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**Sector: Hospitality and tourism**

**Sub-sector: Hospitality**

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### **Purpose statement**

This unit describes the skills, knowledge and attitudes required to organize and prepare the restaurant and the bar for service.

## Table of Contents

Elements of competence and performance criteria		Page No.
Learning Unit	Performance Criteria	
<b>Learning Unit 1 – Describe the organization of the restaurant</b>	<p>1.1The different types of restaurants are identified</p> <p>1.2The different sections (areas) of a restaurant are identified and their function is explained.</p> <p>1.3The different types of restaurant lay out are described.</p> <p>1.4Food and beverage equipment, tools and furniture as well as their usage are described.</p>	3
<b>Learning Unit 2 –Describe the Organisation of the Bar</b>	<p>2.1The different types of bars and their lay out are defined.</p> <p>2.2The different sections of a bar are identified and their function is explained.</p> <p>2.3Different types of bar equipment, tools and furniture as well as their usage are described</p> <p>2.4The duties of the bar staff are well described</p> <p>2.5Types of beverages and their storage are described</p>	9
<b>Learning Unit 3 – Perform mise-en-place in the restaurant</b>	<p>3.1Furniture, equipment, fittings, linens and work place are checked for cleanliness and in good condition prior service.</p> <p>3.2All furniture is well arranged</p> <p>3.3Linens are evenly spread on the table</p> <p>3.4Cutleries, Crockery, Glassware and other accessories are set accordingly.</p>	14

<b>Learning Unit 4: Perform Bar mise-en-place</b>	4.1 Bar furniture, equipment and fittings are checked for cleanliness and in good condition prior to service.  4.2 Bar ambiance is prepared to meet customer's requirements  4.3 All furniture is well arranged.	22
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## Learning Unit 1 – Describe the organization of the restaurant

### Introduction to the restaurant

Restaurant is an establishment which prepares and serves food and beverages to customer for payment.

The purpose of this chapter is to help you develop an understanding of the hospitality industry, the way in which food and beverage service links to the overall industry, and the skills and information you require to seek employment within the industry. This is a knowledge unit that will provide you with a broad understanding of the industry prior to commencing the technical food and beverage units.

### Lo 1.1 – types of restaurants /types of food service operations

- Content/Topic 1 different types of restaurants

- **Bistro:** it's small informal restaurant or bar especially in France or in a French style.
- **Brassiere:** it's style restaurant that serves cheap and simple food.
- **Coffee shop:** it's has characteristics for bars and restaurant
- **Cafeteria:** it s service for a counter, where serves non- alcoholic beverages.
- **Public houses or pub:** it is place where alcoholic drinks can be bought and drink
- **Wine bar:** it is a place where Serves wines and food
- **Inn** : it's a drinking place that offers lodging
- **Health food restaurants, or Dietetic restaurant:** it is a restaurant which provide the food that people eat and its effects on health
- **Tourism restaurant:** The objective is to maintain the prestige of French gastronomies while giving customers the guarantee of hospitality and low price.

- **Classic restaurants** : ( Independent restaurants) are found out of hotel and receive everybody anytime.
- **Family restaurant**: is a restaurant which is frequented by regularity member of the same families.
- **Luxury restaurant**: something expensive which is pleasant to have but is not necessary: Luxuries, such as champagne and chocolate
- **Take away**: a meal cooked and bought at a shop or restaurant but taken somewhere else, often home, to be eaten, or the shop or restaurant itself: Chinese takeaway Snack bar: a small informal restaurant where small meals can be eaten or bought to take
- **Fine dining**: Casual dining: Fast food:

## L.O 1.2 Identify the Sections of the Restaurant and Their Function

- Content/Topic 1 different section of the restaurant

### Parts of the restaurant:

**Front of restaurant**: is a department of any restaurant which is in direct contact with the guest/customer **Back of the restaurant**: is a department of any restaurant which is not in direct contact with the guest/customer

**Examples**: 1. Stillroom 2. Silver or plate room 3. Wash up 4. Hotplate 5. Spare linen store

## L.O. 1.3 identify the lay outs (servir, dresser) of restaurants

- Content/Topic 1 lay outs of restaurants

### Different lay outs according to different service method/type of service

I. **TABLE SERVICE**: The customer is served at a laid table, this type of service, includes:

**1. simple service/ simplified service/ plated service/ american.** **principle**: Food is preplated, garnished and decorated from the kitchen by the kitchen Staff,carried by the restaurant staff and served to the customer at the table.

