Teaching Aids :**

- \*Demonstration
- \*Mock practical to teach students table set up for Indian menu.
- \*Lunch service for staff by students on a rotational basis so that students hone service skills required for Indian dishes.
- \*Theme lunches to demonstrate and understand the various Indian regional cuisines and how service differs for different food across the country.

**Activity :** Remember the following rules:

1. Many Indian starters are served pre plated. All pre plated food is to be served from the right.
2. For an Indian cover a side knife is not required as Indian soups are not accompanied by bread rolls.
3. For Indian food the centre appointments i.e. ABC is supplemented by traditional accompaniments like Achar, pickled onions,





4. Kebabs, the most favoured starters are served with mint chutney; also most starters have traditional accompaniments which are mostly pre plated along with the food.
5. The Indian table set up has an additional spoon on the cover known as the rice spoon rice in a variety of forms is an essential part of Indian food.
6. Indian breads are most often tandoori breads which are served from a bread basket. All dishes are presented in small handis and tawas depending on whether they have gravy or are served dry.
7. Most Indian sweets are traditionally served in earthen ware and are best served in small pots or at best in bowls. Hence most often an Indian cover would do away with a Dessert indicator as the Bowls are presented on an under liner with a tea spoon passed.
8. For Indian food service, finger bowls are passed after clearance of the main course as hands are almost always used to eat the food, especially the Indian breads.
9. Ideally at the end of the meal, Indian cuisine is best concluded by presentation of either the Hookah- A traditional smoking device or Paan a betel leaf digestive.
10. The service equipments needed in an Indian restaurant is much more than the continental restaurant as an Indian main course does not comprise of a single dish and in fact is made of Non vegetarian and vegetarian options served as side dishes with the rice and bread choices.
11. Common accompaniments to be served with Indian food are green salad, raita/cucumber, /kosambiri, papad either fried or roasted, curd/butter-milk.
12. Some traditional Indian beverages like Jaljeera/Aam ka panna/ lassi/ rooh afzah etc are served during the early part of the meal, in special glasses.
13. Indian food is flavourful; hence use of flour dough to seal rice items as in Dum preparations.

### **Service Procedure :**

After seating guests, orders are solicited, a welcome drink usually served chilled. The welcome drink is served from the right.

The Indian meal consists of a starter, a soup, an extensive and elaborate main course and a dessert.





Indian starters include kebabs, chats, Pakoras etc most of which are served traditionally with chutneys of different types.

The Indian soup is also called Shorba, a spicy hot soup often served unstrained.

The main course is silver served as mentioned earlier.

After clearance of main course finger bowls with lukewarm water and a slice of lemon need to be served for guests to clean their hands.

The dessert is subsequently served. A choice of masala chai or the south Indian filter coffee may be offered at the end of the meal.

The paan is offered to the guest along with the bill.

### **Points to be Noted :**

Indian food varies greatly from one part of the country to the other.

The equipments needed for service therefore varies greatly depending on the region of Indian food being served.

The dress code of staff in the Indian restaurant also varies greatly depending on the region being portrayed. Thus a Punjabi restaurant dress code, décor and atmosphere is very different from say a Chettinad restaurant from South India.

Indian food is becoming very popular across the globe. This means that the demand for staff in Indian restaurants is also on the rise. Hence, sufficient exposure to the various regional Indian cuisines (cooking) is very important in catering education today.



Pre-plated service of an Indian sweet dish







# Chapter 8

## Dining Etiquettes & Table Manners

**Objectives :** After completing this unit learners would be able :

1. To comprehend what table etiquettes mean
2. To understand the importance of table manners in modern fine dining
3. To relate to the sequence of service expected during formal table service

### Equipment Required :

1. A training restaurant for conducting mock practicals.

### Teaching Aids :

- \*Demonstration
- \*Mock practical
- \*Lunch service for staff.
- \*Students in small batches told to eat along with the staff so that they can appreciate the dining experience as a guest.
- \*Video clippings on eating etiquettes
- \*Video show on table manners like the Charlie series...

