

Study Material  
for Students

# **FOUNDATION COURSE IN**

## **Food & Beverage Service-I**

**(BHA 103)**



**National Council For Hotel Management  
and Catering Technology**

(An Autonomous Body Under Ministry of Tourism, Govt. of India)

A-34, Sector-62, Noida -201309

**Title : Foundation Course in Food & Beverage Service - I**

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# *Preface*



**Gyan Bhushan, IES**

*Sr Economic Advisor and CEO, NCHMCT  
Ministry of Tourism, Govt of India*



**National Council For Hotel Management  
and Catering Technology**

*(An Autonomous Body Under Ministry of Tourism, Govt. of India)*

Welcome to the exciting world of hotel management. This student handbook has been meticulously crafted to provide you with a comprehensive understanding of the principles, practices, and strategies that are essential for success in the dynamic hospitality industry. As the global hospitality landscape continues to evolve, the role of hotel managers become increasingly multifaceted. This handbook written as per the new curriculum based on NEP is a reflection of our commitment to equipping you with the knowledge and skills that will make you not just a successful hotelier but a true hospitality professional.

I would like to extend my gratitude to the dedicated team of educators and industry experts who have contributed their expertise to this textbook. Their collective wisdom ensures that you receive the most relevant and up-to-date information. Remember, in the world of hotel management, the guest is at the heart of everything we do. I invoke you to approach your studies with the same spirit of guest-centricity. It has been a deliberate effort to keep the language used in the student handbook as simple as possible. Necessary pictorial illustrations, formats and review questions have been included to help the learners understand the concept without any difficulty. I wish you a rewarding and enriching learning experience.

Comments and suggestions are welcome for further improvement of the book.

**Gyan Bhushan, IES**

# ***Acknowledgements***

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# 1

## Chapter

# INTRODUCTION TO HOSPITALITY INDUSTRY

## 1.0. UNIT OVERVIEW AND DESCRIPTION

### Overview

This Unit will provide the students with information about the concept of the Hospitality Industry, the basis of Food and Beverage Operation Classification, the Indian Concept of Hospitality, and the Overview of F&B Service in India.

## Learning Objectives

S. No.	Unit 1: Introduction To Hospitality Industry	Outcomes - Learners will be able to
1.1	Concept and success triggers of Hospitality	<ul style="list-style-type: none"><li>• Conceptualize Hospitality as industry and its trigger factors to success</li></ul>
1.2	Classification of F&B Operations	<ul style="list-style-type: none"><li>• Distinguish the basis of classification</li><li>• Categorize the basis of F&amp;B Operation</li></ul>
1.3	Classification of F& B Outlets	<ul style="list-style-type: none"><li>• Identify the various F&amp;B Outlets</li></ul>
1.4	Indian Concept of Hospitality	<ul style="list-style-type: none"><li>• Differentiate between global cultures related to Hospitality</li></ul>
1.5	Overview of F&B Service in India	<ul style="list-style-type: none"><li>• Speculate the current and future trends of Indian Hospitality</li></ul>

## 1.1. INTRODUCTION TO HOSPITALITY INDUSTRY: THE SUCCESS TRIGGERS



A playful child; Source: Internet



Food and Beverage Industry is a lucrative and flourishing industry. Globally, the growth in this industry forecasts growth because of its versatile nature. Food and Beverage is more than basic necessity for human beings in today's environment. The elements that drive us to consume food, apart from physical needs are:

1. Food and beverage are contributory in developing social cohesiveness.
2. Hectic lifestyle
3. To satisfy the palate with different tastes and variations in food.
4. To explore the gastronomical journey of a destination
5. Food is a status symbol and showcases affordability.
6. Food is a pleasure as it drives your emotional well-being.
7. Availability of variety of food and beverage options.

The increasing global population and globalization have created a mammoth space for demand and opportunity.

The Food and Beverage Industry is a component of the Hospitality Industry. The Hospitality Industry is an integral part of the tertiary sector, also known as the Service Sector. The service sector is one of the three pillars of the Indian Economy and is instrumental in shaping the social, economic, and cultural health of India. The service sector supports the nation's GDP by 60% growth.

Hospitality is a concept of creating an environment where human needs and desires are taken care irrespective of our relationship with them. As per a definition by Merriam Webster's Dictionary, "Hospitality is the generous and friendly treatment of visitors and guests or hospitable treatment." The term Hospitality got coined from the Latin word "*Hospes*" meaning guest, host or stranger.

Though the concept of Hospitality is as aged as mankind, the approach towards it has been ever-changing depending on the vibrations in global changes. From providing basic facilities like Food and Lodging, today Hospitality is a network of innovative enterprises which goes beyond the definition and is interfaced with warmth, care, comfort, and safety security.

In earlier times pilgrims, traders, army troops, and knowledge seekers, traveled miles after miles with no facilities. Their halt for food, rest and shelter was taken care by the locals. This practice eventually took shape of business. However, as the magnitude of travel and using basic facilities away from home increased, the spectrum of Hospitality also grew exponentially.

"Hospitality is not to change people, but to offer them space where change can take place"  
-Henry J.M. Nouwen

In the contemporary era, the approach of hospitality is meeting the demands of the growing population with sustainable practices and creating innovative grounds towards developing national wealth. At the same time, the industry promises services to population from all economic strata.



Silk Route played a pivotal role in enhancing Hospitality Industry. It was a network of trade routes spreading over 6400 kilometers from the 2<sup>nd</sup> Century BCE to the 15<sup>th</sup> Century. It witnessed many travelogues through the travelers from all over the world. They exchanged their social, economic, political, literal and cultural interests that cascaded down to the global expansion to be where we are today.



### CHECK BACK QUESTIONS

- Q.1. Hospitality Industry is a crucial part of which sector?  
Q.2. What are the other aspects that interface with Food and Lodging in Hospitality Industry?

## 1.2. TYPES OF OPERATIONS

1.2.1 The Food and Beverage Industry is a major component of the Hospitality Industry. It replicates the growth of the world's demand and supply mechanism. The business of Food and Beverage existed ever since humans learned to trade. However, with the changing social, ecological, economical, geographical, transport and lodging facilities, changes in the F&B framework are also seen.

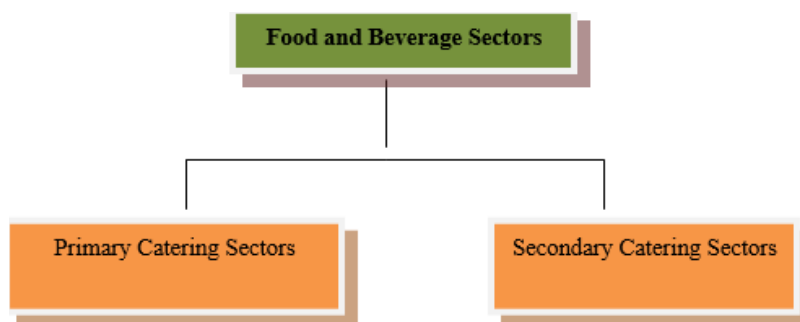
"Food is a product of demand and supply, so try to figure out where the supplies are fresh, the suppliers are creative and the demands are informed."-Tyler Cowen

Today there are multiple options in terms of F&B services to match the need of the increasing population with varied interests. Therefore, as the market grew, the Food and Beverage Service Industry became more structured based on these parameters.

### 1.2.1. CLASSIFICATION OF FOOD AND BEVERAGE SECTOR HAS BEEN MADE BASED ON

- Purpose
- Profit making motives
- Market

### 1.2.2. BASED ON THE PURPOSE OF CATERING, THE FOOD AND BEVERAGE INDUSTRY IS DIVIDED INTO TWO SECTORS



**Food and Beverage Sectors:** Sectors that are engaged in the provision of Food and Beverage to consumers (guests/clients).

**Primary Catering Sectors:** The sectors where the primary purpose of the establishments is providing Food and Beverage services to the consumers. (Guests/Clients). For Ex. Restaurants, Take away, Kiosk, Pubs, Function Catering.

**Secondary Catering Sectors:** The sectors where the secondary purpose of the establishments are providing Food and Beverage services to the consumers. (Guests / Clients). The primary objective of such establishments is some other task or activities they are meant for. For Ex: (Fig.1.2)



Sl. No.	Example of the Secondary Catering Service	Primary Objective	Secondary Objective
1.	Institutional Catering	The institute provides education to youth	Food and Beverages are provided while they are at the premise.
2.	Industrial Catering	The industry is engaged with workers in manufacturing	Food and Beverages are provided while they are at the premise
3.	Transport Catering	The transport facilities carry people from one place to another	Food and Beverages are provided while they use the facilities.
4.	Multiplex, Amusement park, departmental store	The main purpose is shopping or entertainment	Food and Beverages are provided while they use the facilities.

Therefore, we may say that provision of Food and Beverage may be the focal point or a related activity.

In service industry, it is preferred to call the consumers, *Guest*.



The F&B Industry alone has the manpower pool of 75 lakhs people approximately in India. Hence, the Structure and growth of F&B industry is crucial.

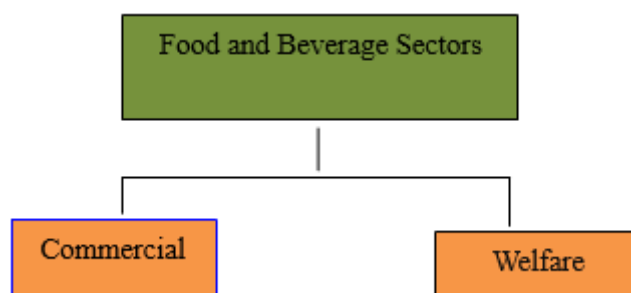


**Cash transaction at a coffee shop**



**Cafeteria at Shirdi Temple**

### 1.2.3. CLASSIFICATION ON THE BASIS OF PROFIT MAKING MOTIVE, THE FOOD AND BEVERAGE INDUSTRY IS DIVIDED INTO TWO SECTORS



Based on certain parameters, the overlapping of outlets with the sectors are observed.



### CHECK BACK QUESTIONS

- Q.1. Explain the factors for Food and Beverage Sector Classification.  
Q.2. What is the importance of Welfare Catering units?



Pizza Hut was the first company to deliver to International Space Station at 2001.

## 1.3. CLASSIFICATION BASED ON PROFIT-MAKING MOTIVES

**Commercial Sector:** Those establishments that run a business with the primary idea of getting return on their investments or say, earning profit from their products, i. e Food, Beverages and Services. This would include outlets that come under Primary Catering Sector. For Example, chain restaurants, stand-alone restaurants, F&B facilities in hotels, motels, food courts, Quick Service Restaurants, bars, food trucks, function catering, clubs, VIP lounges, etc.

**Welfare Sector:** as the name suggests the Welfare sector functions on a no profit a loss basis, at a subsidiary rate. They are run by the government or private bodies within a structured budget. The primary idea is providing the food facility but no profit is expected out of it. For Example, Hospital Catering, Military catering, Prison Catering, Industrial Catering, School Catering, Universities, Old age homes, and Religious Congregation are a few to mention.

Sl. No.	Commercial Catering	Welfare Catering
1.	Guests may place order from the à la carte menu.	The menu is prepared according to budget and calorie requirement. Fixed menu or cyclic menu is followed.
2.	The ambiance of the restaurant is important	The prepared dishes are kept in Bain Marie and employees engage themselves in the service of food in the cafeteria
3.	Value for money	The cost of the food may be subsidized fully or partially.

### CHECK BACK QUESTIONS

- Q.1. Hospitality Industry is a crucial part of which sector?  
Q.2. What are the other aspects that interface with Food and Lodging in Hospitality Industry?

## 1.3.1. CLASSIFICATION OF COMMERCIAL CATERING

Commercial catering may be further sub-categorized based on the amount of business they make and lodging facilities-

**General Market:** Commercial activities take place in an open and independent market. This means everybody with paying capacity has access to such provisions. This gives the business person an opportunity to invest as per his financial credibility. The consumer is spending on the Food and Beverage facilities willingly. It is based on his return on investment he creates the demand and supply.

For example, there was no microbrewery in India until 2009. However, today there are approx. 300 Microbreweries across the country.

**Restricted Market:** Like the general market, commercial activities are held in an open market. However, it is not free in terms of profit-making as the market comprises restricted consumers. For Example, the canteen at school, college, museum, and factory has limited consumers. With minimal infrastructure and a limited menu to offer to the students or the workers, the profit margin is also less.

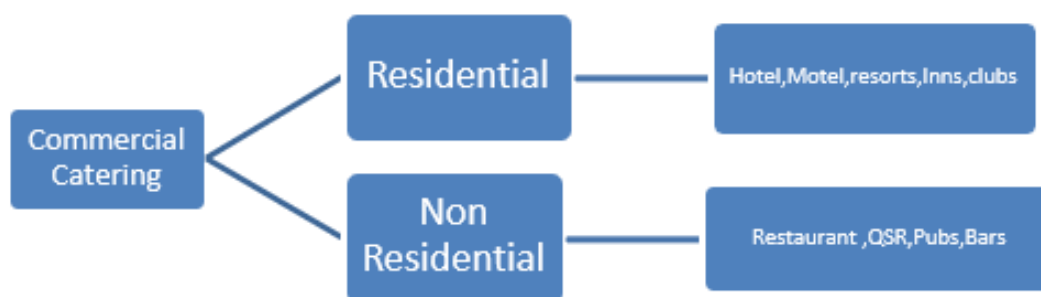
Commercial Sector –Business Oriented	
General Market	Restricted Market
Hotel, motel, resort etc	Transport Catering
Restaurants (Chain or stand alone)	Clubs
Take aways	Industrial Catering (Contractual)
QSR	Institutional Catering (Contractual)
Alcohol joints like bar ,pub	
Food Courts	
Function Catering	

#### CHECK BACK QUESTIONS

Q.1. Why are the Function Catering falls under general market?