### Advantage:

- Quick service
- Service of hot food

- Does not require a qualified staff.

**Disadvantage:**

- Not considered as classic service
- No respect of customer's choice
- Causes many leftover/ carryovers/ wastage

**II. french (A la française) service or butler service principle:** Cover is put on the customer 's table in advance

The food service staff presents the food to the customer from his left side for customer to serve himself.

**Advantage:**

- Does not require a qualified staff
- It's a classic service
- Allow the guest to make his choice by selecting food.

**Disadvantage:**

- Very slow service due to lack of ability of some customer/ it takes a long
- Risk of stains on linen or clothes

**III. English / silver service (A l'anglaise service)**

**Principle:** Cover is put on the customer's table in advance Food is presented and served to the customer by the station waiter/ service staff at the left hand of the customer.

**Advantage:**

- it's a classic service
- Quick service
- Allow the guest to make his choice by selecting food.

**Disadvantage:**

- Required a qualified staff

- Causes a stain on table cloth

#### **IV. gueridon service/ Russian service**

principle: The service is done by using a movable table called Gueridon or Pedestal Table or Trolley. Food is dressed at this table (gueridon) then service to the Customer's table. Other preparations can be done on gueridon, carving, cooking, Flambage, salads preparation.

##### **Advantage:**

- Allows serving hot food
- Spectacular service
- Very high classic service

##### **Disadvantage:**

- Requires more space
- Requires modernized equipment
- Requires professional qualified staff.

**V. family service:** main courses plated (may be server served) with vegetables placed in milt-portion dishes on tables for customers to help themselves: sauces offered separately.

#### **VI. SELF– SERVICE / BUFFET SERVICE/ FREE SERVICE**

The customer is required to help him or to herself from a buffet or counter. This type of service is found in cafeteria or in the canteen.

#### **VII. ASSISTED SERVICE** (combination of table service and self service)

The customer is served part of the meal at the table and is required to obtain part through self–service from some forms of display or buffet. This type of service is used for meal such as breakfast in hotel or for function.

#### **VIII. SINGLE POINT SERVICE**(consumed on premeses or taken away)

The customer orders, pays and receives the food and beverages, for instance at a counter ,at a bar in licenced premises,in a fast food operation or at a vending machine.

**IX. SPECIALISED SERVICE** (service in situ ) service to customers in areas not primerarily designed for service

Thefood and drink is taken to where the customer is.this includes tay service in hospital or aircraft.

**X. ROOM SERVICE:** Room service: a service provided in a hotel allowing guests to order food and drink to be brought to their rooms

## L.O 1.4 Identify Restaurant Equipment

- Content /Topic restaurant equipment

### Restaurant equipment:

- **Glassware** is defined as containers or objects made from glass .

An example of glassware is a set of glass cups.

- Balloon Glass. Barware. Beverage Glass. Brandy Snifter.
- Champagne Coupe. Champagne Flute. Cocktail Glass. Collins glass.
- Cooler. Cordial. Footed Mug. Goblet. ...
- Grappa Glass. Highball. Juice Glass. Margarita Glass. ...
- Martini Glass. Pilsner. Old Fashioned or On-the-rocks glass. ...
- Sherry Glass. Sour Glass. Stemware.



### Tableware (Flatware/silverware,Hollowware,cutlery)

- Flatware/silverware: all forms of spoons and forks Examples; soup spoon ,fish knife ,fish fork, jont knife ,jont fork ,side knife, sweet spoon ,sweet fork ,table spoon ,coffee spoon



- **Hollow -ware**: consist of any items made from silver ,apart from flatware and cutlery and flatware. Examples : teapots, milk jug, sugar basins, oval flat



**Furniture** must be chosen according to the needs of the establishment. The first part is used by clients; other is chosen according to the service to be performed There are two types of furniture:

- Furniture used or destined by the customer
- Furniture used or destined by the service.

### FURNITURE USED BY THE CUSTOMERS

The furniture destined by the customer are:

**Tables:** their shapes, sizes/dimensions and arrangement in a dining room change according to the type of establishment. They are generally 0.75m tall,

- Round table
- Rectangular
- Square According the use/purpose.

