

FBSFS301

FOOD AND BEVERAGE SERVICE

SERVE FOOD AND BEVERAGE

Competence

Credits: 12

Learning hours

Sector: Hospitality and tourism



120

Sub-sector: Hospitality

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### Purpose statement

This module describes the skills, knowledge and attitudes required to serve food and beverage to customers in a range of hotels and restaurants.

## Table of Contents

<b>Elements of competence and performance criteria</b>		<b>Page No.</b>
<b>Learning Unit</b>	<b>Performance Criteria</b>	
<b>Learning Unit 1 – Host a guest in a restaurant</b>	1.1. Guidelines for greeting and seating the guest are applied.	3
	1.2. Hosting duties procedures are performed.	
<b>Learning Unit 2 – Take Guest Order</b>	2.1. The five big tools are used.	7
	2.2. Menu presentation is done.	
	2.3. Suggestive selling is applied.	
	2.4. Body posture and gestures are observed.	
<b>Learning Unit 3 – Apply service style and techniques</b>	3.1 Factors consider to select service style are discussed.	13
	3.2 Categories of service are defined.	
	3.3 Service techniques are described	
	3.4 Service styles and techniques are applied.	
<b>Learning Unit 4 – Clear guest table</b>	4.1. Clearing guest table tools are used.	26
	4.2. Clearing techniques are applied.	
	4.3. Crumbing down procedures are applied.	
<b>Learning Unit 5 – Reset a Table</b>	5.1. Table cloth replacement techniques are followed.	34
	5.2. Arrangement of tables and chairs is done.	
	5.3. Table is reset for the next service.	

Total Number of Pages: 40



## Learning Unit 1 – Host a guest in a restaurant

### LO 1.1 – Follow the guidelines for greeting and seating the guest

- Topic1: Greeting guidelines

When customers arrive, it is the responsibility of the service staff to promptly meet them. This normally includes a smile and an appropriate greeting at the door. Remember that customers like to feel important and they should always be treated accordingly. Besides, first impressions count and as they say “You only get one chance to make a first impression”

- ✚ Greet customers immediately with a smile using
- ✚ Phrases such as Good Morning or Good Evening Sir/Madam or Mr. / Mss. If you don't know their name.
- ✚ Enquire as to whether a reservation has been made and how many people are in the party.
- ✚ Move the chairs forward as customers' **seat** themselves,
- ✚ Offer a drink. ...
- ✚ Make quick introduction

- Content/Topic 2: Guests sitting techniques

Once an appropriate greeting has been provided, it is now time to escort and seat customers at their table.

- + In a courteous manner Pulling out the chairs so that there would be enough space for the guest to enter
- + Seating customers: ladies first, descending in age unless the host is a lady.
- + Pushing back the chairs
- + Unfolding napkins on guest' laps



**In general the list below identifies examples of interpersonal skills needed at particular points during the service.**

- + **Showing customers to their table:** always lead and walk with them at their pace.
- + **Seating customers:** ladies first, descending in age unless the host is a lady.
- + **Handling coats/wraps:** handle with obvious care.
- + **Handing menus/wine lists to customers:** offer the list the right way round, open for the customer and wait for the customer to take it.
- + **Opening and placing a napkin:** open carefully, do not shake it like a duster, place it on the customer's lap after saying 'excuse me' to the customer.
- + **Talking to customers:** only talk when standing next to them and looking at them.
- + **Offering water or rolls:** say, for example, 'Excuse me Sir/Madam, May I offer you a bread roll?'
- + **Explaining food and beverage items:** use terms the customer understands, not technical terms such as turned vegetable or pane. Use terms that make the item sound attractive such as casserole not stew, creamed or purée potatoes not mashed. Do not use abbreviations, for example, 'veg'?
- + **Being culturally aware:** meeting the needs of customers from other cultures will affect the ways in which staff interact with them In addition staff need to be aware of the dietary requirements of the various religious faiths

- ✚ **Serving and clearing:** always say 'Excuse me' before serving or clearing and 'Thank you' after you have finished with each customer.
- ✚ **Offering accompaniments:** only offer them if you have them at the table. Offering them when they are not at the table usually means 'I will get them if you really want them!'

## LO 1.2 – Apply hosting procedures

- Content/Topic1: Hosting procedures

The food and beverage host/hostess is the first point of contact of the restaurant, so it is important you smile and offer a warm greeting to all guests at all times.

The f& b host/hostess is expected to provide a high standard of service with confidence and promote a professional image, give full

cooperation to any client requiring assistance with a caring attitude.

The first impression guests receive is when they walk in and are greeted by the host. That initial connection is the basis for the rest of their dining experience.

That's why it's so important for the host to make guests feel welcome. Not just with the initial greeting, but as the guests' dining experience continues.