### 1.3.2. COMMERCIAL CATERING

May also be sub-categorized as Residential and Non-Residential based on the site of provision of Food and Beverage Services. It is important to identify the nature of the operation and where it is positioned.



**Residential Catering** :The F&B Outlet, if belongs to a hotel, motel, rotel, floatel, or lodge, will have a different type of clientele and arrangements along with other facilities like banquets, meeting rooms, room service etc. Long vacationers in a resort or the Special Interest tourist have their priorities and the residential facilities may cater to those needs.

**Non-residential Catering** :may be concept-based like Subway, etc. which will have a different kind of setup based on their target clientele.

#### CHECK BACK QUESTIONS

Q.1. Transport catering should come under which category?



### 1.3.3. CLASSIFICATION OF THE FOOD AND BEVERAGE SECTOR BASED ON THE MARKET



**Captive Market:** As the name suggests the consumers are limited by the choices and pockets available to them by the F&B provision. As we saw in residential catering for schools, colleges, universities, old age homes, prisons, etc.

**Non-Captive market:** The consumers are in an environment where they are free to make their choices in a free market. They are not challenged with options and are willing to pay as per their pockets. For example Family get together, Business meetings, and celebrations. There are multiple options for various needs of the consumers like ambiance, timing, distance .money, food preference, etc.

**Semi Captive:** The consumer is offered the provision of Food and Beverages within a limitation which he may receive or deny. Once the limited offer of the provision is made the consumer is bound to accept it as it was a willful choice made. For Example in flight or train.



Staple ingredients like potato, tomato and chillies were brought in India by Portuguese.



Meal on board Air Canada

#### CHECK BACK QUESTIONS

- Q.1. Give examples for captive, non captive and semi-captive market.  
Q.2. Flight catering is an example of-----.

## 1.4. INDIAN CONCEPT OF HOSPITALITY

“Atithidevo Bhava” (अतिथिदेवो भवः) meaning be the one for whom the Guest is God, is a slogan for the campaign by the Ministry of Tourism, Govt. of India. This was coined in the Taittiriya Upanishad (a Vedic Sanskrit text) approximately 2500 years ago. This directs us toward the fact that Indian hospitality is an ancient practice and the legacy must continue if we want to enjoy our resources for longer. However, the conceptualization of the practice into industry is recent and at a nascent stage.

Bharat proudly holds the credit of being one of the deep-rooted civilizations of the world. The cradle of Indian civilization has bestowed on us an enriched heritage making it a much-cherished destination. The following are few factors contribute to the essence of Indian Hospitality.



Our strong values and ethics have a prominent role in keeping the spirit of Indian Hospitality at the core.

Our values are those deep embedded emotions that we receive from our environment and that further nurture our attitude and personality. Trust, truth, love, compassion, responsibility, integrity, respect, commitment are to name few. Ethics are our ability to distinguish between right and wrong as per our conscience. Saying that we must be able to focus that we can value our culture and restore it for generations. Sustainable practices and mutual respect between the industry and consumer is the key to success.

“Namaste” or “Namaskar”, a customary Indian greeting is an ancient practice that is much more than a hello to a known or stranger. It is a symbol of pure and positive thoughts, an acknowledgment, a valediction, a salutation, an agreement beyond any discrimination. At the same time, it is a yoga mudra to activate all the important nerves of the palm to enhance and balance the hormonal secretion of the body.





A proper sense of dressing among men and women esp. at places of worship as per their customs, religion, and norm embraces the idea of unity and diversity. It also uplifts the spirit of self-resilience.

Meeting friends and families while exchanging thoughtful gifts as a token of love, or sitting on the floor and eating with hands always meant a deep-rooted emotional connection with the Indian culture.

India is a land of magnanimous historical and cultural value with Hospitality as its backdrop. It continues to mesmerize us with technological upgrades interlinked with tourism in enhancing the concept of the Hospitality Industry.



All franchises are chain restaurant, but not all chains are franchise.

#### **CHECK BACK QUESTIONS**

Q.1. What do you mean by Atithi Debo Bhava?

### **1.4.1. THE COMPONENTS OF HOSPITALITY INDUSTRY**

The elements of Hospitality Industry are:

- Food and Beverage Industry
- Lodging Industry
- Transport Industry
- Recreation Industry
- Event Industry

Every Industry has an array of options and opportunities for different economical strata.



The Botin in Madrid is the oldest restaurant in world's oldest restaurant is in Spain.

#### **CHECK BACK QUESTIONS**

Q.1. What are the elements of Hospitality Industry?

### **1.4.2. GROWTH OF HOSPITALITY FROM GENERAL PRACTICE TO INDUSTRY IN INDIA**

The ancient travelers who traveled with different motives like pilgrims, army troops, and learners had to stop for rest and feed their horses and bullocks. As a gesture of hospitality, they were fed and never charged because the guest was considered God. The ancient traders, the religious congregations, and the knowledge seekers who came to our ancient





great universities like Nalanda, Taxila, Ujjain, etc. would generate a need for bulk food and lodging. Dharam Shalas, Chatram, and Quantity Kitchen fulfilled the necessities.

As this community cohabitated, there was enormous cultural exchange happening in terms of lifestyle, cuisine, and spirituality.

The Muslim invasions, Greeks, Khushanas, Mongols, Turks, and Huns transpose the pace of political and social changes. This saw the beginning of Medieval India.

The vegetarian and satvik food was taken over by non-vegetarian substitutes. West Asian cuisine blended with Indian and thus “Mughlai cuisine” was developed. “Soma” and “Sura” were popular alcoholic beverages preferred over milk.

The Sarai and Dhabas were developed by the rulers at that time to cater to the travelers' need to rest and eat.

The Europeans in the 17th century introduced French and English cuisine along with their alcoholic beverages.

The Indian food habit kept changing with the external influences of the invaders and dwellers. However, that did not change the ethics and values of Indian associated with their food and beverages.

The 18<sup>th</sup> century witnessed the introduction of Inn, cafes, restaurants in India. In 1840 the first western style hotel was built by Pallonjee Pestonjee, in Bombay, India, now Mumbai, Auckland Hotel, later known as Great Eastern Hotel was built in Calcutta, now Kolkata. Madras, now Chennai had Connomera Hotel for the Britishers until 20<sup>th</sup> Century. In the 19<sup>th</sup> Century, with the spreading of Railway network the need for railway catering was felt. The dining cars were introduced then.

Mr. Jamshedji Ratanji Tata founded the Indian Hotel Company in 1897 and a beautiful Taj Mahal Hotel was built in Bombay. This was opened in 1903.

Currently, in India there are numerous Hotel chains providing like IHCL, Tata Group (India's largest Lodge chain), HLV (luxury lodge chains), EIH Ltd. (own and managed by Oberoi), Hyatt, J.W. Marriott, Mahindra, Radisson, ITC etc numerous accommodation facilities have developed. Thousands of F&B Outlets have mushroomed. Multiple Online Food aggregators, applications, softwares, machineries and systems have developed to support the Hospitality Infrastructure.

In contemporary India, as we adhere to the values and ethics of the traditional lifestyles, we have embraced and adopted other cultures as well. The cutlery and dining etiquette have occupied our household but eating with hands, using leaves instead of plates, and using seasonal ingredients are still prominently prevalent in rural India.

With the rapid urbanization, change in work culture, psychology toward food, increased disposable income, multiple reasons to travel and increased frequency of dining out, the need to expand the Food and Beverage Industry has evolved.



Ellora Caves, Kailas Temple, Maharashtra

### CHECK BACK QUESTIONS

- Q.1. What changes the Indian food habit?  
Q.2. List the reasons that made people to travel?

## 1.5. OVERVIEW OF F&B SERVICE IN INDIA

The Indian catering set up highlighted in the 19th century as the colonial rule settled. They are credited for the resorts in hill stations, restaurants, café, pantry cars in trains, and refreshment rooms at railway stations.

The Food and Beverage Industry from basics to luxury has travelled through a journey to be where it is today. It is no more a closed space to dine for the sake of just a meal. The scope of technological advances has changed the layout of the F&B setup.

Let's look at the current trends in Food and beverage service industry:

1. **Cloud Kitchen:** A commercial kitchen is used to prepare food. It is a restaurant that takes orders digitally without any seating arrangements. For ex. Rebel foods, Door Dash.
2. **Food Delivery** with the help of E-Commerce platforms. For Ex.Swiggy, Zomato Dunzo, Food panda
3. **Internet surfing** for Food Outlets with the help of E-Commerce platforms. For Ex.Yelp, Restaurant finder
4. Promotional activities through online **food aggregators**. They are the third party hosts to help the food outlet to attract business. For ex. Dine out
5. **Hand held POS system and POS software** to handle the operations in restaurant like restaurant billing, KOTs, inventory, online order, menu, and customers. Ex. Pet Puja at the food outlet.
6. **Kiosk ordering system** -A Kiosk where orders can be made. This facility helps to mobile the cluttered traffic and reduces the serving time.
7. **Demand for plant-based food:** Plant-based alternatives to incorporate vegetarianism and veganism are in trend.
8. **Mindful consumerism:** An attempt to reduce carbon print by using bio-based and biodegradable food delivery packaging, disposables like straws and plates, etc.

9. Serving **alcohol-free beverages** to discourage alcoholism
10. **Coffee Substitutes:** Green tea, matcha, kombucha, golden milk, and spicy tea are in demand.
11. **Serving authentic cuisine:** To promote the cultural experience through culinary tourism to a traveler, authentic food with local ingredients is encouraged.
12. The emergence of **AI** is also a fresh trajectory towards a very streamlined service industry.



**Kiosk Ordering system, Singapore**



**Hand held POS system, Source: Toast Tab**

#### **CHECK BACK QUESTIONS**

- Q.1. How old is the history of Indian Catering Industry?
- Q.2. What do you mean by culinary tourism?

### **1.6. LET US SUM UP**

Food and Beverage is more than a basic necessity for the body. It has been associated with the mental, physical, emotional, and spiritual well-being of humans. The food and Service Industry is a component of the Hospitality Industry. The demand and supply in this industry



are constantly driven by the changing environment. The change in consumer behavior patterns, disposable income, technological expansions, and globalization, Improvement in transport facilities, promotion of inbound tourism, and promotion of vocal for local are various factors that have motivated the F&B Service Industry to constantly perform at par with the fast-changing market. The range of the Food and Beverage Service Industry is very broad. It caters to all the economic, geographic, and demographic strata. That leads us to the understanding that there is a huge demand for manpower to sustain the strength and volume of commerce. In this industry, a person has to have a positive mindset, skills, and knowledge.

## REVIEW QUESTIONS

### A. MATCH THE FOLLOWING

- |                     |                          |
|---------------------|--------------------------|
| a) Hospitality      | i) Culture               |
| b) Food aggregators | ii) not restricted       |
| c) Culinary Tourism | iii) Hospes              |
| d) General Market   | iv) Residential catering |
| e) Army mess        | v) Third party host      |

### B. FILL IN TH BLANKS

1. Food is a symbol of ----- and -----.
2. QSR is an example of -----.
3. Hospital catering is an example of both -----and -----.
4. The Europeans brought -----and -----cuisine.
5. ----- founded the Indian Hotel Company in 1897.

### SHORT ANSWER QUESTIONS

1. Define the word Hospitality?
2. Enlist the factors that motivates people to eat away from home?
3. Whar are the causes of change in F&B industry?
4. Differentiate between the subsectors of Commercial sectors.
5. What do you mean by ethics and values?

### LONG ANSWER QUESTIONS

1. What is the value of food in our lives?
2. Give an account of F& B Operations.
3. Give a note on India's dependency on its culture.



4. What are the recent trends in Food and Beverage Industry
5. What are the career prospects in Hospitality Industry.

### ACTIVITY

1. Identify various food and beverage provisional areas and categorize them as per the chapter.
2. Note down your observation regarding various ethical practices followed by these establishments.

### CLASSROOM ACTIVITY

1. Discuss the factors that motivates a tourist to explore your city or state.

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# 2

## Chapter

# DEPARTMENTAL ORGANISATION & STAFFING

## 2.0. UNIT OVERVIEW AND DESCRIPTION

### Overview

This unit will provide information to the students about different types of F&B Outlets and their features, the Ancillary areas of F&B service department, the hierarchy of F&B service department and their duties and responsibilities.

### Learning Objectives

S. No.	Unit-II: Departmental Organisation & Staffing	Outcomes Learners will be able to:
2.1	F&B Outlets	Enlist different types of F&B Outlets in Hotel Explain the features of different F&B outlets
2.2	Ancillary Departments	Identify different Ancillary department Describe the role & importance of Ancillary areas
2.3	Principal Staff of Various F&B Operations	Design the Hierarchy of the F&B service department Explain the duties & responsibilities of the F&B service staff Explain the need of inter & intra departmental relationship

## 2.1. TYPES OF F&B OUTLETS

### Food & Beverage Outlets: Introduction


Food & Beverage department is one of the major department of a hotel which contributes in major revenue earning for the hotel. This department has provision to provide food and beverages (alcoholic & non- alcoholic) to the guest. We can find various types of outlets within a hotel premises or they may be independent outlets. Different types of food and beverage outlets are designed for different purpose of the guest, this is the reason we find different types of outlets which differ in terms of ambience, décor, seating plan, meals, style of service, equipments etc. The guest may choose an outlet as per their purpose and requirements. It is utmost important for a F&B service staff to be aware of the different types



of outlet which will enable the staff to adopt different service practices prevailing in any particular outlet, which provide the staff for ease in operation and making the guest happy and satisfied.