Round table are mainly used in first class restaurant/luxury restaurant

Note: Avoid placing the tables too close to the entrance of the door, because clients may be embarrassed/disturbed by the frequent coming and going.

**Seats:** In a restaurant they can be very diverse

- **Benches:** are used in public house or snack bar.
- **easy-chairs (arm chairs):** used in first class restaurant

**Chairs:** can be used in all categories of restaurant. The height (distance) of the seat used in restaurant is around 0.45m.

- Content/Topic 2 different furniture desired for services

## FURNITURE DESTINED BY SERVICES

- Table service console
- the pedestal table or guéridon
- buffets or American breakfast
- Trolley
- rolling tables

### A. The Buffet

During the reception some of the staff must be positioned behind the buffet for the service and replenishment of the dishes of food and beverages other members of staff should circulate in the room with the food and to clear away the dirties as the dishes on the buffet become depleted they should be quickly replenished or cleared away so that the buffet looks neat and tidy at all times Buffet can also mean the meal at which the food is displayed on a table and people go to serve themselves

### B. Trolley/ carving cart.



In luxuries Restaurant big pieces of hot meat, lamb, ham, saddle.. are presented to customers on a special table with wheels called" cart. For establishment without caving cart the caving is done on the pedestal table in front of the customer.

### **C. Rolling table.**

Are sometimes used to present to clients, hors d'oeuvre, cheese and most perfect pastries

### **D. Table shows/visual food display**

Is located in the center of Restaurant in sight of customers. It serves to expose all sorts'items such as

- Fresh dishes
- Hors d'oeuvre
- Fish
- Hams

## **Learning Unit 2 –Describe the Organisation of the Bar**

### **LO 2.1 – The different types of bars and their lay out are defined.**

#### **• Content/Topic 1 types of bars**

Types of bars and their lay:

- **Dispense bar:** a bar that serves the restaurant directly. there is the contact between the barman and the waiter. it is located next the restaurant
- **Pool bar:** a bar located next to the swimming pool and it serves the swimmers drinks with light snacks
- **Mini bar:** a small refrigerator in a hotel room containing drinks and snacks
- **Open bar:** temporarily bar open for an occasion like for a dinner. Drinks are offered in a big quantity for a group of people and the bill is given after.
- **Sport bar:** bar with a screen to watch different sports.
- **Cash bar:** customer pay first
- **Night club bar:** it is a bar which open in the night where music is provided by live bands

- **Cocktail bar/main bar/lounge bar:** it is a largest bar where drinks are dispensed to other bars. it is a full bar that serves liquors, wines cocktails and beers it is located within a hotel restaurant or airport.
- **A music bar:** it is a bar which that presents live music as an attraction.
- **Wine bar:** it a bar which focuses on wine rather than on beers or liquor.
- **Snack bar:** a bar that offers drinks and snacks meals
- **Milk bar:** offers milk and milk products
- **Non alcoholic bar:** is a bar that does not serve alcoholic beverages

## LO 2.2 – The different sections of a bar are identified and their function is explained.

- Content/Topic 1 identify different sections of a bar and their functions

### Sections of bar and their functions:



















- **Front bar:** a set of bars in front of a door, window, etc., so that people cannot go in or out of it.
- **Under bar:** It refers to the area under the front bar of the bartender's side. ... In other words, work flow must be considered while designing the under bar. It is the main centre for the entire bar operations as the bartenders will be facing the guests while preparing their drinks
- **Back bar:** Back bar; a structure behind a bar counter, with shelves for holding bottles, other supplies, and equipment.

## LO 2.3 – Different types of bar equipment, tools and furniture as well as their usage are described.

- Content/Topic 1 bar equipment

Different types of bar equipments, tools, furniture and their usage:

- Fridge
- Deep freezer
- Espresso Machine
- Ice Making machine
- Cocktail equipment
- Juice blender machine

							
Back Bar Coolers	Bar Blenders	Beer Dispensers	Bottle Coolers	Glass Chillers and Frosters	Underbar Sinks	Wine Refrigeration	Undercounter Ice Machines
							
Silicone Ice Molds	Beer Growlers and Accessories	Beer Tap Brushes, Plugs, and Cleaning Accessories	Keg Racks	Pitchers			
							
Portable Beer Dispensers and Accessories	Beer, Liquor, and Wine Bags	Underbar Glass Rack Storage Units	Bottle Service Supplies	Paper Napkins			

## LO 2.4: The duties of the bar staff are well described

### Content/Topic duties of the bar staff

- **BAR MANAGER:**

- ✓ Manages products and bar materials.
- ✓ Manages the mini bars in hotel and service in room service.
- ✓ Elaborate drink lists and cocktail lists
- ✓ Supervise and trains bar staffs
- ✓ Controls and plans the activities of the bar.
- ✓ Participate in recruitment and dissimilar of staffs
- ✓ Manage the business aspects of the bar, such as keeping a current liquor license, negotiating supplier contracts, taking inventory and reordering supplies, managing budgets, and setting goals.