**Activity :** Remember the following rules :

#### At a private dinner party:

The meal begins when the host or hostess unfolds his or her napkin. This is your signal to do the same. Place your napkin on your lap, completely unfolded if it is a small luncheon napkin or in half, lengthwise, if it is a large dinner napkin. Do not shake it open.

The napkin rests on the lap till the end of the meal.

The host will signal the end of the meal by placing his or her napkin on the table. Once the meal is over, you too should place your napkin neatly on the table to the left of your dinner plate. (Do not re-fold your napkin, but don't wad it up, either.)





## When to start eating :

### In a restaurant :

Wait until all are served at your table before beginning to eat.

### At a private dinner party :

When your host or hostess picks up their fork to eat, then you may eat. Do not start before this unless the host or hostess insists that you start eating.

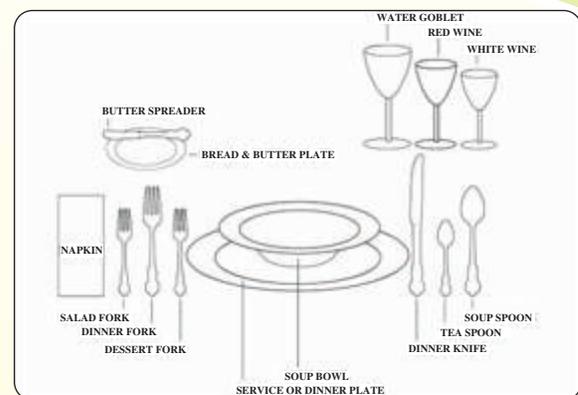
## How to use your silverware and dinnerware :

Use the silverware farthest from your plate first.

### Here's the Silverware and dinnerware rule:

Eat to your left, drink to your right. Any food dish to the left is yours, and any glass to the right is yours.

Starting with the knife, fork, or spoon that is farthest from your plate, work your way in,



using one utensil for each course. The salad fork is on your outermost left, followed by your dinner fork. Your soup spoon is on your outermost right, followed by your beverage spoon, salad knife and dinner knife. Your dessert spoon and fork are above your plate or brought out with dessert. If you remember the rule to work from the outside in, you'll be fine.

Knife in right hand, fork in left hand. Eat food with fork still in left hand, with the prongs curving downward. Both utensils are kept in your hands with the tines pointed down throughout the entire eating process. If you take a drink, you do not just put your knife down, you put both utensils down into the resting position: cross the fork over the knife.

Once used, your utensils, including the handles, must not touch the table again. Always rest forks, knives, and spoons on the side of your plate.

For more formal dinners, from course to course, your tableware will be taken away and replaced as needed.

To signal that you are done with the course, rest your fork, tines up, and knife blade in, with the handles resting at five o'clock and tips pointing to ten o'clock on your plate.

Any unused silverware is simply left on the table





## General social and dining etiquette rules:

Follow whatever dress code is requested on the invitation or suggested by the host/hostess.

Arrive at least 10 minutes early unless otherwise specified. Never arrive late!

It is proper to bring a small hostess gift, one that the hostess is not obliged to use that very evening. Gifts such as flowers, candy, wine, or dessert, are not good hostess gifts, as the hostess will feel that it must put it out immediately. You must not never expect your gift to be served at the dinner party.

At a dinner party, wait for the host or hostess sits down before taking your seat. If the host/hostess asks you to sit, then do. At a very formal dinner party, if there are no name cards at the table, wait until the host indicates where you should sit. The seating will typically be man-woman-man-woman with the women seated to the right of the men.

Sometimes a toast is offered. Always join in with a toast. If the host stands up during the toast, also stand up.

Serving tea or coffee signifies that the formal part of the evening is over. Guests may now feel free to leave, or linger if the host or hostess encourages them to do so.

After a formal dinner party, a thank you note should be sent to the hostess.