This may understand with the help of following situation:

**LET'S FIND OUT**



Situation I: A computer manufacturing company wants to organise a dealer's meet from all over India at Mumbai, their will gathering of 500 people altogether at time. The company is looking for a hotel where the meet can be organised followed by a cocktail dinner party, For that purpose, being an F&B staff of hotel which out let you would suggest?

Situation II: Mr. Kumar after meeting is willing to have lunch and he has to catch the meeting again after short lunch break, He will prefer to have his lunch in which type of outlet?

Situation III: A celebrity actor staying in hotel room, is looking to have is dinner in the room only, trying to avoid his dinner in public place , so in this case he may place his order to which F&B outlet/ section?

You will be able to answer for each case after completing this topic.

## Types of F&B Outlets

Restaurant is a commercial place from where food and beverage are served and sold to the guest. Restaurants may be within a hotel or may be independent (Stand-alone).

### 2.1.1. SPECIALITY RESTAURANT

These are the restaurants which specialize in one particular cuisine, the entire ambience, décor, staff dress-code; serving style is based on that particular specialised cuisine. The table-wares used are of bone china / porcelain and matching with the theme. The restaurants are operated during luncheon and dinner hours.

### 2.1.2. COFFEE SHOP

Coffee shop is restaurant, which has provision for round the clock (24- Hours) service of food and beverage to the guest. It offers pre-plated service. The food service, ambiances and the dress-code of the staff are informal. Usually placemats are used on the tables. The coffee shop is usually located on the ground level in a hotel. Concept of coffee shop has come from the USA.

### 2.1.3. CAFETERIA

Cafeteria is an outlet in which, a straight line counter containing variety of hot and cold dishes are offered. The meals may be pre-paid or paid and may be against voucher. The customer starts picking the food on a tray from one end of a counter and move along the length of the counter as they select the dishes they want to have. The cashier who is seated at the end of the counter makes the bills or receives the voucher for the item selected and collects payments or prepaid vouchers. This form of service widely followed in institutional and industrial catering establishment.



#### **2.1.4. FAST FOOD OUTLETS (QSR- QUICK SERVICE RESTAURANTS)**



**QSR, Image courtesy QSRweb.com**

This concept was introduced in USA and now it has become popular all around the world. These outlets offer quick service and the affordable price of the menu items (for example: KFC, Mc Donald, Pizza Hut). QSR are designed to have usually four areas:

- FOH (Front of the house)
- MOH (Middle of the house)
- BOH (back of the house)
- The order delivery area

Some of the features are as follows:

- Offers alfresco menu.
- The menu is limited with one or two specialized dishes.
- Food can either be consumed in the premises or taken away as packing.
- Usually self service style of service prevails.
- High turnover of the guest.

#### **2.1.5. GRILL ROOMS/ROTISSERIE**

Grill rooms are a specialized outlet in which grilled or roast meat, fish and poultry are prepared in front of the guest. The guest area and the kitchen area are separated with the help of glass partition. The guest can have the full view of their food preparation, according their choice of vegetables and sauce.



**Grill Room, Image courtesy- Restaurant Mosaic, India**



### **2.1.6. BANQUETS**

It is a special function area, in which a large number of people are catered. Banquets are the largest revenue earning outlet of F&B service department. In this type of outlet the food is displayed on the buffet of different shapes. Seminar, workshops, social function, board meetings, exhibition and other formal and informal functions may be organized in banquets.



**Banquet, Image courtesy ITC Maurya, Delhi**

### **2.1.7. BAR**

Bars are the licensed outlets, where alcoholic and non-alcoholic beverages are served along with limited menu of food. A bar consists of bar counter with bar stools along with seating area. Mainly two types of bars are there:

- Cocktail Bar
- Dispense Bar

### **2.1.8. PUBS**

Pubs are basically of British concept. These commercial establishments serves variety of beers, especially draught / keg beers and other types of alcoholic beverage along with light snacks. The atmosphere is casual and service style is pre-plated. These are also known as 'Public House'.

### **2.1.9. PERMIT ROOM**

These are the facilities found in countries/state that prohibit consumption of alcohol, visiting hotel in such countries can avail alcoholic drinks based on their visa in designated permit rules. The bill shall include the passport number/identity number/visa details of the guest.

### **2.1.10. VENDING MACHINES**

Vending machines are the electronically controlled food/Beverage items dispensing units by inserting tokens or coins to the vending machine and get whatever they selects from the given option (operated by the customers). These are usually located at airports, railway stations, business centres and other places.



**Vending Machine, Image courtesy Febo, Amsterdam**

### **2.1.11. NIGHT CLUBS**

These are the outlets operates during late evenings and offers dinner, live entertainments. Cabarets or floor shows. Couples can dance on the floor to music performed by the live bands or to recorded music. Night clubs levy an entry fee. The dinner and wines are served at the table and guest can have their meal while enjoying the show. Sometimes guest have to be in formal dress code.

#### **Discotheque**

It has provision of dance floor for guests to dance on special lighting & recorded music and sound effect is created for an appropriate ambience. Drinks specially beer and snacks are served here. The service is informal .Usually entry fee is levied and usually operates at night. Discotheques are usually preferred by young guest.

### **2.1.12. CASINOS**

These are large F&B outlets in hotel premises in countries that permit gambling. It is an adjoining area to night club which is planned and equipped with gambling activities.



#### **TRIVIA**

The term 'casino' has been derived from Italian term casa, which means house. And casino mean small summer house.

### **2.1.13. PASTRY SHOPS**

These are usually small outlets/pastry display trolley located around the lobby area or sometimes near banquet entrance, from where in-house as well as walk-in guest may enjoy fancy bakery, confectionary and patisserie items.

### **2.1.14. COFFEE BARS**

Coffee bars falls under QSR extended to the coffee concept. These outlets offer variety of coffee such as machine coffee, cona coffee, laced coffee and others along with tit-bits. No full meals are served here.

### **2.1.15. ROOM SERVICE/IRD (IN-ROOM DINING)**

In-Room Dining as the name suggests, it is an outlet, which provides food and beverages round the clock to the room guest. Room service area is located at the back of the house, may operated centralized or decentralized. Trays and trolleys are used to serve the food and beverage in the room.

### **2.1.16. MOBILE CATERING**

Mobile catering offers food and beverage from a well equipped mobile cart/vehicle. It is usually used for outdoor places/events. These are equipped with on-board heating and cooling system from where the food is finished and served.

### **2.1.17. KIOSK**

Kiosks are usually located busy public places. These may permanent or temporary structures, from savouries, bakery product, tea , coffee and small titbits is sold. It doesn't have seating arrangement.

### **2.1.18. FOOD COURT**

Food courts are usually found at shopping malls, airport waiting lounge, amusement parks. These are series of independent outlets located at one place with a common seating arrangement. Most of the independent outlet uses disposables to serve the food.

#### **CHECK BACK QUESTIONS**

- Q.1. What are the different features of a Coffee Shop?
- Q.2. Which type of F&B outlet offers gambling activities?
- Q.3. The term IRD stands for?
- Q.4. Pastry shops are usually located at which part of hotel?

## **2.2. ANCILLARY DEPARTMENTS**

### **2.2.1. INTRODUCTION**

The food and beverage department is supported by many subsidiary departments, and these sub-departments are termed as Ancillary department. These 'back of the house' areas help the food and beverage department to function smoothly and efficiently. It is always important for these ancillary areas to come together and coordinate with restaurants and other food and beverage outlets to run the operations smoothly. These areas are a link between the kitchen and food service area. Ancillary areas are well planned and well equipped depending upon the style of service prevails in a F&B service department.

Team of efficient manpower is engaged in these areas, as they ensure efficient functioning to support the main food and beverage outlets.

The following ancillary areas are found in a F&B department of a hotel:

- Pantry
- Food pick-up area/Hot plate point





- F&B store
  - Silver room
  - Plate room
- Linen room
- Kitchen stewarding area (KST)
- Dispense bar

### **2.2.2. PANTRY (STILLROOM)**

In a large sized hotel there is a provision for separate pantry and a still room, but now-a-days many hotels have a common still and pantry area, for the purpose to save the space, as in a commercial place like hotel every inch counts. The function, equipment and layout of a pantry depend upon size of the organisation, the type of menu catered and style of service.

The pantry is handled by well trained staff members. The pantry is located in between the kitchen and restaurant area. Pantry is basically a service room; it has the provision to store items such as cutleries, crockery, hollowware, glassware, linens, condiments, disposables and other special table wares and equipments, which can't be stored in a sideboard.

Following is the ideal list of equipment found in pantry:

- Cupboards- for storage of different articles



**Bain Marie, Image courtesy- Trade India**

- Linen Cabinets
- Working Tables
- Plate warmers
- Bain Marie
- Refrigerators
- Coffee/Tea making range
- Milk boilers



**Griller, Image courtesy-Borosil**

- Geyser
- Juicer



- Salamander
- Sandwich griller



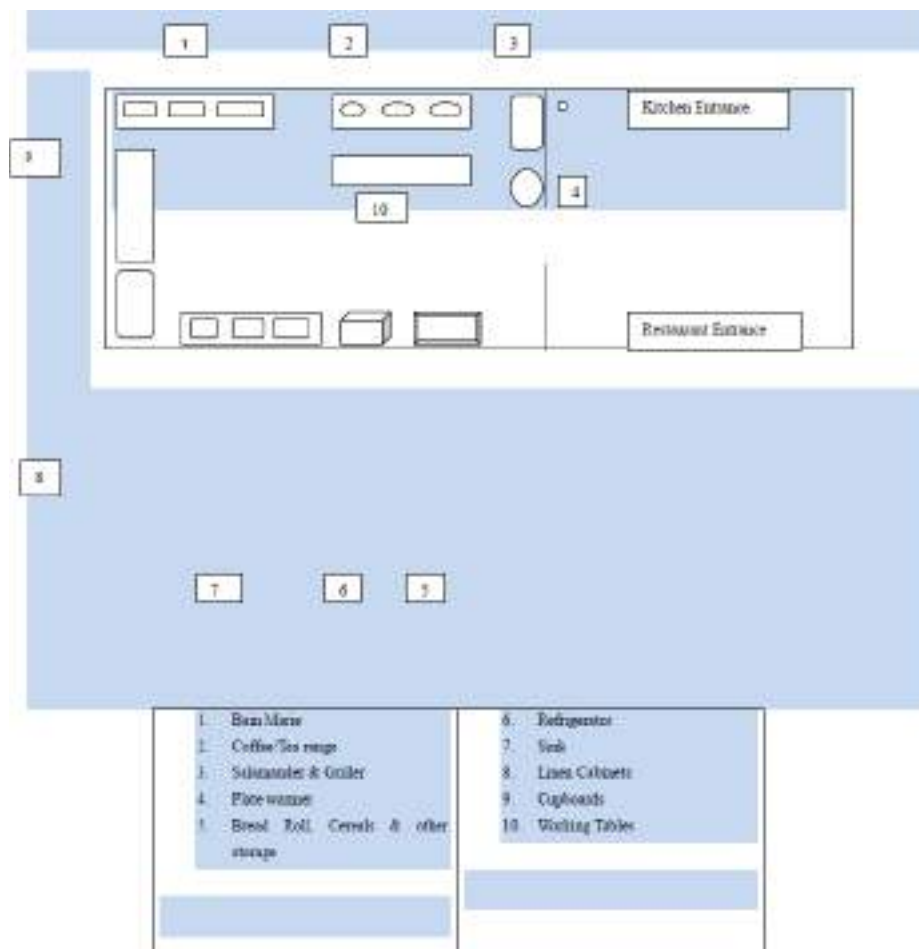
**Griller, Image courtesy Borosil**

- Sink

Preparation and storage of food items such as coffee, tea, juices (canned & fresh), milk, breakfast cereals, butter and preservatives (jam and marmalades), breakfast bread rolls are stored and sandwiches, cheese board preparation and egg preparation are done here.

An Efficient pantry should be:

- Spacious and well ventilated
- Having good drainage system
- Easily approachable from restaurants and kitchen



**Fig: Layout of a Pantry**



### 2.2.3. FOOD PICK-UP AREA/HOT PLATE POINT

This area is a contact point of kitchen staff and food and beverage staff, from where the food and beverage service staff pick-ups the food items for the table guest. It is also known as Hot plate point.

This is a place where all the hollow-wares, portion bowls, platters, joint plates, fish plates, which is required for service is well stocked and kept warm in advance. The food warmer which is usually electronically operated is switched-on in advance.

An 'Aboyeur' or a barker is the in-charge of this area. He/she receives the KOT from the waiter; he places the order to various section of kitchen as per the KOT received. As the food gets ready he/she collects the dishes from various sections and places it to the hot plate (to avoid the food getting cold) and handover the order to service staff without being delayed. He/she is also ensures the portion size, appropriate texture, proper garnish and the temperature of the food. If the check is improper by 'aboyeur', and if any fault occurs with the food, it may lead to unpleasant experience for the guest, and so the restaurant will lose revenue.

#### **Aboyeur**

The aboyeur mean 'barker', he is the in-charge of the hot plate point. He look after the food ordering, checking of garnish correct portion bowl use and handing over the hot food to service staff.