### The following procedures should be followed

1. After confirming the guest's restaurant reservation and the table number, lead the guests to the assigned table
2. Walk 2 steps ahead of the guests
3. Point in the direction of the table with palm open and arm extended with smiling.
4. Show the guests to the assigned table



5. Ask the guests if they are satisfied with the table
6. Pull out the chair for the lady guest and slowly push the chair back into position as the guest was seating herself
7. Stand on the right side of the guest. Pick up the napkin, fold it into a triangular shape and place it on the guest's lap
8. Inform the guests that a waiter will attend to them shortly. Handover to a waiting station waiter

- Content/Topic 2:Hand over guests to station's waiter techniques are applied

Host are responsible for providing customers with a great first impression of the restaurant but also have to organize the seating flow. At the stage of the hostess or host leaving the table to return to the reception desk to welcome and seating procedures for other guests, sometime waiter may be busy, host should let guest know that server has been informed and will come very shortly.

- ✓ A very good gesture from a server should become to the table and say "I am very sorry Sir/Madam we are very busy at this moment. I will be with you in X (required waiting time) minutes"
- ✓ Prior to leaving the table, wish the guest (by name) and say "have a pleasant meal Mr/Mrs/Ms" or Sir/Madam
- ✓ At this stage a service staff like a waiter or server will take over the table to complete next step

## Learning Unit 2 – Take Guest Order



Figure 1: A waitress taking the order of the guests

### LO 2.1 – Use the five big tools

- Content/Topic 1: Five big tools service gain and their usage

For better performance and successful service of waiter to the guest the waiters should have tools. These tools are also called five big tools of waiters or waitress. They put these tools in their apron pocket for they facilitate them to deliver good service to the guest.

- ✚ **Match box/lighter**; it is used to light candle in order to protect the guest against flies  
It can also be used for to help smokers,
- ✚ **Pen**: used for taking order
- ✚ **Captain order**: help the cashier to elaborate bills and It help the waiter when taking order
- ✚ **corkscrew** :it is used for opening the wine bottle
- ✚ **service clove**; it is used to hold wine bottle ,it is used to wipe the wine bottle after pouring and it is used to wipe utensils in mise en place

## LO 2.2 – Present a menu



Figure 2:waiter explaining menu to the guest

- Content/Topic 1:Menu presentation techniques

Once guests have been seated it is now time to present menus and drink lists to customers.

This is a fairly straightforward activity but it needs to be done in a timely manner.

- ❖ Never give a dirty to a customer, as this would create a bad impression of the establishment.
- ❖ Make sure that all menus are facing the right way.
- ❖ Make sure that you have enough menus for everyone at the table.
- ❖ Wine/beverage list to be presented first. Inform the guest about the wine/beverage list.
- ❖ The F&B personnel should present the appropriate menus (food/beverage) and introduces the server for the table.



- ❖ Menu should be presented open, from the right side
- ❖ Phrase while presenting Menu “May I present the Beverage/Food menu Mrs /Mr.....”

Menu should be presented half open

Menu should be presented form right hand side

- ❖ Phrase while presenting menu “ this is the beverage/food menu. Mrs./Mr.....’
- ❖ Start with the ladies first, presenting an opened menu to each guest
- ❖ Daily special and promotions (weather mentioned on the menu or not) should be mentioned to the guest upon menu presentation (I would like to inform you of our daily specials....’)
- ❖ Let the guest know if there are any items that are not available.
- ❖ Inform the guest about ongoing buffet: your buffet to the guest by saying: May I suggest our( according to the meal period): Breakfast buffet which consist of... Luncheon buffet which consist of ..... Dinner buffet which consist of .....
- ❖ During lunch or dinner time present the wine/beverage menu followed by food menu.
- ❖ If the guest seems to be in hurry, ensure that beverage order is taken immediately and offer to take the food order that time or return later

## LO 2.3 Apply suggestive selling

- Content/Topic 1: Importance of suggesting selling

Suggestive selling is a sales technique where the employee (waiters) asks the customer if they would like to include an additional purchase or recommends a product which might suit the guest. Suggestive selling is used to increase the purchase amount of the client and revenues of the business. Often times the additional sale is much smaller than the original purchase and is a complimentary product. The goal of suggestive selling is to slightly increase the total purchase amount for a sweep of customer

The importance of suggestive selling to the industries are:

- ✚ Increased product knowledge



- ✚ Better communication skills
- ✚ Improved confidence
- ✚ Greater self-motivation

- Content/Topic 2: specific menu items/type of menu

**MENU** is a detailed list of food and beverage offerings with their respective prices. It is prepared by a food and beverage service businesses to keep the customers informed about the availability of various F&B items.

A good menu must:

- ✓ Present clear, unambiguous information.
- ✓ Adhere to food safety and nutrition policies of the business.
- ✓ Meet or outstrip guests' expectations.
- ✓ Meet the quality standards of the business.
- ✓ Be truthful in describing the taste and preparations.
- ✓ Be strictly going with the production and service facilities of the business.