- **BAR SUPERVISOR**

- ✓ Bar Supervisors are responsible for assisting with bar operations,
- ✓ ensuring that customers receive the best service possible,
- ✓ upholding a constant level of staff productivity,
- ✓ Ensuring that the bar's budget is not exceeded and maintaining health and safety standards within the bar.

- **BARTENDER**

- ✓ In addition to mixing and serving drinks,

- ✓ Bartenders stock and prepare garnishes for drinks and maintain an adequate supply of ice, glasses, and other bar supplies.
- ✓ They also may wash glassware and utensils and serve food to customers who eat at the bar.
- ✓ They must know a wide range of drink recipes and be able to mix drinks accurately, quickly, and without waste.

- **GLASS WASHER**

- ✓ are responsible for washing and drying glassware and distributing it to the appropriate locations laboratories.
- ✓ glass washers must handle and clean glassware properly to insure usefulness in the laboratory.
- ✓ Glass washers are often responsible for related tasks such as collecting and distributing glassware, cleaning and sterilizing glassware and storing.
- ✓ Glass washer inventory glassware.
- ✓ the glass washer collects the dirty glassware from the laboratories.

- **BAR SERVER**

- ✓ welcome the guest
- ✓ taking beverages orders and serving them to guests on a timely manner
- ✓ check guests for proper identification and serve alcoholic beverages to guests
- ✓ respond all guests requests
- ✓ mix and garnish beverages according to recipe and portion control standards
- ✓ Takes guest beverage or food orders and input them to the point of sale system.
- ✓ Ensuring that the bar and lounge stations are fully stocked, clean and tidy at all time'
- ✓ Establish rapport with guests to build loyal and satisfied customers.
- ✓ Pick-up food orders from kitchen and communicate to the chef regarding any special preferences or allergy'

## **L.O 2.5 Types of beverages and their storage are described**

- Content /Topic 1 types of beverages

Types of beverages:

- **ALCOHOLIC:** is a drink that contains ethanol, commonly known as alcohol
- **Beers:** is an alcoholic beverage made from malted cereal grain, flavoured with hops; example: primus, mitzing, amustel, turbon king, skol etc..

- **Spirits:** is a distillates beverages obtained from alcoholic drinks; example, whisky, rum, ugandawarage, B,royal .nguvu etc..
- **Liqueurs:** is a spirit add sugar and other flavoured agent, like cinnamon, tetragon, mint Example: cointreau, grand manier, amarula, bernardine
- **Aperitifs:** taken before dinner, an aperitif is loosely defined as any drink meant to stimulate the appetite before a meal in order to prepare the stomach for food .example; martini
- **Wine:**an alcoholic drink mad from fermented grape juice, sauvignon blanc, merlot,cabert sauvignon ,pinot noir
- **NON-ALCOHOLIC:** contain no alcohol they are generally drunk for refreshment or to quench thirst.non alcoholic beverages are classified into: soft/cold drink, hot beverages and non alcoholic beer.

**Soft/cold:** these includes

- ✓ **Carbonated/aerated water:** they are fizzy drinks. some are artificially colored and flavoured ,examples ,tonic water
- ✓ **Nature juice:** they are fresh squeezed read to drink, some may be used in cocktail ,example ;orange juice, melon juice grapefruit juice ,apple juice ,mango juice ,pineapple juice ,tomato juice,
- ✓ **Squashes:** they are highly sweetened fruits based concentrated ,which are mixed with a liquid ,most commonly water before drinking ,they may be served on their own and mixed with spirits or cocktail, examples orange squash ,lemon squash ,pineapple squash, grapefruit squash etc..
- ✓ **Shakes/foam :**most are milk shakes
- ✓ **Syrups:** these are plain sugar syrups flavoured with fruits can be drunk after dilution or used as base for cocktails, examples, grenadine citronelle, framboise etc....