**KOT** – Kitchen Order Ticket



**Hot Plate Point**

### 2.2.4. FOOD AND BEVERAGE STORE

These are the storage area of complete equipments related to food and beverage operations. These equipments are issued to different outlets, as and when required. The record of equipment issued and received is maintained by the In-charge. In a large sized hotel the storage area is dividing into two areas:

- Silver Room
- Plate Room

#### **Silver Room**

Silver rooms are equipped with large shelves and cabinets to store large and small nature of silverwares. All the shelves and cabinets are labelled with their names, and the equipments are stored accordingly. Large equipment like chaffing dishes, salvers, platters, soup tureens, water jugs are usually stored in lower parts of the shelves, rarely used equipment are stored in upper part of the shelves and small equipment are stored in cabinets. Small equipment such as spoon, forks, knives are packed in bunch of 20 numbers for ease in count of the equipments. Glass-wares are stored in silver room very carefully in boxes to avoid any breakage. Special

care has to be taken of silvers made up of EPNS. Silver stored is periodically cleaned and polished to avoid 'tarnish'



#### TRIVIA

- EPNS are Electroplated nickel silver. EPNS silver are silver made up of alloy consisting of copper, zinc and nickel, electro plated with silver.
- TARNISH is film accumulates upon the silver, which consists of silver sulphides and so silver turns into greenish-black colour.

## Silver Cleaning Methods

There are various methods which is used to clean the silver, use of these methods of cleaning depend upon the size of equipment. Methods of silver cleaning are as follows;

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

### Burnishing Method

This method of silver cleaning is done with help of burnishing machines. These are most effective way to keep the silvers to restore in good condition. This method saves time, money and labour. Burnishing machines are fitted with revolving drums with safety shield, soapy water is passed through the hose when the machine is revolving. The drum is half filled with the bearing balls. During the rotation of the drum the soapy water and the ball bearings helps the silver to clean. After removing the silvers it is thoroughly rinsed with hot water and finally polished.



**Burnishing Machine, Image courtesy**  
[www.eri sas.com](http://www.eri sas.com)

### Polivit Method

This method is suitable for large pieces of equipments such jugs, trays, entrée dishes and others. In this method 'polivit plate' (Aluminium plate) with multiple wholes is dipped into a container filled with hot water, washing soda and salt. Now the silvers are dipped into the container touching to the polivit plate. Chemical reaction takes place and so the tarnish is removed. Finally the silvers are rinsed, dried and buffed.



## Plate Powder Method

Typical items which cannot be cleaned from Polivit method is cleaned with the help plate powder method. Jeweller's rough which is a pink-coloured powder, which is mixed with methylated spirit to make paste. The paste is applied on the silver allowed to rest and then it is buffed with the help of cloth or brush may used. It is then rinsed in hot water and is dried.

## Silver Dip Method

In this method of silver cleaning a wired basket is immersed in the silver dip (pink coloured harsh chemical). The silvers are kept in the basket and left for short period of time. Now the silvers are removed, rinsed and cleaned with clean cloth.

## Plate Room

These are the storage area to store all kind of crockery includes of earthenware, stoneware, chinaware, porcelain ware.

### 2.2.5. LINEN ROOM

All kinds of spare linens are stored in linen room; it's not possible for service staff to run to the housekeeping department during operation. For this purpose the linen room is near to the restaurant area. The linens are stored in cupboards and labelled accordingly. The record is maintained while receiving and issuing of linens to different outlets.

The linens are exchanged daily on the basis of 'one clean for one dirty'. This is mainly done by service staff who collects, segregates all the dirty food and beverage related linens (tablecloths, Serviettes and naprons) and makes the bundle of 'ten'. The service staffs enters the details and quantity of linens in the document called 'line exchange register/sheet' in duplicate system and moves to housekeeping department for exchange after verification by senior captain/captain.

Hotel Name				
Linen Exchange Register				
Date:		S. No.:		
From:		To:		
S. No.	Items	Returned	Received	Remarks
1.	Table cloth	20	20	
2.	Naprons	40	40	
3.	Serviettes	100	80	20 pieces of serviettes will be issued later
Signature of waiter				
Verified by		Signature of Linen Room Assistant		

**Fig: Linen exchange Register**

### 2.2.6. KITCHEN STEWARDING (KST)

Kitchen stewarding area is supposed to be utmost important section. It should have enough space and located to such a place so that KST staff can work efficiently and can approach easily from restaurant to KST area. When service staffs leaves the restaurant with soiled plates from the restaurant, this area should fall at the first place. There is a provision of soiled dish-landing tables along with two separate baskets. The soiled plates are placed on the dish-landing tables, the cutleries and debris are separated and are placed in two different baskets.

The purpose of a proper dish washing process is to clean and sterilized the dish for next use. KST department is dividing into two sub-areas;

- Pot wash area
- Dish wash area

#### Pot Wash Area

This part of KST is also known as 'scullery'. This place is specially meant for washing of kitchen pots, pans, tubs and other big sized kitchen equipments. The washing of Pots may be done manually or mechanically. Manually washing of pots involves too much of physical works. This section is equipped with pot racks and hanger to keep the cleaned pot, ladle and others.

#### Dish Wash Area

This part of the KST is responsible of cleaning and sterilizing of all kinds of service wares such as cutleries, crockery, glassware and others. This section may be divided into separate parts for washing of separate categories to speed up the washing process and avoiding breakage.

Dishwashing can be done *manually* and *mechanically* both.

#### Manual Dish Washing Method

*Two sink method* and *three sink methods* are used in manual method.

**Two sink method** consists of two sinks, the first sink contain detergent mixed water (45°C) where the dish is rinsed a washed and second sink contain hot water (77°C) where the dishes are sanitized to make it free from germs. Finally those are air dried.

**Three sink methods** consist of three sink for washing, rinsing and sanitizing. The first sink contains hot water (45°C) with detergent for washing purpose. The second sink consists of hot water (45°C) for rinsing the dishes and finally dishes are shifted to third sink to sanitize the dishes in hot water (at 77°C). Now the dishes are air-dried.



**3 Sink Unit, Image courtesy-iclean (Brochure)**



## Mechanical Dish Washing Method

This method of dish washing saves time and labours both, with quality cleaning result. Before initiating any of the mechanical method the debris is removed from the dish and then shifted to machine.

There are three main types of dish washing machines;

**Spray types**, in this method the dishes are placed in the racks which are pushed inside the machines where the soapy hot water (45°C) is sprayed further the rack is pushed to sterilization section where clean hot water (80°C) is sprayed for short span of time where the dishes are cleaned and sanitized.

**Brush type**, in this method firstly the dishes are scrubbed in hot soapy water (45°C) with the help of revolving brushes, than after the dishes are sent for rinsing and sanitized.

**Agitator type**, in this method of dish washing, dishes are placed in the baskets those are immersed in tank contains soapy hot water (45°C) and now the cleaning process takes place by mechanical agitation. Further the basket is sprayed with hot water (80°C) for final rinsing and sanitized.



Dishwashing Machine, Image courtesy India Mart

### 2.2.7. DISPENSE BAR

Dispense bar means a bar lies in the food and service area, which dispenses alcoholic beverage. The order from all the other outlets are fulfilled from dispense bar. It is usually located at the back of the guest area. Limited stocks of wine, spirits, liqueurs and other are stocked here. The beverages are dispensed against the BOT. opening and closing duty is performed by the head bartender.

#### BOT

Stands for 'Beverage Order Ticket', This is the document which produced in the bar, and the beverage is received against the BOT

#### CHECK BACK QUESTIONS

- Q.1. In which ancillary department we can find tea/coffee preparation area?
- Q.2. Name the four methods of silver cleaning?
- Q.3. EPNS stands for \_\_\_\_\_.
- Q.4. Pot wash area is also known as?
- Q.5. Linen exchange process is recorded on which document?



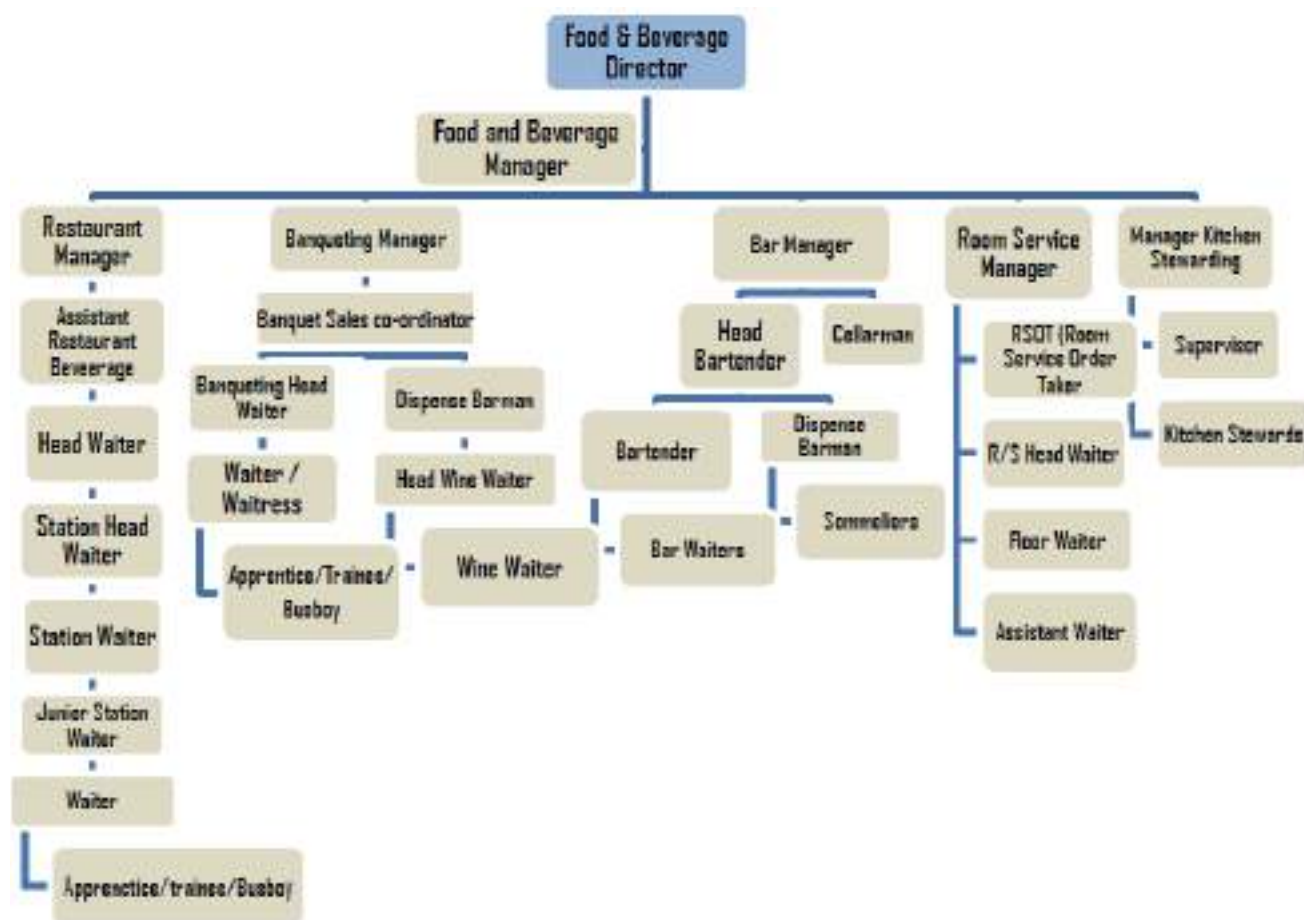
## 2.10. PRINCIPAL STAFFS OF VARIOUS FOOD AND BEVERAGE OPERATION

### 2.3.1. INTRODUCTION

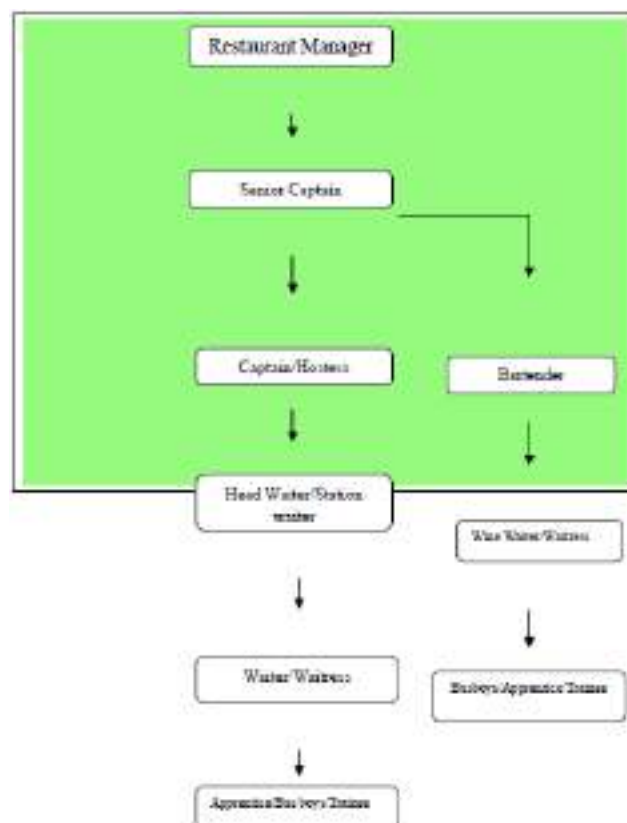
All types of small and large organisations involves brigade of manpower. All the staffs involved in the team are assigned with a particular set of duties and responsibilities, which ensures the smooth functioning of the organisation. The success of any organisation depends upon the efficient staffing at all the levels. Each staff performs and contributes towards achieving the goal of an organization.

An organised organization has a standard and structured organisational chart/hierarchy, where each staff has a standard title of their position which defines their duties and responsibilities. The delegation of authority flows from top to bottom in a hierarchy. Whereas, an unorganized or small establishment may have or may not have a structured hierarchy. However, every organization requires different type of staff position. In the coming topic we will see the organisational structure found in a five star hotel as well as an independent restaurant.