Traditionally there is two types of food menus offered in food operations:

**Table d'hote** menu and **à la carte menu** .other menu are the different types of menu.

❖ **TABLE D'HOTE MENU:** The key characteristics of the table d'hôte menu are: the menu has a fixed number of courses, there is a limited choice within each course the selling price is fixed and the food is usually available at a set time. The example of table d'hote include:

- ✓ **Banquet menu:** is a meal arranged for specific group of people at a specific time specific location followed by speech were food and beverages are served,
- ✓ **buffet menu:** it is a menu for a meal arranged on the buffet table where the guest is served himself,
- ✓ **coffee menu :**it is a menu for different category of coffee daily
- ✓ **Cyclical menu: offer** specific food, items which repeat in cycle for a set period, this menu refers several menu that are offered in rotation. Cycle menu is basically offered in four cycle for a whole year.

❖ **A LA CARTE MENU:** The key characteristics of the à la carte menu are: the choice is generally more extensive each dish is priced separately and there may be longer waiting times as some dishes are cooked or finished to order. The example include:

- ✓ **Breakfast menu:** offers juice ,fruits ,cereals ,eggs meat ,pancakes French, toast bakery goods and beverages
- ✓ **Luncheon menu:** it is a menu which require professionally equipped kitchen served when luncheon time.
- ✓ **dinner menu :**present both a la carte menu and semi a la carte menu, items offer more appetizer and entrees than luncheon
- ✓ **ethic menu :**offer food items that are representative of the particular cuisine from a particular region or country
- ✓ **Specialty menu:** is a mixture of both a la carte menu and semi a la carte menu.
- ✓ **Room service menu:** guest usually ordered items from the room service menu trough guest room telephone, the items listed on the room service menu can be more expensive than that of original menu.
- ✓ **Lounge menu:** where customer can order selective items that require easy preparation and costly in the dining room.

#### ❖ OTHER MENU TYPES

- ✓ **Static menu ;**offer the same dishes all year long,
- ✓ **Menu du jour:** this menu usually offers one dish for the particular day which is prepared and changed daily. Du jour menu is also known as chalkboard menu because day's special often written on chalkboards.
- ✓ **wine menu:** is developed only with the extensive selection of wines .the wine menu offers the variety of types and selection of the wine ranging from low to high, a wine menu generally include the detail description of wine such as: the name the country origin the year of vintage its price taste flavour and the name of food that are paired with any particular wine.
- ✓ **Dessert menu:** offers particular list of dessert that are offered by any establishment

#### ● Content/Topic 3:Suggest wine to match with the meal

Besides the service of pre-dinner drinks, common drinks often served to accompany a meal include sparkling and table wine.

When selecting wine for service, it must be checked to ensure it is presentable and that it is at the correct temperature.

All bottles should be checked to ensure they are in good condition before being served to a guest

### 1. General guidelines when selecting and serving wines

Some general guidelines when selecting and serving wines are:

- ✓ Dry wines should be served before sweeter wines
- ✓ White wines should be served before red wines
- ✓ Lighter wines should be served before heavier wines
- ✓ Good wine should be served before great wines
- ✓ Wine should be at the correct temperatures before serving
- ✓ Wine should always be served to costumers before their food.



### 2. Matching recommendations to customers

To match recommendations to customers, make sure that:

- ✓ Aperitifs are alcoholic beverages that are drunk before the meal.
- ✓ Starter course are often best accompanied by a dry white or rosé wine
- ✓ National dishes should normally be complemented by the national wines of the country
- ✓ Fish and shell fish dishes are often most suites to well chilled dry white wines
- ✓ Red meats such as beef and lamb blend and harmonize well with red wines.
- ✓ White meats such as veal and pork are acceptable with medium white wines.
- ✓ Game dishes require the heavier and more robust red wines to complement their full flavour.
- ✓ Sweets and desserts are served at the end of the meal and here it is acceptable to offer well chilled
- ✓ Sweets white wines.
- ✓ The majority of cheeses blend well with port and other dry robust red wines

## LO 2.4 – Demonstrate body posture and gestures

- Content/Topic 1: Body postures and gestures

## Introduction

In addition to the spoken language, there is another important aspect of communication and that is body language. It is body language that uses postures and gestures as its basic communication medium.

The difference between the two concepts comes in the action. A posture is a pose using the body as its communicator while a gesture is a movement made to demonstrate an idea or sentiment.

Both postures and gestures can signal sentiments. They can show confidence, a shy nature, assertiveness, submissive personalities, anxiety as well as aggressive dominants.

In hospitality also body postures and gestures are a must during guest receiving to make them feel welcome.

As hospitality personnel such as host or waiter try to show the postures and gestures

- ✚ Stand up right
- ✚ Do not cross your arms
- ✚ Do not let your eyes wander
- ✚ Do not point a finger to customer
- ✚ Do not tap your foot, pen, or fingers

## Learning Unit 3 – Apply service style and techniques

### LO 3.1 – Describe factors considered to select service style

● Content/Topic 1: Factors to consider in selecting service style

## Introduction

Food & beverage industry is usually defined by its output of products, to satisfy the various demands of food & drinks of people. In today's world, the food & beverage service industry has expanded a lot. It has spread across all walks of life. Hotel, restaurants, industrial canteen, hospital canteen, railway, airways, all are now part of food & beverage service industry.