**Mineral/spring waters:** water containing dissolved minerals, which has been treated in any of several ways (filtering, aerating etc...) before being bottled used either

- ✓ therapeutically. the bottled water can be still, naturally sparkling or carbonated during bottling ex: nil, akandi, inyanetc..
- ✓ **Hot:** are beverages that consumed with a high temperature ,Example; tea, coffee ,chocolate

**TEA** is a hot beverage which contains small caffeine and aids in muscle relation and stimulates the central nervous system'

## TYPE OF TEA

- ✓ **Green tea**(unfermented tea)
- ✓ **Oolong tea** (Chinese, fermented for a short period of time)
- ✓ **Black tea** (fully fermented tea) Herbal tea: these do not contain any true tea leaves. these are made from the flowers, berries ,peels, seeds ,and roots of many different plants like rosemary mint and lemon .

## Learning Unit 3 – Perform mise-en-place in the restaurant

### Introduction

In a restaurant, mise en place refers to everything that is done to make service as efficient as possible. It encompasses everything involved in getting ready and also keeping things in order as service goes on.

### LO 3.1 – Furniture, equipment, fittings, linens and work place are checked for cleanliness and in good condition prior service

- Content/Topic 1 mise –en-place in restaurant

Cleanliness of Service equipment:

- ✓ Tables and chairs
  - ✓ Side station
  - ✓ Trolleys
  - ✓ Crockery
  - ✓ Hollowware
  - ✓ Glassware
  - ✓ Flatware Fittings
- 
- **Determine the finish used on your furniture.** If you're unsure, the correct procedure is beginning with mild cleaner, and then moving successively toward stronger cleaning methods depending on the furniture's reaction (or lack of one). If you know that your furniture is stained, painted, etc., then you should employ a method appropriate to that finish.

As a general rule for cleaning wood furniture: don't use much water, and when you do, don't leave it on the table for long. Water can cause the wood to warp and crack.

- **Wipe dust and loose dirt from the wood.** Use a clean cloth to go over the piece of furniture, loosening and removing any dust and dirt on the surface. Avoid feather dusters for wood furniture, as their quills can scratch wood. Instead, use cloth.
- **Rub the wood with mineral spirits.** Mineral spirits, e.g., paint thinner, are excellent at wearing away accumulated grime. Pour the spirits into a rag, and gently rub your furniture. Work in a well-ventilated space when using mineral spirits. Wipe up any residual cleaner with a damp cloth.
- **Though safe for most wooden furniture,** you should test an inconspicuous area (like an underside, or chair leg) to make sure your furniture doesn't react poorly to the cleaner
- **Make a turpentine mixture for use on finished wood.** Mix three-quarters of a cup of boiled linseed oil and one-quarter of a cup of turpentine in a jar, and shake well. Both of these ingredients are readily available at hardware stores.
- As an alternative, commercial furniture oil is available for this same purpose.
  - **Crockery/ China ware (washing, Rinsing,Wiping, Shining/polishing and arranging them)**

#### **What You Will Need:**

- Sink
- Thick towel or rubber mat
- Warm water
- Mild detergent
- Wash cloth
- Microfiber cloths

#### **The Cleaning Process:**

- Begin by placing a towel or mat in the bottom of the sink to protect the dish in case of a fall.
- Fill the sink partially full with warm (not hot) water. Add a small amount of dish detergent and mix until suds begin to form.
- Use the washcloth to gently wash the dishes. Avoid using any scrubbers or abrasives as it can damage the surface, and thus damage your piece.
- Allow the china to air dry or hand dry it using microfiber cloths.

- Content/Topic 2 tableware

## **Tableware (Flatware, Cutlery & Hollowware)**

Stainless steel cutlery is made from an iron alloy that contains at least 10 percent chromium. The alloy creates a stronger metal that doesn't bend or lose its shape as easily as softer metals. Stainless steel cutlery is known for being stain resistant, but it can dull or show fingerprints. Use these tips to care for your stainless steel cutlery or utensils.

### **Steps**

**Clean the cutlery before using it for the first time.**

- Wash the cutlery in hot, soapy water with a soft sponge or dishcloth.
- Rinse the stainless steel cutlery in hot water to remove all soap residue. Soap residue can cause dulling of your cutlery.
- Dry the silverware with a soft towel. Drying the cutlery immediately reduces water spots. Cutlery left to air dry often spots and does not look shiny.