### 2.3.2. HIERARCHY/ORGANISATIONAL CHART

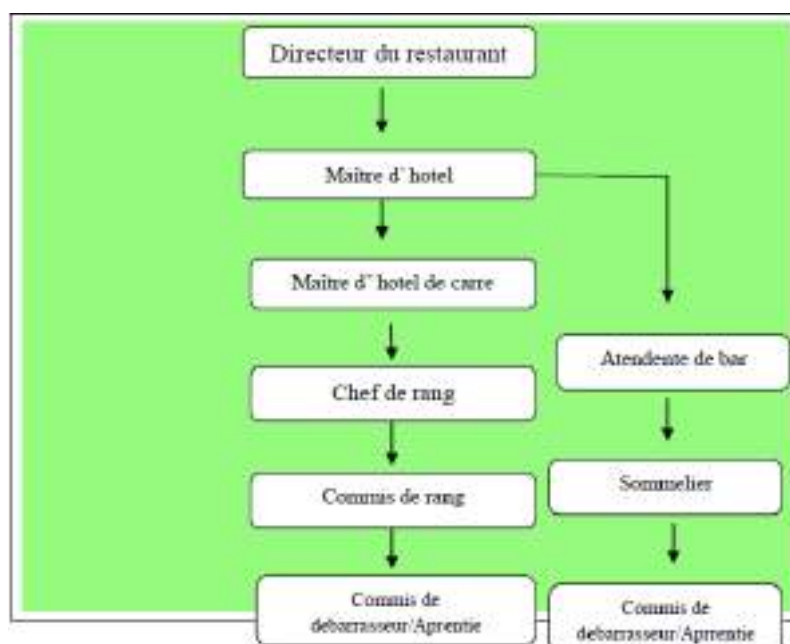


Organisational Chart/Hierarchy of a 5 Star Category Hotel



An organisational structure of a restaurant-cum-bar

### 2.3.3. FRENCH/ENGLISH/AMERICAN HIERARCHY AND TERMINOLOGY FOR FOOD AND BEVERAGE STAFF



Organisational structure of a French restaurant-cum-bar

## American, English and French terminology used for food and beverage service staffs

S. Nos.	American Terms	English Terms	French Terms
1.	Team Leader	Restaurant Manager	Directeur Du Restaurant
2.	Senior Captain	Head Waiter	Maître d' Hotel
3.	Captain	Station Head Waiter	Maitre d' Hotel Carre
4.	Steward	Waiter	Commis de rang/Garçon
5.	Lounge Steward	Lounge Waiter	Chef de Salle
6.	Floor Steward	Floor Waiter	Chef d' Etage
7.	Bill Clerk	Cashier	Caissier
8.	Carver	Carver	Trancheur
9.	Busboy	Utility Staff	Commis de Debarrasseur
10.	Apprentice	Trainee	Apprentie

### 2.3.4. DUTIES AND RESPONSIBILITIES OF FOOD AND BEVERAGE STAFFS

#### JOB DESCRIPTION OF A FOOD AND BEVERAGES MANAGER

<b>Job Title</b>	: Food and Beverage Manager
<b>Reports to</b>	: Food and Beverage Director
<b>Supervises</b>	: Assistant F&B Manager, Senior Captains

#### Duties and Responsibilities

- Represents food and beverage department in the morning HoD's meeting.
- To conduct meeting with all the other food and beverage outlets heads.
- Develops the operational budget and monitors budget and its control.
- He is responsible for the profit margins and achieving other goals of the department.
- Compilation of food and beverage menu. Revising menu time to time keeping in view of current trends in coordination with executive chef .
- Co-ordinates with the Human Resource department regarding new recruitments, training of existing staff and performance appraisal.
- Meetings with prospective clients to generate new business for the hotel.
- Planning and conducting promotional activities time to time.
- Reviewing and making reports related to department.

#### Job Specification (Required educational qualification and proficiency)

- Degree in Hotel Management.
- 3-5 years of working experience as assistant food and beverage manager.
- Sound knowledge of food and beverage.
- Fluency in English and other language (optional).



- Effective Public relation skill
- Presentable and groomed.

### **JOB DESCRIPTION OF A RESTAURANT MANAGER**

<b>Job Title</b>	: Restaurant Manager
<b>Reports to</b>	: Food and Beverage manager
<b>Supervises</b>	: Senior Captains and Captains

#### **Duties and Responsibilities**

- Ensures the standard operating procedure (SoP) in the restaurant.
- Forecasts the cover sales and turnover.
- Monitors daily operation and ensures quality of service and food.
- Assists and reports to food and beverage in making of operational budget.
- He is responsible for the all type's cash and credit transaction of the outlet and monitors the report making by cashier.
- Ensures good coordination with the kitchen for smooth operation.
- Grants leaves to the restaurant staffs and assists in making of staff appraisal.
- Makes duty roaster and allots daily duties to the subordinates and instructs about any new implementations and VIP arrivals.
- Handles guest's complaints.
- Keep checks on any pilferage, theft and revenue leakage.

#### **Job Specification (Required educational qualification and proficiency)**

- Degree in Hotel Management.
- 3-5 years of working experience as senior captain/ Assistant restaurant manager.
- Sound knowledge of food and beverage.
- Fluency in English and other language (optional).
- Effective Public relation skill
- Presentable and groomed.

### **JOB DESCRIPTION OF A SENIOR CAPTAIN**

<b>Job Title</b>	: Senior Captain/Head Waiter/Maître d' Hotel
<b>Reports to</b>	: Restaurant Manager
<b>Supervises</b>	: Captains and waiters

#### **Duties and Responsibilities**

- Relieves restaurant manager in his absence.
- Ensures proper mise-en-place and mise-en-scene in the restaurant area ( Specially the side board which is to be well stocked).

- Takes guest reservation, handles VIP guest, receives feedback from the guests
- Minutely supervises the daily operation and ensure the smooth function.
- Attends and resolves guest complaints.
- Ensures the maintenance and upkeep of the restaurant area.
- Conducting briefings to sub-ordinates.
- Prepares requisitions, and maintenance checklist.
- Checks non-available and item of the day from the kitchen and conveys to the service staffs.
- Responsible for restaurant inventory.
- Supervises closing of the restaurant.

### **Job Specification (Required educational qualification and proficiency)**

- Degree in Hotel Management/Diploma in Hotel Management.
- 1-3 years working experience as Captain/ 5-years of working experience as Waiter
- Sound knowledge of food and beverage.
- Fluency in English and other language (optional).
- Well behaved, presentable and groomed.

### **JOB DESCRIPTION OF A CAPTAIN**

<b>Job Title</b>	: Captain
<b>Reports to</b>	: Senior Captain
<b>Supervises</b>	: Waiters, Trainees and Apprentices

### **Duties and Responsibilities**

- He looks after a particular section of the restaurant
- He receives the guest, sit them, presents the menu card and receives the order from the guest.
- He Supervise and assists in service of food.
- Has an eye for details during gust service on table.
- He checks and presents the bill to the guest.
- Ensures the cleaning and relay-up of the soiled table.
- Responsible for the up-sale in the restaurant.
- Supervises the beverage service as per standards.
- Prepares for flambé service.
- Conducting briefings to sub-ordinates.
- Helps the waiters in opening and closing duty.



### **Job Specification (Required educational qualification and proficiency)**

- Diploma or Degree in Hotel Management.
- 3-5-years of working experience as Waiter.
- Sound knowledge of food and beverage.
- Fluency in english and other language (optional).
- Well behaved, presentable and groomed.

### **JOB DESCRIPTION OF A BARTENDER**

<b>Job Title</b>	: Bartender
<b>Reports to</b>	: Senior Captain
<b>Supervises</b>	: Waiter

### **Duties and Responsibilities**

- Conducts mise-en-place.
- Collects alcoholic, no-alcoholic beverages, condiments, disposable and ingredients from the store and stores the required beverages at correct temperature.
- Responsible for the upkeep and hygiene of the bar.
- Prepares the drinks as per standard recipe.
- Dispensing the drinks as per order.
- Checks the proper functioning of all the small and heavy equipments.
- Receives and serves the order from the guest sitting on bar counter.
- Conducts opening and closing duties.
- Prepares all the necessary document.

### **Job Specification (Required educational qualification and proficiency)**

- Degree in Hotel Management/ Diploma in Bartending
- 1-2 years of working experience as bar assistant.
- Sound knowledge of beverages.
- Fluency in English and other language (optional).
- Effective Public relation skill
- Presentable and groomed.

### **JOB DESCRIPTION OF A WAITER**

<b>Job Title</b>	: Waiter
<b>Reports to</b>	: Captain/Senior captain
<b>Supervises</b>	: Trainees, Apprentices, Busboys



## Duties and Responsibilities

- Conducts mise-en-place and mise-en-scene.
- Attends briefing conducted by captain/senior captain.
- Collects the food item from the kitchen.
- Do the service of the guest as per restaurant standards.
- Receives orders from the guest in absence of captain.
- Conducts Cleaning and relaying of the cover after service completes.
- Restocks the side board as and when required.
- Observes the guest carefully to avoid any complaints.

## Job Specification (Required educational qualification and proficiency)

- Certificate course in hotel management/Craft course/ Diploma or Degree in Hotel Management.
- Sound knowledge of food and beverage.
- Fluency in English and other language (optional).
- Presentable and groomed.

### 2.3.5. ATTRIBUTES/QUALITIES OF A GOOD WAITER



#### ➤ Personal Hygiene & Grooming

This is the first and utmost important quality of a waiter. Waiters are the point of contact where he/she spends a long span of time on the guest table, he/she serves the guest and does



the handling of food and beverage items which are ordered by the guest. This quality of a waiter makes the first impression to the guest.

The waiter has to maintain some set of measures which ensures their personal hygiene and grooming standards:

- Hair should be short and neatly combed; waitress should tie her hair neatly in a bun with the help of a hair net. They should do shampooing regularly. Men members should be cleaned shaved.
- He /she should take bath daily with soap to avoid any body odour.
- Taking dental care and brushing daily will avoid the bad breathe.
- They should wash their hand time to time to keep their hands free from germs, as they have to handle food.
- During operations hour they should avoid sneezing and coughing in front of guest and where food is exposed.
- He /she should wear neat uniform and exchange it with fresh uniform daily.
- Shoe should be neatly polished.

#### ➤ **Menu Knowledge**

Staff working in a food and beverage area should have sound knowledge of food menu and beverage menu. He/she should have knowledge of ingredients, cooking method and taste of particular food item present in the menu. Many of the times guest ask for the advice from the service staffs and they should be available with the information. They must be aware of correct accompaniments, cover set-up, and right serving technique of the food item in menu.

#### ➤ **Communications Skills**

A waiter with good communication skills exhibits a level of confidence in front of the guest and their seniors. He/she is able to communicate the right message of the guest without any distraction in message. Always try to take a pause while speaking, repeat the sentence or rephrase it while talking to guest.

#### ➤ **Good Memory**

It helps the guest while taking the order of a regular guest, you will be able to remember their name, likes and preferences of their eating habits, and this makes a Guest feel at home and happy.

#### ➤ **Punctuality**

Punctuality is essential attributes a waiter. This shows the commitment of the staff toward their duty. Being punctual will never put you in rush. He/she will get ample of time to complete his/her task on time. And this act of commitment leaves a good impression and is worth to get appreciated by the organization.

#### ➤ **Tactfulness and Diplomacy**

In restaurant business we come across, guests with different persona, race, religion, age and gender. A staff working in food and beverage area should be very tactful and diplomatic while dealing with this nature of guests. The staff must remain calm and composed while handling HWC guest.



#### TRIVIA

HWC - Handle With Care, The term HWC is used for the guest, who those are attention seeker or fussy guest.

#### ➤ **Honesty and Hard Work**

Honesty toward guest and work place makes a waiter's performance outstanding. His/her honesty and hard work is always appreciated by the guest and recognized by the organization. These two traits encourage others too and lead to create a good working environment. We may find many success stories of staffs reaching at the top due to hard work and honesty.

#### ➤ **Local Knowledge**

Guest coming from different states and country may wish to know about the local place of attraction, transportation, customs, shopping place, places for entertainments around the city. The service staff should be aware of this information to take good care of the guest.

#### ➤ **Salesmanship**

Basic work of a service staff is to sale food and beverage items to the guest. His sound knowledge of the menu helps him in doing the up-selling, which generate good revenue for the organisation.

#### ➤ **Right Attitude Towards Guest**

Good attitude, polite personality, being courteous, calmness and good humour helps the staff to show a right attitude to guest, a staff with these traits will be able to come out of the difficult situation and never impulses the staff to argue with the guest.

#### ➤ **Sense of Urgency**

The staffs having sense of urgency is able to fulfil the requirement on time, of the guest in hurry. It helps in optimizing the business turnover of the guest.

#### ➤ **Complaints Handling Skills**

The reason behind the guest complaint is because, their expectations are not met. Most of the guest make complains which are sooner or later sorted out, but some of the guests keep themselves silent and avoid visiting to the restaurant again. The complaints of the guests may be from late food service, rude behaviour of staff, negligence, un-appropriate food quality, and lack or discrepancy in facilities. Efficient service staffs are able to handle those situation and consol the guest.