The basic function of this industry is to serve food & drink to people, to satisfy their various type of needs. The main aim is to achieve customer satisfaction.

The needs that customer might be seeking to satisfy are:

1. Physiological: the need of special food items
2. Economic: the need for good value for the price paid
3. Social: a friendly atmosphere, to express feelings frankly
4. Psychological: the need for enhancement of self-esteem
5. Convenience: the desire for someone else to do the work.

These various needs play a major role to decide the factors, responsible for defining different type of service method in Food & Beverage service industry.

The service of food and beverage may be carried out in many ways depending on a number of factors:

- ✚ The type of establishment
- ✚ The time available for the meal
- ✚ The turnover of customer expected
- ✚ The type of the menu presented
- ✚ The cost of the meal to be served
- ✚ The site of the establishment
- ✚ Qualification of staffs( Service)
- ✚ Equipment availability

## LO 3.2 – Define categories of service

- Categories of service

### Introduction

Food & beverage service can be looked at from the customer's point of view. Essentially, the customer enters a food service area, orders or selects his/ her choice and then is served (the customer may pay either at this point or later). Food and beverages are then consumed.

There are a number of service styles to be followed when it comes to how food and beverage should be served to the customers. The following are the most prominent categories of service:

- ❖ **TABLE SERVICE:** it is a service where customer is served at the laid table. includes,
  - a. **simple service/silver service /simplified service /American service on plate service/plate service:** food is pre-plated garnished, and decorated from the kitchen by the kitchen staffs and carried to the restaurant by the restaurant staff and serve the customer at the table,

### Advantages

- ✓ Quick service
- ✓ food is served hot
- ✓ does not require a qualified staffs

### Disadvantages

- ✓ not considered as a classic service
  - ✓ no respect customers choice
  - ✓ It cause many left over/wastages.
- b. **French service/a la franc service:** cover is on customer 'stable in advance. The food service staff present the food to the customer from his left side for customer to serve himself.

### Advantages

- ✓ Does require a qualified staff
- ✓ It is a classic service
- ✓ Allow the guest to choose by selecting food

### Disadvantages

- ✓ Very slow service due to lack of ability of some guests.
  - ✓ It is take a long time.
  - ✓ Risk of the stains on the linen or cloths
- c. **English service/anl'anglaise service: Cover** put is on customer 'stable in advance. Food is presented and served to customer by the station waiter (service staff) at his left side of customer.

### Advantages

- ✓ It is classic service
- ✓ Quick service
- ✓ It respects the customer's choice

### Disadvantages

- ✓ It requires a qualified staffs
  - ✓ Risk of stains on linen or clothes
- d. **Guerdon service/Russian service:** it is a service done by using a movable table called guerdon or pedestal table. Sometimes we can use a trolley. other preparation can be done on the guerdons during the guerdon service: carving, flambés(flambéing).salad preparation

### Advantages

- ✓ allow to serve hot food
- ✓ It is spectacular service (surveillance) it is a highly classic service.

### Disadvantages

- ✓ It require more space
- ✓ It is requires modernised equipment
- ✓ It' requires a qualified staffs

- ❖ **ASSISTED SERVICE** : the customer is served the part of meal at a table and is required to obtain part though self-service from some form Of display or buffet
- ❖ **SELF- SERVICE:** the customer is require to help him or herself from a buffet or counter. The customer is served himself at the buffet table.
- ❖ **SINGLE POINT SERVICE:** The customer orders, pays and receives the food and beverages, for instance at a counter at a bar, in the license premises in fast food operation or at a vending machine.
- ❖ **SPECIALIZED OR INSITU SERVICE:** The food and drinks are taken to where the customer is.

### LO 3.3 – Describe service techniques

- Content/Topic 1:Styles and technique

There are a number of service styles to be followed when it comes to how food and beverage should be served to the customers. The following are the most prominent styles:

#### Table Services

In this type of service, the guests enter the dining area and take seats. The waiter offers them water and menu card. The guests then place their order to the waiter. The table is covered in this service. It is grouped into the following types:

##### ✓ **English or Family Service**

This service Also known as Family Service or Butler-style

- Usually used for banquets and in clubs
- Servers bring all the food to the table on serving platters (1 server can serve more than 1 table)
- Food is presented to the host, who will then pass it on “family-style” around the table.
- Guests help themselves to the amount they desire.
- Mainly used at Asian Restaurants (Thai, Chinese, Indian) for families and communal dining.



Figure 3: American service

✓ **American or Plate Service**

The food is served on guest's plate in the kitchen itself in predetermined portion. The accompaniments served with the food, the color, and the presentation are determined in the kitchen. The food plates are then brought to the guest. This service is commonly used in a coffee shop where service is required to be fast.



Figure 4: French service

✓ **French Service**

It is very personalized and private service. The food is taken in platters and casseroles and kept on the table of guests near their plates. The guests then help themselves. It is expensive and elaborate service commonly used in fine dining restaurants. This service has two variants:

- I. **Cart French Service:** The food is prepared and assembled at tableside. The guests select food from the cart while sitting at their tables and are later served from the right. It is offered for small groups of VIPs.
- II. **Banquet French Service:** The food is prepared in the kitchen. The servers serve food on each individual's plate from guest's left side. For replenishment, the servers keep the food platters in front of the guests.