### **Wash and dry cutlery after use**

Add soap, ammonia or detergent to hot water to wash your stainless steel cutlery. Use a soft cloth or sponge. Get between each tine on forks, clean out the bowls of the spoons and wipe knives to remove food particles. Dry the cutlery with a soft towel.

### **Remove streaks or heat stains from your stainless steel cutlery.**

Stainless steel cutlery can become streaked due to food stains or overexposure to heat.

- Use olive oil to remove streaks from cutlery. Rub the cutlery gently with a dishcloth moistened with olive oil to remove streaks.
- Rinse your cutlery with club soda to remove streaks or stains. Dry it with a soft towel.
- Rub with a lemon juice-moistened cloth to remove streaks or heat stains.

### **Polish cutlery with vinegar.**

Wet a soft cloth with cider vinegar or undiluted white vinegar, and rub the cutlery with it to brighten up dull areas.

### **Wash off stuck-on food as soon as possible from stainless steel cutlery.**

Salty or acidic foods can pit your silverware if left on too long before cleaning.



### **Take cutlery washed in the dishwasher out after the rinse cycle.**

Stainless steel cutlery manufacturers don't recommend dishwasher use for best results. However, if you use this method to clean your cutlery, remove the silverware and utensils from the dishwasher to dry it by hand. Drying it by hand reduces spots left on your cutlery.

### **Wash your cutlery several times to remove stubborn stains.**

Stainless steel cutlery is stain-resistant and sometimes requires several wash cycles to become clean.

#### **Warnings**

- Do not use abrasive or harmful cleansers containing chlorine bleach. Refrain from using alcohol or oven cleaners as cleaning agents for your stainless steel cutlery.
- Use extra caution when cleaning silver-plated stainless steel cutlery. Silver plating causes different interactions with detergents and can cause permanent damage to the cutlery's finish.
- Do not allow your cutlery to overheat. For instance, do not leave it on a hot stove burner or use it to stir a boiling pot of food.
- Avoid using steel wool to scrub stains from your stainless steel cutlery. The steel wool can damage the surface and finish of your cutlery

### **L.O.3.3: Set table according to the menu**

- [Content/Topic menu](#)

#### **Introduction**

The word menu derives from Latin Minutus, something made small in French it came to be applied to a detailed list or resume .the original menus that offered consumers' choice were prepared on a small chalkboard ,in French a carte ,so foods chosen from a bill of fare are described as ala carte According to the board the original restaurant had no menus in the modern sense This table d'hôte establishments served dishes that were chosen by the chef or the proprietors and those who arrived at what the house was serving that day a table d'hôte establishment charged its customers a fixed price.

#### **Set Table according to the menu**

##### **Setting Table according to A la carte Menu**

#### **Tools needed:**

Show plate  
Napkin (Naperon) folded  
Joint/table/dinner fork  
Joint/table/dinner knife  
Water /high ball glass  
Table number  
Flower vase

**Figure 1: a la carte menu shape**



### **Setting Table according to Table d' hote Menu**

#### **Tools needed:**

1. Show plate
1. Napkin folded
2. Side plate
3. Butter knife  
Centre piece (flower vase with flowers & cruets (salt & pepper shakers and/or tooth pick) )
4. Joint/table/dinner knife
5. Joint/table/dinner fork
6. Soup spoon
7. Starter knife
8. Starter fork
9. Dessert fork
10. Dessert spoon
11. Table number
12. Water goblet
13. White wine glass
14. Red wine glass

**Figure 2: Table d'hôte menu shape**



**Setting a table according to Breakfast menu**

**Tools needed:**

1. Napkin folded
2. Centre piece (flower vase & cruets)
3. Joint/table/dinner fork
4. Joint/table/dinner knife
5. Joint/table/dinner spoon or cereal spoon
6. Dessert spoon
7. Dessert fork
8. Sugar pot
9. Tea cup with under liner and tea & sugar spoon on it
10. Juice glass
11. Water goblet
12. Honey dispenser with honey spoon inside
13. Butter pad
14. Side plate with butter knife on it
15. Yoghourt plate with yoghurt spoon on it
16. Table number



#### **L.O 3.4: Set the restaurant according to event**

- Content /Topic1 set up of restaurant

**Different styles are set:**

- t- shape
- rectangular
- u - shape
- e – shape o L-shape
- Comb-shape

When cleaning is completed, we proceed with the mise en place which attracts customers while taking their meals.