Do's of a Waiter	Don't of a Waiter
<ul style="list-style-type: none"> <li>• Be well groomed</li> <li>• Use of light perfumed powder or fragrance, to avoid body odour</li> <li>• Always wear clean and well pressed uniform</li> <li>• Wearing polished shoes daily</li> <li>• Nail and hair to be trimmed regularly</li> <li>• Maintaining eye contact with the guest</li> </ul>	<ul style="list-style-type: none"> <li>• Don't handle the food if hands are unwashed</li> <li>• Don't wear strong flavoured fragrance</li> <li>• Don't touch, sneeze, cough in front of the guest</li> <li>• Avoid touching nose, scratch head</li> <li>• Don't argue with the guest</li> <li>• Ignore talking with other staff in the restaurant</li> </ul>



Do's of a Waiter	Don't of a Waiter
<ul style="list-style-type: none"><li>• while serving them</li><li>• Keeping eye for details on the table</li><li>• Use of spotless table wares</li><li>• Keeping check on sideboards (to keep it well stocked)</li><li>• Keeping smile on face</li><li>• Give warm welcoming to the guest</li><li>• Being polite and attentive to the guest</li><li>• Present the bill, cross check it and receive the amount as per the bill</li><li>• Attend the guest while leaving the restaurant</li></ul>	<ul style="list-style-type: none"><li>• Don't gather at place</li><li>• Don't pay attention on the conversation of the guest</li><li>• Don't make a guest wait for the food</li><li>• Avoid using improper use of tableware</li><li>• Don't serve the food if it is cold</li><li>• Never rest your hand on the back of the guest chair</li><li>• Don't put the guest in hurry to leave the table</li><li>• Never urge for tips</li><li>• Don't add wrong food or beverage items in the bill</li></ul>

### 2.3.6. INTER-DEPARTMENTAL AND INTRA-DEPARTMENTAL RELATIONSHIP

Good co-ordination among the departments and within the department leads in achieving goal of any organisation. The food and beverage department is supported by almost all the major and minor departments of the hotel directly or indirectly, and this collective support and co-ordination will make a difference which is needed by an organisation.

#### ➤ **Co-Ordination with Food Production Department**

The function of food productions department prepares and provides food items to the food and beverage service department. Food production department ensures following:

- Quality preparation of food
- Delivery of food with correct temperature and garnish
- Planning and designing of menu
- Providing foods on time
- Reducing food cost and pilferages
- Taking care of guests special request and preferences
- Quick service of meals

#### ➤ **Co-Ordination with Housekeeping Department**

As this department is referred as back-bone of the hotel. It is responsible for cleanliness, up-keeping and keeping the public places to aesthetic standards, which helps to retain our guests. This department ensures the food and beverage department following:

- Daily, periodic, and annual cleaning of the F&B outlets.
- It supplies all the restaurant related linens.
- It arranges flower arrangement for special function and provides flower buds for bud-vase.



- It takes care of room service menu cards and breakfast knob card in the guest room.
- This department is responsible for our staff uniform.

➤ **Co-Ordination with Front Office Department**

This department supports food and beverage department in significant manner. It keeps our department informed with:

- Head counts/ Numbers of resident guest.
- Plans (CP, AP, MAP, EP) under which the guest has booked the room.
- Daily arrivals and departure
- Special arrangements in the rooms of VIP guest.
- Information centre regarding F&B facilities
- Records of room service food bill

➤ **Co-Ordination with Purchase and Store**

Purchase and store department is important in following way:

- It supplies F&B department all alcoholic, non-alcoholic beverage, groceries, perishables and other commodities.
- It receives the product from the vendor as per SPS (Standard Purchase Specification).

➤ **Co-Ordination with Human Resource Department/Personnel Department**

HR/PR department helps and support in following way:

- Staff recruitment
- Training
- Induction
- Appraisal and increments
- Promotion
- Transfers
- Manages leave and holidays,

➤ **Co-Ordination with Engineering Department**

This department does breakdown and preventing maintenance of all kind of lighting, heating, refrigeration, plumbing, machinery, wooden equipment and other. It performs renovation and repairs in the department whenever required. It plays a vital role to food and beverage department.

➤ **Co-Ordination with Finance and Controls Department**

Finance department plays the role in assessing and approving the budget and allotting funds to the department. Finance department helps in raising, reminding and settling all the credit settlement. It provide fund for direct purchase for the department.



Control department plays an important role in regulation of expenditure and revenue, it remind us about the financial performance of the department. It analyses revenue generated, food and beverage, sales mix and other costs and audits KoT, sales summary sheet, consumption register and other reports generated by food and beverage department. It keeps check and controls any type of frauds, pilferage and cash leakage.

➤ **Co-Ordination with Kitchen Stewarding Department**

This department keeps the food and beverage outlets well stocked with all kind of cleaned and sanitized cutleries, crockery, glassware and other table wares, which eases the department in smooth and efficient operation. The proper cleaning method leads to longevity of the equipments. It helps in maintaining the inventory.

➤ **Co-Ordination with Safety and Security Department**

The safety and security aspect of the organisation is handled by this department. It ensures the security of the guest and hotel belongings and overall property. Security plays a vital role especially in functions, night-clubs, bars and area for keeping a close check on anti-social elements, over-drunk guest, guest with unpaid bill, guest arms. One of the major functions of this department is fire-fighting in case of fire takes place.

**CHECK BACK QUESTIONS**

- Q.1. What is the French term for lounge waiter?
- Q.2. State 5- duties and responsibilities of a restaurant manager?
- Q.3. Explain 5- reasons, why food and beverage service department should have good co-ordination with food production department?
- Q.4. Explain how kitchen stewarding is helpful for food and beverage service department?
- Q.5. Why a hierarchy is required for an organisation?
- Q.6. Give 5- qualities of a good waiter.

**2.4. LET US SUM UP**

Different types of food and beverage outlets offer different styles of service, menu, ambience, décor, theme, facilities and seating arrangements. All the outlets have different purpose and so customer gets the opportunities to choose among them according to their purpose. The topic F&B outlets explains the details of various outlets existing in a hotel as well as stand-alone outlets.

The importance of ancillary area cannot be neglected; it contributes in the success of the operations in different outlets. Although these areas are located at the back area and is not visible to the guest. Ancillary areas act as support services to food and beverage outlets. A well equipped and well organised ancillary area ensures the uninterrupted supply of sanitized and clean cutleries, crockery, glassware, and hollowware, linens and others. Topic ancillary department discusses about the structural layout, machinery used, silver cleaning technique, function and importance of each ancillary area in particular.

Topic 'Principal staffs of various food and beverage operation' deals with the structural hierarchical charts of various size of F&B organisation. It explains the job description and job specification of each staff at different level of the structure. The topic also explains the importance of the inter and intra-departmental co-ordination and relationship.





## REVIEW QUESTIONS

### A. TICK THE APPROPRIATE OPTION (MCQ)

1. Which F&B outlet operates for 24 hours (round the clock).
  - a) Café
  - b) Discotheque
  - c) Coffee shop
  - d) Pubs
2. Which of the outlet is suitable for industrial organization/institutional catering?
  - a) Cafeteria
  - b) Café
  - c) Coffee shop
  - d) Room service
3. Banquets are suitable for.
  - a) Couple
  - b) Individual guest
  - c) Group
  - d) None of the above
  - e) None of the above
4. Which of the following offer gambling facility.
  - a) Room service
  - b) Casino
  - c) Bar
  - d) Discotheque
5. 'Aboyeur' is the in-charge of which ancillary area?
  - a) Pick-up area
  - b) KST
  - c) Banquets
  - d) Grill room

### B. TICK THE APPROPRIATE OPTION (MCQ)

1. Which F&B outlet operates for 24 hours (round the clock).
  - a) Café
  - b) Discotheque



- c) Coffee shop
- d) Pubs
- e)
- f)
- g)
- h)
- i)
- j)
- k)
- l)
- m)
- n)

### **C. FILL IN THE BLANKS**

1. Scullery is the term which is also used for .....?
2. Maître d' hotel is equivalent to ..... .
3. KFC is a example for ..... Types of outlet.
4. .... is a department which organises the training and recruitment of the staffs working food and service department.
5. French term for carver is ..... .

### **SHORT ANSWER QUESTIONS**

1. Differentiate between:
  - a) Discotheque and night club
  - b) Bar and Pubs
2. Write short notes on
  - a) Linen room
  - b) Kitchen stewarding department
3. Explain the co-ordination and relation of housekeeping with food and beverage department.
4. Explain three sink method of dishwashing.
5. Draw a format of 'linen exchange register'.

### **LONG ANSWER QUESTIONS**

1. Enlist the food and beverage outlets found in a hotel, explain each in short.
2. Define pantry. Draw a neat diagram of a pantry with correct labelling.



3. Define ancillary area. Enlist and explain all the ancillary areas.
4. Draw a neat organisational chart of a 5 star hotel.
5. Write the duties and responsibilities of a food and beverage manager.

### ACTIVITY

1. Visit a nearby 5 star category hotel and find out:
  - a) The F&B outlets existing in the hotel with their names.
  - b) Plot a hierarchy of the staffing existing in that hotel.
2. Make a group of four, arrange some jewellers rough (the pink powder) and collect some silver wares (EPNS articles) and perform the cleaning by 'plate powder method' and observe the result.

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# 3

## Chapter

# F&B SERVICE EQUIPMENT

## 3.0. UNIT OVERVIEW AND DESCRIPTION

### Overview

This unit will provide the students information about the different types of F&B Service Equipments that are used in F&B Outlets. There are various quality factors while we select the equipments, each are based on utility factors with longevity or durability as it is a capital expenditure. Maintaining the inventory of the same is critical for daily operations.

### Learning Objectives

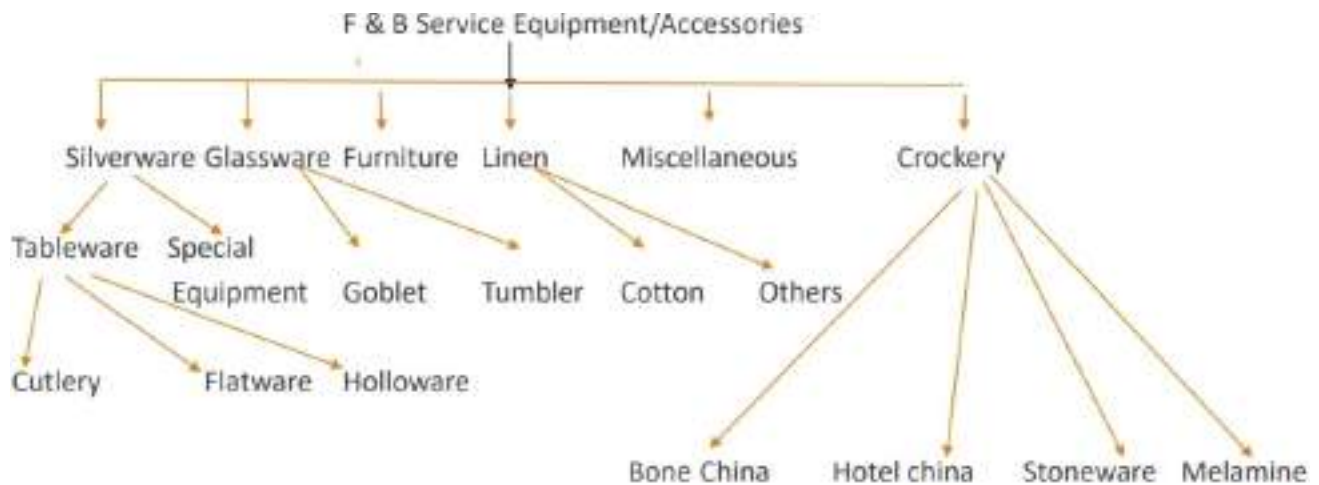
Sl. No.	Unit 3A: F&B SERVICE EQUIPMENT	Outcomes – Learners will be able to
3.1	Introduction	General Overview
3.2	Cutlery	Identify and describe various Cutlery equipments
3.3	Crockery	Identify and describe various Crockery equipments
3.4	Glassware	Identify and describe various Glassware equipments
3.5	Flatware	Identify and describe various Flatware equipments
3.6	Hollow-ware & other equipments	Identify and describe various Hollow-ware & other equipments
3.7	Preparing for service – Organizing	Plan and organise for Service

## 3.1. INTRODUCTION

Outlets where food and beverages are served need equipments which the guests as well as the servers require. The equipments selected must be such that their utility is multi-fold. Care has to be taken while purchasing these equipments so that they match the décor and uplift the ambience of the F&B outlet.

A well-arranged F&B outlet will be able to attract the attention of the clientele and create an indelible impression even before the meal experience begins. The theme or layout must be attractive with different table setups and with colour(s) accordingly. The equipments may be sourced from local or even from global vendors.

The F&B equipments and accessories can be classified as under-



### CHECK BACK QUESTIONS

Q.1. Why procurement of good equipments hold lot of importance for an F&B outlet?

## 3.2. CUTLERY

Tableware refers to flatware, cutlery, and hollowware

Cutlery refers to all types of knives and other cutting implements used in the dining area. However, cutlery is the common term in the hotel industry to refer to spoons, knives, and forks which are used by guest for eating.

Cutlery is available in various designs in silver, plated silver (EPNS), and stainless steel. The type of metal needed depends on the profile of the restaurant, and the capital available.

Silver, and plated silver cutlery: expensive, suitable for high-class restaurant. It is expensive and consumes more labour for polishing.

Stainless steel cutlery: It is cheap, easier to clean, and resists scratching. Most food service operations prefer Stainless Steel.