Figure 5: Guerdon service

✓ **Guerdon Service**

In this service, partially cooked food from the kitchen is taken to the Guerdon Trolley for cooking it completely. This partial cooking is done beside the guest table for achieving a particular appearance and aroma of food, and for exhibiting showmanship. It also offers a complete view of food. The waiter needs to perform the role of cook partially and needs to be dexterous.



*Figure 6: Silver Service*

#### ✓ **Silver Service**

In this service, the food is presented on silver platters and casseroles. The table is set with sterling silverware. The food is portioned into silver platters in the kitchen itself. The platters are placed on the sideboard with burners or hot plates. At the time of serving, the waiter picks the platter from hot plate and presents it to the host for approval and serves each guest using a service spoon and fork.



Figure 7: Russian Service

✓ **Russian Service**



Also refers as Platter Service. "Silver Service in French.

- Used at small VIP functions such as visiting foreign dignitaries, staff-guest ratio must be sufficient enough for food and beverage service
- The Chef prepares food in kitchen, arrange attractively on service platters which Servers deliver to the restaurant and the guests' table
- Server must provide every guest with the same amount or portion of the food served
- Faster and less expensive than French Service

## **Russian service procedures/techniques**

- I. Food is fully prepared and pre - cut in the kitchen and is arranged neatly on silver platters by the chef
- II. Server picks up the silver platter present the silver platter to the host and guests
- III. Hold the platter on the left hand and serve the guest from the left with the right hand using serving fork and spoon
- IV. Continue to serve the other guests around the table in an anticlockwise manner

### **✚ Assisted Service**

Here, the guests enter the dining area, collect their plates, and go to buffet counters and help themselves. The guests may partially get service at the table or replenish their own plates themselves.

### **✓ Buffet Service**

It this type of service, the guests get plates from the stack and goes to buffet counter where food is kept in large casseroles and platters with burners. The guests can serve themselves or can request the server behind the buffet table to serve. In sit-down buffet restaurants, the tables are arranged with crockery and cutlery where guests can sit and eat, and then replenish their plates.



*Figure 8: Self Service*

### **✚ Self Service**

In this type of service, the guests enter the dining area and select food items. They pay for coupons of respective food items. They go to food counter and give the coupons to avail the chosen food. The guests are required to take their own plates to the table and eat.

✓ **Cafeteria Service**

This service exists in industrial canteens, hostels, and cafeterias. The menu and the space is limited; the cutlery is handed over to the guests. The tables are not covered. Sometimes high chairs are provided to eat food at narrow tables. It is a quick service.



*Figure 9: Single Point Service*

✚ **Single Point Service**

In this type of service, the guest orders, pays for his order and gets served all at a single point. There may be may not be any dining area or seats. The following are the different methods of Single Point Service:

✓ **Food Court**

This is an array of autonomous counters at which the customers can order, eat, or buy from a number of different counters and eat in adjacent eating area.



**F&B Vending**



**Take Away**



**Food Court**



**Food Kiosk**

✓ **Kiosks**

The customer enters the choice and amount of money physically and the machine dispenses what customer demanded accurately.

✓ **Take Away**

Customer orders and avails food and beverage from a single counter and consumes it off the premises.

✓ **Vending**

The customer can get food or beverage service by means of automatic machines. The vending machines are installed in industrial canteens, shopping centers, and airports.

✚ **Special Service**

It is called special service because it provides food and beverage at the places which are not meant for food & beverage service. The following are the different methods of special service.

✓ **Grill Room Service**

In this type of service, various vegetables and meats are displayed for better view and choice.

The counter is decorated with great aesthetics, and the guest can select meat or vegetable of choice. The guest then takes a seat and is served cooked food with accompaniments.

✓ **Tray Service**

Method of service of whole or part of meal on tray to customer in situ, such as hospitals, aircraft, or railway catering.

✓ **Trolley/Guerdon Service**

Food is cooked, finished or presented to the guest at a table, from a moveable trolley. For example, food served on trollies for office workers or in aircrafts and trains.



✓ **Home Delivery**

Food delivered to a customer's home or place of work. For example, home delivery of pizza or Meals on Wheels.

✓ **Lounge Service**

Service of variety of foods and beverages in lounge area of a hotel or independent place.