This operation includes several phases:

- The preparation of tables:
  1. Coating
  2. The arrangement of the seat
  3. The arrangement of a different items cover
- Put the table in the location they have occupied to avoid movement when it will be topped
- Coating as coverage: Before coat, care must be taken to remove the crumbs of bread on the soft flannel adjust the cover carefully and ensure that the falling is equal on each side from 30 to 50cm ) the corners of the cover (coat) must be equal distance from the ground for reasons of harmony, fold must oriented in the same direction on all tables
- Slip cloth: when the cover is slightly stained we can cover the place with a slip cloth this procedure allows to use the same cover several times during the same service

#### **The arrangement (Position) of seats**

The seats must be placed according to exactly location of the plates

- They must be arranged so that the legs of the table don't disturb the guest
- Clean chairs and position them correctly.

### LO– 3.5: Spread linens on table

#### • Content/Topic 1 linens

- Evenly spread, free from stains and not tone linens:
  - Molleton/fleece-linen
  - Table cloth is a Cloth that covering a table service. A good Quality of table cloth is made of cotton and nylon.

White is the most popular color for table linens because it's considered formal. Table linens in off white or ivory are also acceptable.

- **Types of Tables Size of Table Cloths**
- **Square table** 76 cm sq 92 cm sq 137 x 137 cm 183 x 183 cm
- **Rectangular table** 136 x 76 cm 183 x 137 cm
- **Round table** 92 cm diameter 184 cm diameter
- Napelon/Slip cloth

### Guest Napkins and their different types of folding:

#### Definition of Napkin

A napkin or serviette is a square cloth or paper used at the table for wiping the mouth while eating. It is usually small and folded.

- Bishop's hat
- Pyramid (Corn)
- Sun rise
- Bird in Paradise
- Butterfly (Papillon)
- Flower
- Bamboo
- Mountain valley
- Pig Ears

- Pilled banana
- Christmas
- Boat
- Currying cutleries
- Whole roasted chicken
- Candle (double candles)
- Rose napkin
- Silver poach (etc)

### **LO– 3.6: Set Cutleries, Crockery, Glassware and centre piece on tables**

#### • Content/Topic 1 set cutleries,glassware

- Diner Forks
- Starter fork
- Dessert fork
- Diner Knife
- Starter knife
- Dessert knife
- Soup spoon
- Cocktail spoon
- Butter knife
- Side plate
- Show plate
- Red wine glass
- White wine glass

## **Learning Unit 4: Perform Bar mise-en-place**

### **LO .4.1 – Clean and check furniture, equipment, fittings and work place in Bar**

A restaurant's bar and kitchen can act as completely separate entities, an integrated ecosystem, or something in between. But as bar programs evolve and improve to include fresh juices, garnishes, homemade syrups, and other ingredients there is an increasing need for bartenders to do prep work that crosses into kitchen territory. This leads to both problems and opportunities.

"Mise en place is more than ingredients in their place. It's the base of the bar-kitchen-management relationship," says Marcelo Nascimento of CIRCA Craft Consulting. At one of his clients, St. John's

Restaurant in Chattanooga, Tennessee, the former bar manager had the kitchen prepare syrups and other ingredients, but Nascimento changed the system so that the bar now acts independently. "I had to earn their trust and prove that I could simmer water and add sugar without getting in their way," he says.

- Content/Topic 1 furniture of bar

Furniture:

- Bar counter: with designer swivel stools makes an excellent space for dining and entertaining
- Bar stools a tall stool for customers at a bar to sit on
- Bar shelves: Top shelf may refer to: Top Shelf Productions, an American publishing company; Top Shelf Radio, an Australian radio programme; Top shelf Records, an American rock record label; Top shelf magazine, meaning a pornographic ... Top-shelf liquor, generally the most expensive brands of liquor served in a bar or nightclub