Diagram	Description
 <p>Large knife</p>	Large knife is used as main knife of joint knife 9 to 10 inch
 <p>Small knife</p>	Small Knife It is used for starters
 <p>Steak knife</p>	The steak knife has a serrated cutting edge for cutting thick portions of meat



Diagram	Description
 Fruit Knife	The fruit knife is used to cut and peel fresh fruit at the table in formal and informal dining. The fruit knife features a pointed tip and a narrow blade that is straight or slightly curved.
 Fish Knife	The fish knife features a wide blade with a tip made with a notched point used to separate the skeleton from the body and lift the bones on to the plate.
 Cheese knife	The cheese knife is used for cutting slices of cheese. It has 2 prongs.
 Caviar knife	It is used for applying Caviar on the Slices of loaf bread served.
 Butter Knife	The butter knife is used along with the butter dish. Used to spread butter on the toast.

#### CHECK BACK QUESTIONS

Q.1. What is EPNS?

### 3.3. CROCKERY

These are plates, bowls and cups made of everyday ceramic or may include finer material like bone china, earthenware or vitrified ware and other variations in the market.

**Bone china** is a type of porcelain that is composed off bone ash, feldspathic material and kaolin.

**Hotel china** is a high fired well vitrified ceramic ware approaching hard paste porcelain in composition, generally chip resistance.

**Stoneware** is a rather broad term for pottery or other ceramics fired at a relatively higher temperature. A modern technical definition is a vitreous or semi vitreous ceramic made primarily from stoneware clay or non-refractory fire clay.





**Melamine** is a type of plastic used in many reusable plates, utensils and cups, a white crystalline compound made by heating cyanamide. This type of crockery is easily stained.

### Various Types of Crockery

1. Side plate / quarter plate – 6-inch diameter
2. Sweet plate / Dessert plate – 7-inch diameter
3. Fish Plate - 8-inch diameter
4. Soup Plate – 8-inch diameter
5. Joint Plate/Large Plate – 10-inch diameter
6. Cereal Plate – 5-inch diameter
7. Breakfast cup and saucer – 8-10 oz.
8. Tea cup and saucer – 6.5 oz.
9. Coffee cup and Saucer – 3.5 oz.
10. Tea pot – ½ pt, 1pt, 1 ½ pt., 2pt

Other crockery may include Milk pot, sugar basin, Coffee pot, Consomme cup, ashtray, platter, butter dish

#### CHECK BACK QUESTIONS

Q.1. Which type of crockery is generally used in Fine Dining Restaurant?

### 3.3. GLASSWARE

#### Glassware

There are two types of glasses–

1. Stemmed glasses (goblets)
2. Flat bottom glasses (tumbler)

#### Various Types of Glasses

1. Water goblets and glasses
2. Collins glasses, high ball glasses
3. Brandy balloon
4. Lager glasses
5. Champagne saucer
6. Champagne flute
7. Champagne tulip
8. White wine glasses
9. Red wine glasses
10. A P glasses



11. Martini glasses
12. Liqueur glasses
13. Sherry glasses
14. Old fashioned glasses
15. Zombie glasses
16. Slim Jim glasses
17. Bar mugs
18. Rolly Polly glass
19. Worthington glasses
20. Cocktail glasses
21. Margarita glasses
22. Ice cream cups
23. Copita glasses
24. Elgin glasses
25. Tequila glasses




Diagram	Description	Capacity	Purpose
 High Ball	A highball glass is a glass tumbler.	9 oz. (250 ml)	Holding between, used to serve a mixed drink.
 Collins	A Collins glass is a glass tumbler, This glass is somewhat narrower.	11 oz., (300 ml)	Used to serve a mixed drink, named after Tom Collins
 Shot Glasses	It is a small glass or serving up to Modern shot glass holds a thicker base.	3 oz. of alcohol (90 ml).	used for measuring


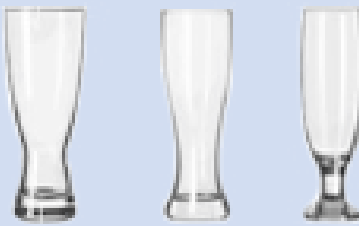




Diagram	Description	Capacity	Purpose
 Pint Glass	A pint glass used for beer service	20 oz. (568 ml)	Used for beer.
 Pilsner	Pilsner glasses are generally smaller than a pint glass, usually In various shapes.	9 or 12 oz. (250 ml or 330 ml).	Used for beer.
 Beer Stein / Siedel	A beer stein is a traditionally-German beer tankard or mug, made of pewter, silver, wood, porcelain, earthenware or glass; usually with a hinged lid and levered thumb lift.	17 oz. or 34 oz. (0.5 litre Or 1 litre)	Used for beer.
 Flute Glass	A flute glass is narrow shape helps maintain carbonation, while providing a strong aromatic front. Flute glasses display the lively carbonation, sparkling colour, and soft lacing of this distinct style	7-11 oz. (210 ml-330 ml)	preferred for serving fruit beers
 Goblet & Chalice	Chalices and goblets are large, stemmed, bowl shaped glasses Goblets tend to be more delicate and thin, while the chalice is heavy and thick walled.	10 oz. (300 ml)	adequate for serving beers.
 Snifters	The shape helps trap the volatiles, while allowing swirling to agitate them and produce an intense aroma.	6-8 oz. (180 ml-240 ml)	Typically used for serving brandy and cognac.








Diagram	Description	Capacity	Purpose
 Wheat Beer Glass	A wheat beer glass is also known as Weizenbier or Weibbier. It is much taller than a pint glass. In other countries such as Belgium.	9 or 12 oz. (250 ml or 330 ml).	used to serve wheat beer
 Tulip Glass	A tulip glass not only helps trap the aroma.	9 oz. (270 ml)	recommended for serving Scottish ales, barley wines, Belgian ales and other aromatic beers.
 Cocktail Glass	A cocktail glass is a drinking glass with a cone-shaped bowl on a stem above a flat base. As with other stemware, the stem allows the drinker to hold the glass without affecting the temperature of the drink.	4.5 oz. (133 ml)	Used to serve a cocktail or champagne.
 Red Wine Glass	<p><u>Bordeaux glass</u>: Tall with a wide bowl, and is designed for full bodied red wines</p> <p><u>Burgundy glass</u>: Larger than the Bordeaux glass, it has a larger bowl to accumulate aromas of more delicate red wines</p>	14 oz. -17 oz. (400 ml – 510 ml)	Used for service of red wine
 White Wine Glass	<p>White wine glasses are generally narrower. The narrowness of the white wine glass allows the chilled wine to retain its temperature for two reasons;</p> <p>The reduced surface area of the glass means less air circulating around the glass and warming the wine.</p> <p>The smaller bowl of the glass means less contact between the hand and the glass, and so body heat does not transfer as easily or as fast to the wine.</p>	8 oz. (240 ml)	Used for service of white wine











Diagram	Description	Capacity	Purpose
 Sherry Glass	A sherry glass is a drink ware.	4 oz. (120 ml).	used for serving aromatic alcoholic beverages
 Margherita Glass	A modified version of the cocktail glass. Used for serving drinks where the rim of the glass is required to be coated in either sugar or salt or another condiment used to make some of the more exotic drinks such as margaritas.	7-9 oz. (200-266 ml)	
 Pitcher	This larger container usually has a handle and a lip or spout for pouring the contents into several glasses.	68 oz. 2 litres	Generally used for serving beer for a beer keg for draft beer.
 Old Fashioned	The Old-Fashioned glass, rocks glass, or "lowball", is a short tumbler It is named after the old fashioned cocktail.	8 – 10 oz. (240 ml – 300 ml)	Used for serving liquor "on the rocks", meaning over ice, or cocktails having few ingredients.
 Coffee Mug	Almost a smaller version of the beer mug, made of thick heavy glass and used for coffee	15 oz. (150 ml)	Generally used to have coffee
 Irish coffee mug	A uniquely shaped glass with a handle that is used to serve any hot beverage such as Spanish coffee or cocoa.	7oz (200 ml)	Used for making Irish coffee
 Champagne Saucer	This is a drinking glass with a bowl-shaped on a stem above a flat base. As with other stemware, the stem allows the drinker to hold the glass without affecting the temperature of the drink.	4 oz. (120 ml)	Used for serving champagne.



Diagram	Description	Capacity	Purpose
 Single & double shooter	Shooters glass is used to consume the drink direct without adding any mixer in it.	3 oz. (Single) 6oz (Double) 30 ml (Single) 60 ml (Double)	Used to drink tequila
 Water glass/ Water goblet	Many uniquely shaped glass with a base or stem that is used to serve water.	10-12 oz. (295-355 ml)	Used for service of water
 Poco, Grand hurricane.	This type of glass contains fruit juices.	10 to 15 oz. (300ml – 450 ml)	used for cocktails

### Handling of Glassware

- Glassware is highly fragile and most delicate and expensive: hence utmost care has to be taken while handling glass equipment.
- Tumblers should not be stacked inside one another as this may result in heavy breakages and accidents.
- The appearance of the drink mainly depends on the glass and therefore, the glass should be sparkling clean and attractive in shape and style.
- When glassware is machine or hand washed, each individual item must be polished and dried with a glass cloth made of linen, as water leaves stains on the glasses.
- Glasses whether clean or dirty have to be handled by the base or stem, since the finger prints left on the glass necessitates polishing.

### Storage of Glassware

- Glasses are normally stored in a glass pantry & should be placed in single rows on paper-lined shelves, upside down to prevent dust settling in them.
- An alternative to this is to have plastic coated wire racks made specifically for the purpose of stacking & storing the glasses.
- Such racks are also a convenient method of transporting glassware from one point to another which cuts down on breakages.

#### CHECK BACK QUESTIONS

Q.1. Q.1. What is served in Sniffer?



### 3.5. FLATWARE

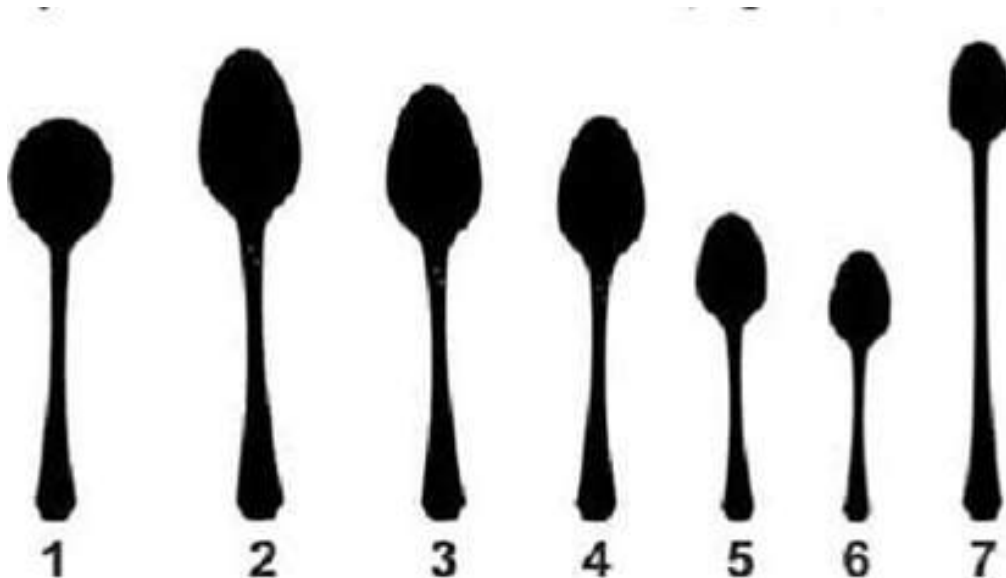
This generally denotes all types of spoon and fork used to serve and eat food. They come in a wide variety of prices and styles.

#### Various Types of Flatware

##### 1. Spoons

- 1) **Soup Spoon:** This spoon is used for drinking soup from soup plates and soup bowls. The bowl or top of the spoon is hollow to take the liquid from the soup bowl.
- 2) **Service Spoon:** This spoon is used for serving food from platter to guest plates. The handle and bowl is little longer than the normal spoons.
- 3) **Table Spoon:** For eating rice and curries from the plate of the guest.
- 4) **Dessert Spoon:** Used for having sweets
- 5) **Tea Spoon:** Used for stirring sugar in tea and coffee cup.
- 6) **Coffee Spoon:** Used with Demi- Tasse cups, can also be used for jams
- 7) **Sundae Spoons/ Parfait Spoons:** It is used for having desserts, ice cream and milk shakes.

The other spoons used are Grape Fruit Spoon, Mustard Spoon and Preserve Spoons.



##### 2. Forks

- 1) **Service Fork:** Used for serving food from platters to guest Plates.
- 2) **Joint Fork:** Used for eating main course such as entrées, rice and curries.
- 3) **Dessert Fork:** Used for dessert
- 4) **Fish Fork:** Used for fish and Hors d'Oeuvres.
- 5) **Fruit Fork:** Used for fresh fruits.



### CHECK BACK QUESTIONS

Q.1. Mother of Pearl spoon is used for the service of which delicacy?

## 3.6. HOLLOW-WARE & OTHER EQUIPMENTS

These are generally a metal ware or any items made from silver such as sugar bowls, creamers, coffee pots, tea pots, soup tureens, food covers, water jugs, oval flats.

The other equipments (**special equipments and miscellaneous**) and accessories in the restaurant include – Furniture, linen, light equipments and heavy equipments.