## ✓ Room Service



- Here food is served to guests in their allotted rooms in hotels.
- Small orders are served in trays. Major meals are taken to the room on trolleys.
- The guest places his order with the room service order taker.
- The waiter receives the order and transmits the same to the kitchen.
- Meanwhile, he prepares his tray or trolley. He then goes to the cashier to prepare and take the bill.
- He then takes the bill along with the food order for the guests' signature or payment.
- Usually clearance of soiled dishes from the room is done after half an hour or an hour.
- However, the guest can telephone Room Service for the clearance as and when he has finished with the meal.
- 

## Learning Unit 4 – Clear guest table

### LO 4.1 – Clearing guest table

- **Content/Topic 1: Clearing tools and their usage:**

To days tip applies more to bussers than server, but knowing how to clear the table is a valuable skill for all restaurant staff to understand. For clearing table there are tools that facilitate the restaurant staff

- ✓ Service cloth used brushes any crumbs and other debris lying on the tablecloth onto the service plate
- ✓ Service plate used for putting or carrying the crumbs and other debris
- ✓ Service tray used for carrying crumbs and other debris lying on the tablecloth onto the service plate and used plates

## LO 4.2 – Apply Clearing techniques

### ● **Content/Topic 2: Clearing techniques:**

Today's tip applies more to bussers than server, but knowing how to clear the table is a valuable skill for all restaurant staff to understand. Did you know that there's a right way to clear a table? Clearing a table is about more than the number of dishes you can carry at once; it's also about maintaining a clean and welcoming atmosphere for your guest.

Developing good clearing techniques helps to:

- ✓ Enhance speed and efficiency
- ✓ Avoid the possibility of accidents
- ✓ Create minimum inconvenience to customers
- ✓ Allow more to be cleared, in less time and in fewer journeys
- ✓ Provide the opportunity for plates, cutlery, glassware and linen paper and food waste items to be separated according to the needs of the establishment
- ✓ Allow for dirties to be collected and stacked neatly and correctly on the sideboard/workstations or trolleys.

The main method of clearing in a plated and table service operation, and with customers in the room, is described below.

- ✓ Know when clearing is needed
- ✓ Hold the clearing tools in a professional manner
- ✓ Remove soiled items from table professionally

It is important to clear the table between two dining sessions by the following this procedure:

- Clear the table first time when the guests finish main course. Clear it for the second time just before the guests leave the table.

- While clearing, remove used and unused pieces of flatware and chinaware except table linen and center piece. Let the dessert flatware remain if it is first clearing.
- Let the wine glasses remain even after the main course. When same wine is offered in consecutive courses, serve it in the same wine glass. Else replace soiled glass with the fresh one.
- While clearing, pickup one plate and place on the tray at a time. If it is a formal dining, slide a fresh plate in place of the removed plate so that the table cover of the guest is never empty.
- Do not overload the tray with pile of used plates. Make extra rounds to the table if needed.
- All clearing techniques stem from the two main hand positions
- Remember, expertise comes with regular practice
- Dirties should always be cleared from the right-hand side of the customer.
- The waiter should position himself, taking up a sideways stance at the table.

### **Clearing soup plates**

- The waiter having positioned himself correctly will then pick up the first dirty soup plate on it's under plate. This stance allows the waiter to pass the dirty soup service from the clearing hand to the holding hand.
- Using this procedure ensures the dirty plates are held away from the table and customers, reducing the likelihood of accidents.
- **Figure a)** shows one of the two main hand positions previously mentioned, and the first dirty soup plate cleared.
- This dirty soup plate should be held firmly on it's under plate with the latter pushed up firmly between the thumb and the first and second fingers.
- It is important that this first dirty soup plate is held firmly as succeeding dirties are built up on this one, meaning there is a considerable weight to be held.
- **Figure b)** shows the second dirty soup plate on it's under plate cleared and positioned on the holding hand.
- **Figure c)** shows the position of the second dirty soup plate on the holding hand. The soup spoon is taken from the lower soup plate to be placed in the upper soup plate.
- **Figure d)** shows the upper soup plate with its two soup spoons now placed in the lower soup plate, leaving the upper under plate behind.

- The third dirty soup plate with it's under plate is now cleared from the right and placed on the upper under plate on the holding hand.
- The above procedure is then repeated each time a dirty soup plate on it's under plate is cleared.