## Points to be Noted :

Formal sit down functions need the highest level professionalism

Many organizations today, train their staff, outbound to travel overseas, so that they are aware of eating etiquettes.

Coffee shops, standing buffets, cafes, etc are not as formal as fine dining restaurants and formal sit down dinners.

However the general and social dining etiquettes mentioned in the last section are universally applicable for all diners.







# Chapter 9

## Pantry Operations

**Objectives :** After completing this unit learners would be able to :

1. Know the equipments used in a pantry.
2. Understand the role of , and the main activities undertaken by a good pantryman.
3. Comprehend the main dishes served from a pantry and the service of each.

### Equipment Required :

1. A mock pantry set up with distinct area like:

### Still Room :

1. Refrigerator
2. Coffee Machine
3. Water boiler
4. Milk boiler
5. Large double sink
6. Tea dispenser
7. Salamander
8. Bread slicer
9. Plate warmer
10. Working area
11. Storage cupboard
12. Juicer
13. Mixer
14. Blender
15. A small gas range
16. Storage racks
17. Ice cream machine





### **Silver Room or Plate Room**

1. Shelves
2. Cupboards
3. Storage Racks
4. Working Table
5. Storage drawers
6. Silver cleaning machine (optional)  
Eg. Burnishing machine  
OR  
Polivit machine

### **Dishwash Area :**

1. Three tank manual dish wash section  
OR  
DISH Washing machine
2. Glass washer
3. Racks for storing detergents, soap oil
4. Cupboard for mops, scrubbers, brooms, sanitizers etc.
5. Large Rubber shoes for utility workers / cleaners

### **Hotplate**

1. Aboyeurs (Announcer) desk
2. Hot Counter
3. Cold Counter
4. Plate Warmer
5. Storage racks
6. Working area (maple board)
7. Griller
8. Deep fat fryer
9. Open range
10. Microwave





### **Mise - En-place Area / Service Pantry Area**

1. Dirty linen collection box
2. Wiping area
3. Bottle coder
4. Refrigerator
5. Ice cube machine
6. Water cooler

### **Teaching Aids :**

1. Presentations on Pantry operations.
2. Visit to a nearby hotel to understand the layout of a good pantry.
3. On hands preparation of basic pantry dishes for service at the school.

### **Principal Activities & Responsibilities of a Good Pantryman:**

- Check daily forecast for functions for that day and evening and for the following days.
- Inform Sous Chef of any abnormalities.
- Inform the Sous Chef of food items needed ordered for forth-coming functions.
- Set up and prepare dressings and salads, sandwiches for lunch, dinner and banquet functions prior to service.
- Prepare rooms amenities and cheese boards for outlets.
- Inform stewards of glassware or tableware needed for each function.
- Always ensure a sufficient back up of foods on hand during hours of operation for buffet.
- Clean and sanitize electrical equipment after each use.
- Ensure station is cleaned and properly stocked for on-coming shift.
- Remain current on facility Disaster Plan and act accordingly.
- Work safely and efficiently, utilizing safe equipment, techniques, and products.
- Be cordial to all Team Members.
- Communicate effectively both orally and in writing.
- Maintain a good attendance record.
- Other duties as directed by management





## Service Procedure :

The following are some common pantry dishes:

### 5.6 PANTRY DISHES - SERVICE AND ACCOMPANIMENTS

Sl.No.	Dish Particulars	Accompaniment	Cover Require
1	Tea	Milk, Sugar, lemon slices if served black	- Tea Cup on a Saucer - Tea Spoon passed - Creamer - Sugar basin (Pot) - Tea strainer with stop basin
2	Coffee	Milk, Sugar	- Breakfast cup on saucer with T-spoon passed OR - Demitasse (half/small) cup on a demitasse saucer with a coffee spoon passed coffee pot creamer sugar basin
3	Toast / Breakfast rolls	Butter curls Preserves like Jam, Marmalade or honey	- Butter dish with butter knife preserve pot on underliner with T.spoon Toast - Rack or Toast in a bread basket and Breakfast rolls
4	Grilled Sandwich / Plain Sandwich/ canapés (small size snacks)	Cole slaw salad, Tomato ketchup	½ Plate, Ap knife AP Fork Salad and ketchup in bowls on ¼ Plate with T spoon passed. Salt, pepper and mustard cruet
5	Fresh fruit juice / canned juices	Castor Sugar	Club goblet on a ¼ Plate, T spoon passed
6	Tomato Juice (canned)	Salt, pepper, Worcester shire sauce	Club Goblet or Pony tumbler on a ¼ Plate, T spoon passed cruet set, W sauce bottle