### Equipment

- **Fridge:** is used to keep eatable items whereas refrigerator is used for making ice keeping ice creams and other materials which need less temperature. A fridge is complete and has refrigerator in it.
- **Ice machine:** An icemaker, ice generator, or ice machine may refer to either a consumer device for making ice, found inside a home freezer; a stand-alone appliance for making ice, or an industrial machine for making ice on a large scale. The term "ice machine" usually refers to the stand-alone appliance. An ice machine, however, particularly if described as 'packaged', would typically be a complete machine including refrigeration, controls, and dispenser, requiring only connection to power and water supplies.
- **Coffee machine:** a machine from which a person can buy cups of coffee
- **POS (Point of sales):** The point of sale (POS) or point of purchase (POP) is the time and place where a retail transaction is completed. At the point of sale, the merchant calculates the amount owed by the customer, indicates that amount, may prepare an invoice for the customer (which may be a cash register printout), and indicates the options for the customer to make payment. It is also the point at which a customer makes a payment to the merchant in exchange for goods or after provision of a service. After receiving payment, the merchant may issue a receipt for the transaction, which is usually printed but can also be dispensed with or sent electronically.

- Blender machine: an electric culinary grinding and mixing appliance, consisting of a container with propeller like blades at the bottom that are whirled by a high-speed motor to purée, chop, or mix foods.

### **Fittings**

- Music system: for playing music that comes in myriad sizes and shapes. Modern music systems contain an AM/FM tuner, CD player, amplifier and speakers, while older units offered a tape cassette player. ... Music systems are often Bluetooth enabled and serve as a speaker for mobile devices.
- TV: a system for converting visual images (with sound) into electrical signals, transmitting them by radio or other means, and displaying them electronically on a screen
- Lamps: a device for giving light, either one consisting of an electric bulb together with its holder and shade or cover, or one burning gas or oil and consisting of a wick or mantle and a glass shade.
- Platitudes: a remark or statement, especially one with a moral content that has been used too often to be interesting or thoughtful.

### **LO .4.1 – Prepare bar ambiance to meet Customer’s requirements**

#### • Content/Topic 1 customer requirements

- **Bar display:** a machine display which applies to ergonomics. As the values of a system fluctuate, these are displayed through rectangular bars of equal width but varying length. See object display.
- **Music:** an art of sound in time that expresses ideas and emotions in significant forms through the elements of rhythm, melody, harmony, and color.
- **Creativity:** ability to transcend traditional ideas, rules, patterns, relationships, or the like, and to create meaningful new ideas, forms, methods, interpretations, etc.

### **L.O.4.3: Arrange Furniture, Glassware and tools in the bar**

#### • Content /Topic1tools

Arrangement of furniture, Glassware and bar tools:

- Bar stools: a tall stool for customers at a bar to sit on
- Bar Shelves :Top shelf may refer to: Top Shelf Productions, an American publishing company; Top Shelf Radio, an Australian radio programme; Top shelf Records, an American rock record label; Top shelf magazine, meaning a pornographic ... Top-shelf liquor, generally the most expensive brands of liquor served in a bar or nightclub



- Cocktail shaker: is a device used to mix beverages (usually alcoholic) by shaking. When ice is put in the shaker this allows for a quicker cooling of the drink before serving.
- Corkscrew :a device for pulling corks from bottles, consisting of a spiral metal rod that is inserted into the cork, and a handle that extracts it
- Bar spoon :A bar spoon is a long-handled spoon used in bartending for mixing and layering of both alcoholic and non-alcoholic mixed drinks. Its length ensures that it can reach the bottom of the tallest jug or tumbler to mix ingredients directly in the glass.
- Assorted glasses
- White wine cooler: A wine cooler is an alcoholic beverage made from wine and fruit juice, often in combination with a carbonated beverage and sugar. It is often of lower strength alcoholic content.
- Red wine basket: If you wine and dine, or if someone wines and dines you, you go out, for example to expensive restaurants, and spend a lot of money.

#### **L.O. 4.4: Check and replenish beverages in the bar**

- Content /Topic1 replenish

##### **Beverages**

- Beers: an alcoholic drink made from yeast-fermented malt flavoured with hops.
- Spirits: the non-physical part of a person which is the seat of emotions and character; the soul.
- Liqueurs : a strong, sweet alcoholic spirit, usually drunk after a meal
- Aperitifs : an alcoholic drink taken before a meal to stimulate the appetite
- Wine: is an alcoholic drink typically made from fermented grape juice. Yeast consumes the sugar in the grapes and converts it to ethanol, carbon dioxide, and heat.
- Hot beverages: a drink of any type: hot beverages include tea, coffee, and hot chocolate. We do not sell alcoholic beverages.

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