**Figure a)** Clearing soup plates: (a) First soup plate is cleared



**Figure (b)** First stage of clearing the second soup plate



**Figure (c)** Second stage of clearing the second soup plate

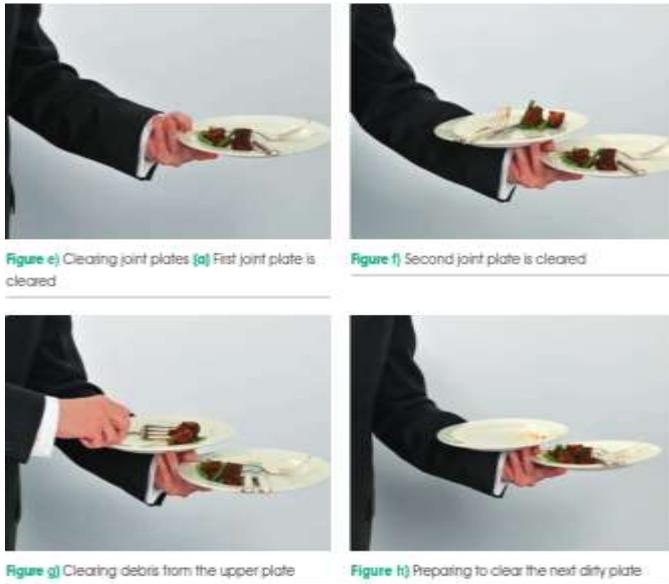


**Figure (d)** Second soup plate is cleared in preparation for the next dirty soup plate

### Clearing joint plates

- **Figure (e)** shows one of the two main hand positions
- The dirty joint plate should be held firmly pushed up to the joint between the thumb and the first and second finger.
- Note the position of the cutlery: the fork held firmly with the thumb over the end of its handle and the blade of the joint knife placed under the arch in the handle of the fork.
- Any debris or crumbs will be pushed into the triangle formed by the handles of the joint knife and joint fork and the rim of the plate. This is nearest the holding hand.
- **Figure (f)** shows the second dirty joint plate cleared and positioned on the holding hand.
- **Figure (g)** shows the second dirty joint knife positioned correctly and debris being cleared from the upper joint plate onto the lower joint plate using the second dirty joint fork cleared. This procedure is carried out as the waiter moves on to his next position in readiness to clear the third dirty joint plate.

- **Figure (h)** shows the holding hand with the already cleared items held correctly and ready to receive the next dirty joint plate to be cleared.



### Clearing joint plates and side plates together

- **Figure i)** shows the dirty joint plates and cutlery correctly stacked, and with the side plates and side knives also being cleared in one journey to the table. This is an alternative to clearing the joint plates and then the side plates in two phases.



*Figure 3: Clearing side plate*

## Clearing side plates

- Side plates are cleared using a service salver or service plate. The reason for this is to allow a larger working surface on which to clear the dirty side knives and any debris remaining.
- **Figure j)** illustrates the method of clearing debris from the upper dirty side plate and on to the service salver/plate.
- **Figure k)** shows the holding hand having cleared four place settings with the dirty items and debris stacked correctly and safely.
- This method generally allows the waiter to clear more dirty side plates and side knives in one journey between sideboard/workstation and table and is especially useful when working in a banqueting situation.



**Figure j)** Clearing side plates: Clearing debris from the side plate to the service plate



**Figure k)** Hand position having cleared four side plates and side knives

## LO 4.3 – Apply Crumbing down procedures

- Content/Topic 1: Crumbing procedures

The process of crumbing down usually takes place after the main course has been cleared and before the sweet order is taken and served. The purpose is to remove any crumbs or debris left on the tablecloth at this stage of the meal and to freshen up the appearance of a table after the main course has been consumed and all the dirty items of equipment cleared from the table

- ✓ Fold service cloth appropriately
  - ✓ Hold service plate near the edge of a table
  - ✓ Excuse your self
  - ✓ Start crumbing from both side
- The waiter brushes any crumbs and other debris lying on the tablecloth onto the service plate, with the aid of either the folded service cloth or a small brush designed for the purpose.
  - There are also metal cumbers that can be used.
  - The items of equipment used to crumb down are:
    - ✓ a service plate (a joint plate with a napkin on it)
    - ✓ The waiter's cloth or service cloth.
    - ✓ Alternatively a small pan and brush or metal crumber may be used.
  - On the assumption that a table d'hôte cover has previously been laid, the sweet spoon and fork, prior to crumbing down, should normally be positioned at the head of the cover.
  - However, if an à la carte cover has initially been laid, then, after the main course has been cleared, there should be no tableware on the table prior to crumbing down.

**Crumbing down the customer's place settings:**

1. Crumbing down commences from the left-hand side of the first customer. The service plate is placed just beneath the lip (edge) of the table. Crumbs are brushed towards the plate using a folded napkin, a specialist crumber brush or a metal crumber.



Figure l) Crumbing down with a 'crumber'



Figure m) Crumbing down (with a neatly folded napkin)

2. This having been completed, the sweet fork is moved from the head of the place setting to the left hand side of the cover.
3. The waiter now moves to the right-hand side of the same customer and completes the crumbing down of this place setting.
4. The sweet spoon is then moved from the head of the place setting to the right-hand side of the cover.
5. While the sweet spoon and sweet fork are being moved to their correct positions, the service cloth is held under the service plate by the fingers of the holding hand.
6. Having completed the crumbing down procedure for one place setting the waiter is now correctly positioned to commence again the crumbing down of the next place setting, i.e. to the left of the next customer.



*Figure 4: Sweet cutlery in place*

### **Tips when clearing a table**

- Clearing must be done at the appropriate time (see above for guidelines) and with minimal disruption to the customers. Clearing should be 'part of the process' and not an interruption to it.
- Clear away all unwanted or unused cutlery when removing matching course plates. If a guest has not used their main course knife for instance, it must be cleared when the main course plate is cleared
- Clear away the side plate and the side knife when clearing away the main meal plate. This is cleared from the guest's left-hand side so as not to reach across in front of the guest
- Clear away anything that is unwanted or unused on the table at that stage

- Clear away any condiments associated with the course that is being cleared. The salt and pepper shakers, butter dish and bread basket should be cleared when the main course items are being cleared. You may however, elect to clear away breadboards or baskets as soon as bread has been consumed. Check house practice and adhere to that
- Clear away unused or dirty glassware as and when no longer required. Don't let them build up
- Clear away all items in accordance with the establishment's standards and policies. This may include directions regarding whether a tray should be used to carry these items to the waiter's stations, or whether a clothed service plate is to be used, and whether or not items should be cleared to the waiter's station or directly to the kitchen or bar.