7	Porridge	Sugar	Served hot or cold in a cereal bowl on a ¼ Plate dessert spoon on a cover
8	Breakfast Cereals	Hot Milk, Cold Milk Sugar	Cereal bowl on ¼ plate, dessert spoon, creamer with hot / cold milk, sugar basin
9	Vegetable Cutlets / finger chips fish fingers	Tomato ketchup, coleslaw salad (optional)	½ Plate, AP knife, AP fork
10	Boiled Eggs	Salt, Pepper	Eggs cups in ¼ plate with egg spoon or tea spoon passed extra ¼ plate for the shells
11	Eggs to order (Omelette, fried egg, poached egg, scrambled egg)	Salt, pepper, Tomato sauce, Hash brown potato, Grilled tomato, (bacon rashers-optional)	½ Plate, AP spoon, AP Fork
12	Ice creams	Choice of sauces, syrups, slushes, fruits as per order.	Ice cream bowl/Parfait glass on a ¼ plate with a tea spoon/sundae spoon passed.
13	Milk shakes	Ice cream/cream as per order	Tall glass like a pilsner/ Collins/slim Jim on a ¼ plate with a sundae spoon passed.
14	Milk shakes	Ice cream/cream as per order	Tall glass like a pilsner/ Collins/slim Jim on a ¼ plate with a sundae spoon passed.





### Points to be Noted :

1. Pantry is one of the main functional area during the night after the main kitchen closes.
2. It is one the sections open 24/7 in the hotel.
3. Cleaning a pantry thus has to have a special schedule.
4. Pantry is an ancillary department located between the kitchen and the restaurant.
5. The main sections in a good pantry are :
  - a. STILL ROOM
  - b. SILVER ROOM OR PLATE ROOM
  - c. DISHWASHAREA
  - d. HOTPLATE
  - e. MISE - EN-PLACE AREA / SERVICE PANTRY AREA



A Sink type manual dishwash





## References and Further Readings :

1. Modern Restaurant Service : JOHN FULLER, *Hutchison*.
2. Mastering Restaurant Services : H.L CRACKNELL and G.NOBIS, *Macmillan*.
3. Food and Beverage : DENNIS LILICRAP AND JOHN COUSINS, *Hodder & Stoughton*.
4. Improving Food and beverage performance : KEITHWALLER, *Butterworth-Heinemann*.
5. Bar and Beverage Book : KOSTAGIS, THOMAS AND PORTER, *John wiley*.
6. Food & Beverage service : BRUCE AXLER, CAROL LITRIDES, *John wiley and Sons*.
7. Text Book of F&B Service : SN BAGCHI , ANITA SHARMA , *Aman Publications*.
8. Food & Beverage Service : VIJAY DHAWAN.
9. Food Preparation and Cookery : CLIVE FINCH, *Addison Wesley Longman*.
10. Practical Cookery : JOHN CAMPBELL, DAVID FOSKETT, VICTOR CESERANI, - *Book Power(ELST)*.
11. [whatscookingamerica.net/Menu/DiningEtiquetteGuide.htm](http://whatscookingamerica.net/Menu/DiningEtiquetteGuide.htm)
12. [www.threeriverscasino.com/pages/.../jobs.../fb.../pantry\\_cook.html](http://www.threeriverscasino.com/pages/.../jobs.../fb.../pantry_cook.html)