## Learning Unit 5 – Reset a Table

### LO 5.1 – Follow table cloth replacement techniques

- Content/Topic 1: Table cloth replacement techniques:

Nothing is more attractive in the room than tables clothed-up with clean, crisp and well starched linen tablecloths and napkins. The tablecloth and napkins should be handled as little as possible, which will be ensured by relaying the tablecloth quickly and properly first time.

Before relaying the tablecloth the table and chairs should be in their correct position. The tabletop should be clean and the table level, with care being taken to ensure that it does not wobble. If the table wobbles slightly, a disc sliced from a cork can be used to correct the problem. Next, the correct size of tablecloth for the table to be laid should be collected. Most table cloths are folded in what is known as a screen fold.

The waiter should stand between the legs of the table while the tablecloth is being laid, to ensure that the corners of the cloth cover the legs of the table once the clothing-up has been completed.

The screen fold should be opened out across the table in front of the waiter with the inverted and two single folds facing him, ensuring that the inverted fold is on top.

The tablecloth should be clean and dirty one removed professionally

### **Spread new table cloth professionally in the following procedures**

- Re-lay table cloth and Never let the cloth touch the floor, and handle the cloth as little as possible
- Make sure the cloth is laid the right side up. Check the hem to identify which is the right side if you are in doubt
- The overhang should be equal all the way around the table. Cloths come in various sizes and you must use the right size cloth for each table
- On large tables it is usual to use more than one cloth. The industry standard is that the overlap of cloths runs away from the main entrance door to enhance presentation by 'hiding' the join or overlap
- Creases in clothes should also run away from the door where possible
- Try to use the cloth to cover the legs of the table where possible, making the dining area more attractive.

#### **The cloth should then also be laid in the following manner:**

- 1) Place the thumb on top of the inverted fold with the index and third fingers either side of the middle fold (see Figure 13(a)).
- 2) Spread out your arms as close to the width of the table as is possible and lift the cloth so that the bottom fold falls free.
- 3) This should be positioned over the edge of the opposite side of the table from where you are standing (see Figure 13(b)).
- 4) Now let go of the middle fold and open the cloth out, shaking it slightly as you draw it towards you, until the table is covered with the cloth.
- 5) Check that the fall of the cloth is even on all sides (see Figure 13(c)).
- 6) Any adjustments should be made by pulling from the edge of the cloth (see Figure 13(d)).



(a)

(b)



(c)

(d)

Figure 13(a)-(d) Laying the table cloth

## LO 5.2 – Perform arrangement of tables and chairs

- **Content/Topic 1: Perform arrangement of tables and chairs**

Prior to service, tables and table settings must be checked not only for proper location and cleanliness but also for:

- Safety. We need to make sure that chairs are not compromised such that they may collapse when a customer sits on them. We also need to check that the chair does not pose a physical danger to the customer by virtue of a loose part, a projecting piece of wire or component
- Stability of chairs so they won't topple when used



- Stability of tables so that customers are seated at a table that provides a firm surface that doesn't move or rock when they lean on it.

### LO 5.3 – Reset table for the next service

- **Content/Topic 1: Reset the following items on the table**

At the end of service the room must be serviced to make it (partially) ready for the next shift. At the end of each shift, the dining area may need to be set up for the next shift. Sometimes this is left for the next shift to do.

Set up may involve minimal work if the next shift is going to be serving guests with the same or similar type or style of menu and floor plan. However setting up for the next shift may involve a great deal more effort and time if the type of service or style of menu is different. Therefore there may be some activities that have not been mentioned that need to take place, especially if the next service offering is different to that which has finished. For resetting the table there are also items needed as the ones used for first served have been cleared and taken to cleaning. These materials are the following;

- ✓ Guest Napkin
- ✓ Flatware
- ✓ Hollowware
- ✓ Glassware
- ✓ Salt and pepper shakers
- ✓ Flower vase
- ✓ Table number

#### All these items are resettled on table in the following ways:

- Place Service plate (dinner plate) one inch inside from the table edge.
- Place Salad plate on the top of the dinner plate.
- Forks on the left according to their size with the biggest fork being nearest to the dinner plate.
- Dinner spoon and knife on the right side of the dinner plate.
- Dessert spoon and fork on the top side of the plate horizontally.



- Bread plate (quarter plate) on the top-left corner of the dinner plate and a bread knife on top of it with its cutting edge pointing outwards.
- Water glass and wine glass on the top-right corner of the dinner plate.
- Neatly folded linen napkin on the extreme left just after the salad fork.
- Refill the salt and pepper shakers and place in the middle of tables
- Put the flower vase
- Put table number

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