### Furniture

Commonly made of wood, wrought iron, stainless steel for seating and dining of the guest. This will primarily include Dining table, Chair, Sideboard, Bar Counter, Bar stool

### Dimensions

1. Restaurant Table square for 4 Pax – 3ft x 3ft
2. Restaurant Table rectangular for 4 Pax – 4ft x 2 ½ ft.
3. Restaurant Table square for 2 PAX – 2ft x 2ft
4. Conference Table – 6ft x 2 ½ ft.
5. Height of Table – 30 inches
6. Chair height from bottom to the seat - 18 inches
7. Chair height from bottom to the back rest – 36 inches

### Size of Round Tables

1. For 8 PAX – 5 feet diameter
2. For 5 PAX – 3 feet diameter
3. Aisle space (standard) – 3 feet  
(gangway – distance between two chairs or table)

### Standard Cover Size

1. In speciality restaurant - 24 inches X 18 inches
2. In Coffee Shop – 20 inches X 15 inches



## Linen

These are expensive part of F&B inventory which gets easily damaged, most commonly used is damask, though terrykot has replaced damask these days due to high cost of maintenance. The types of linen used on table are

**Baize cloth** - thick cotton covering the table top, absorbs spills, reduces sound when flatware or cutlery are placed on the table.

**Table Cloth** – comes over baize cloth, print of cloth will be as per theme and should have a fall. Table cloth should have a fall of 12 inches to 18 inches.

**Naperon** – also called Slip cloth or runners placed over table cloth for protection and the contrast colour helps in creating an ambience.

**Napkin** – decorative folds are made out of them to be neatly placed on the cover set up for the use of guest. Damask Dimensions for napkins used for

- Hi Tea – 12 inches' square
- Cocktail – 8 inches' square
- Dinner – 24 inches' square

## Special Equipment

This may include asparagus holder, pastry slice, corn on cob holders, lobster pick, nutcrackers, grape scissors, snail tongs, snail dish, silver skewers.

## Light Equipment

This section will include try, salver, wine bottle opener, lighter, cocktail shaker and other bar equipments.

## Heavy Equipment

This category will include Baine Marie, Plate Warmer, Food Warmer, Refrigerator, Ice Maker, Bottle well, Dish washing machine, Juice Dispenser, Display Units for ice creams & pastries etc.

### CHECK BACK QUESTIONS

Q.1. Which equipment is also known as dummy waiter?

## 3.7. PREPARING FOR SERVICE – ORGANIZING

The design, ambience and equipping of a restaurant is a complex management task which is dependent on factors such as economics, availability of space, theme, cuisine, electric and plumbing points at appropriate places. Service staff acquire supervisory responsibility over period of time hence gets into organising of the operations. The upkeep and maintenance of the equipments and overall inventory management becomes a very important aspect under preparation of service.

### Some of the key activities can be listed as

- Indenting the requisites for the operations
- Developing purchase specifications for the equipments and accessories depending on type of menu, service offered and seat turnover rate.



- Storage and placement of equipments and accessories at appropriate areas
- Briefing staff on usage and maintenance of equipment.
- Developing a sensible sequence of collection points for picking up dishes and Minimising walking by service personnel
- Arranging working aisles not only for customer comfort but also for staff efficiency
- Synchronising Dish wash area, wiping and polishing of equipments for service as per requirement.

For past few decades there had been growth in use of disposable particularly for outdoor catering for convenience. While traditionally in India many places food is served on plantain leaves, pattal and dona (made of banyan and sal leaf) also termed as leaf crockery.

The concept of edible crockery and cutlery is a recent development to curb the alarming situation created by excessive generation of plastic waste. Edible cutlery refers to the consumable tableware that can be used as a sustainable and environment-friendly substitute for plastic utensils. Some of the commonly available edible cutlery includes **spoons, forks, knives, sporks, straws, plates, bowls and glasses.**

#### CHECK BACK QUESTIONS

Q.1. What do you mean by aisle space in a restaurant?

### 3.8. LET US SUM UP

F & B Service equipments can broadly be classified as tableware, crockery, glassware, hollowware, furniture, special equipments. They come in various types of material, durability and convenience vary accordingly. Purchase specifications are developed as per the requirement of outlets and the budget available.

The upkeep and maintenance of the equipments and overall inventory management becomes a very important aspect of preparing for service in dining area. Edible cutlery and crockery is a recent development to counter excessive generation of plastics.

## REVIEW QUESTIONS

### OBJECTIVE TYPE OF QUESTIONS

1. Choose the odd man out and give reason
  - i) Large knife, Grapefruit spoon, Large fork, Tea spoon
  - ii) Champagne Tulip, Wine Glass, Rolly Polly, Sherry Copita
  - iii) Bain Marie, Refrigerator, Plate Warmer, Cork Screw
  - iv) High Ball, Collins, Margarita, Old Fashioned
  - v) Cigar cutter, Coffee pot, Teapot, Water jug



### SHORT ANSWER QUESTIONS

1. Differentiate Goblets and Tumblers
2. Differentiate Flatware and Cutlery

### LONG ANSWER QUESTIONS

1. What are the various types of linen used in the restaurant and their use?
2. List five light equipments and five heavy equipments. Describe their use in the restaurant

### APPLICATION BASED QUESTIONS

1. What type of crockery will be preferred for institutional catering?

### ACTIVITY

1. You are required to visit suppliers of F&B service equipment in the market (online & offline) and get information on various brands available for different types of glassware, crockery, cutlery, flatware and hollowware as well as comment on their quality.

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# 4

## Chapter

# MEALS & MENU PLANNING

## 4.0. UNIT OVERVIEW AND DESCRIPTION

### Overview

This unit will provide students information on origin of menu, types of menu, types of meals and courses of French classical menu

### Learning Objectives

Sl. No.	Unit 3B: Meals & Menu Planning	Outcomes – Learner will be able to
4.1	Origin of Menu	Recall and outline origin of menu
4.2	Objectives of Menu Planning	Identify and formulate objectives of menu planning
4.3	Types of Menu	Differentiate and interpret types of menu
4.4	Mise en scene & Organising Mise en place	Distinguish and examine mise en place and mise en place
4.5	Courses of French Classical Menu	Classify French classical menu in sequence
4.6	French Names of dishes	Name French dishes and develop menu as per requirement
4.7	Types of Meals	Compare types of meals and construct menus accordingly

## 4.1. ORIGIN OF MENU

The word menu is derived from Latin word "minutus" which means something mediocre and small. In French word menu is used for detailed list, in English it is termed as "bill of fare".

The history of catering suggests that formal dining was hosted by medieval monarchs of Europe in honour of visiting kings. These were large banquets with 10 to 40 dishes laid before the arrival of guests, thus termed as entrée. Once these have been consumed guests were taken away to lounge area to socialise where juices, wines, cigars were offered this session was termed as Sorbet. During this time the entrée dishes were removed and replaced by fresh set of 10 to 40 dishes which were termed as relevés.

One of the first use of menu can be attributed to Duke Henry of Brunswick in the year 1541 when he was looking for a programme of the dishes which he can refer and reserve his





appetite accordingly. Initially menu was quite large even large boards were placed near host table, with time it has become more crisp and to the point.

Late 19<sup>th</sup> century and early 20<sup>th</sup> century Caesar Ritz and Auguste Escoffier teamed up to conceptualised menu as a marketing tool. The courses in French menu was reviewed and the concept of standard recipes, portioning and plate presentation got introduced. The evolving concepts in kitchen were expressed through the menu card.

*César Ritz, was a Swiss hotelier and founder of several hotels, most famously the Hôtel Ritz in Paris and the Ritz and Carlton Hotels in London. He was an early hotel chain founder known as "King of Hoteliers, and Hotelier to Kings," George Auguste Escoffier was a French chef who was known as "the king of chef and the chef of kings"*

A menu can be defined as **"bill of fare"**, a written document which usually indicates list of food and beverage with a brief description to be served by catering establishments in an organised manner.

#### CHECK BACK QUESTIONS

- Q.1. Define the word menu.  
Q.2. Who conceptualised menu as a marketing tool.

## 4.2. OBJECTIVES OF MENU PLANNING

A planned menu is considered to be the foundation for the catering establishments. A menu should be planned few months in advance, Food trials were conducted to check if there are any problems in its preparation. The menu planning and designing is the prime responsibility of the chef based on inputs received from F&B Manager, Restaurant manager, Nutritionist, marketing team, consultants and designers.

While compiling menu one should consider the type of meal, type of menu, type of cuisine, balance (ingredients, cooking methods, seasoning, flavouring, colour, food value), availability of supplies, sequence of courses, garnish, plate presentation, type of clientele, type of kitchen (infrastructure), type of food outlet, skill of kitchen & food service staff, style of service, standard time ascertained for service per table or cover and menu merchandising.

The objectives of menu planning can be enlisted as:

1. To provide information to the guest on availability of dishes and the price charged for whole menu or for a particular dish
2. To enable the guest to select dishes as per his preference and liking
3. To guide the chef on requirement of staff, supplies and equipment to prepare the items.
4. To satisfy guests expectations
5. To attain marketing objectives of the outlet and market segmentation
6. To be accurate and cost effective
7. To balance tradition and innovations
8. To incorporate the principle of good digestion.
9. To develop it as a branding tool
10. To reflect ethics of organisation



Menu must be realistic in economic terms; they must lead to profits in the commercial catering. Slow moving items in the old menu must be replaced by new and exciting items which are likely to move faster. For merchandising during holidays and festivals innovative themes can be introduced.

The menu should be written in simple language either all in French or all in English with correct spelling. A meal which is attractive, palatable and profitable may not be appreciated by the customers if it is not properly balanced. The planning of the menu requires many years of experience, hours of hard work and sincere interest in the work and a proper understanding of customer tastes.



Specimen menus: courtesy Hyatt Regency Kolkata, Crown Plaza Ahmedabad

### CHECK BACK QUESTIONS

- Q.1. List the menu planning objectives.  
Q.2. Why menu planning is important.

## 4.3. TYPES OF MENU

The different types of menu are categorised based on the variety offered for selection and by their pricing structure

1. **A la Carte** – literally means “**from the menu card** “. In this type of menu all the dishes are listed with individual prices. It has a wide variety of choice but guest may have to wait for his meal as most of the food is prepared on order. The guest has to pay for only what he has ordered and consumed. The onus of planning the menu lies with the host. It is one of the most popular style of menu found in fine dining restaurants, multicuisine restaurants, speciality restaurants, coffee shops QSR and cafes
2. **Table d'hôte** – literally means “**from the table of the host**”. It is a fixed menu where a group of dishes come with a single price. The service is fast as the menu and cover set up are pre planned. The guest has to pay for the entire menu regardless of consumption. There is limited choice available, at times no choice is provided. The onus of the menu planning lies with the catering establishments. This type of menu is commonly used in function catering, breakfast service, buffets, combo meals, thalis and state banquets.
3. **Carte du jour**-literally means “**menu card of the day**”. It can have used as a table d'hôte menu prepared for use of one particular day. It has a much lesser choice and is usually



specific, popular during food festivals or during slack season. It provides liberty to chef to offer variety to the existing menu.

4. **Plat du jour**- literally stands for “**plate or dish of the day**”. It allows chef to exhibit his skills through introduction of one or two new dishes for particular day, season or festival. This acts as supplement to the existing menu. They are used as marketing tool, generally priced higher than other menu items.
5. **Cyclic Menu** –It is a group of menus which are rotated on a set period thus dishes repeat at fixed intervals. It is usually affordable with emphasis on nutritional aspects and sustenance. They are usually used in the institutional catering sector for example canteens, hospitals, prisons, mess, or on airlines.
6. **Set Menu** – They are predominantly used for formal and informal functions which may include weddings, conference, seminar etc. Many a times set menu is pre-arranged by the host. These are basically banquet menus which are floated at the time of booking of banquet halls.
7. **Speciality Menu**- is based out of special dishes particularly local delicacies which are unique to the restaurants. The kind of service in operations can be either take away or self-service, with plate service at more expensive places such as steak houses. This may also include vegan meals, children meals, kosher meals etc.

#### CHECK BACK QUESTIONS

- Q.1. Meal planned by the guest himself comes under which menu.
- Q.2. Which type of menu provides chef liberty to exhibit his special skills and passion?

#### 4.4. MISE EN SCENE AND ORGANISING MISE EN PLACE

The F&B service staff is also responsible for the upkeep of the restaurant area and some pre preparation for the actual service. Duties to do on each day may include cleanliness of the equipments, furniture, pantry and other ancillary areas. Restaurant service procedures can be categorised in order of work to be done before the guest arrival, during and after the service to the guest.

**Mise en scene** – literally means “**setting up the scene**” which starts much prior to the guest arrival. It means making the area fit and ready for the guest arrival and service. Prime objective is to make the restaurant safe, hygienic, comfortable and pleasant.

Some of the key activities under mise en scene may include:

- Airing the restaurant by opening the windows
- Carpet cleaning
- Cobwebs and dust removal
- Checking the linen for darning and hard stains
- Aligning the position of tables and chairs, placement of the flowers to create an ambience
- Reporting faults in electric appliances, gadgets, plumbing points if any and getting them rectified
- Store pick for the department and stacking pantry with requisite stock



- Checking POS
- Checking and rejecting chipped glassware and crockery
- Silver polishing as and when required
- Taking the indoor plants out and cleaning the planters
- Pest control activities may be included as per requirement
- It involves F&B Service, housekeeping, kitchen stewarding, engineering and security
- It takes place generally when the restaurant is closed for the guest.

**Organising Mise en place** – literally means “**putting in place**” which is done just prior to the guest arrival and can happen in presence of the guest. It means making the area ready to receive the guest.

Some of the key activities under mise en place may include:

- Cover set up on the table
- Napkin folding
- Equipment polishing
- Stacking the side board
- Stacking the refrigerator
- Picking up bread rolls, preserves and sauces
- Switching on the air condition
- Switching on the plate warmer, filling up of water jugs, sugar pots, cruet sets and such small fit bits offered to guests on arrival.
- Cleaning the menu folder, bill folder, and bar card
- Setting up the pantry

#### CHECK BACK QUESTIONS

Q.1. Which category the following work fall under?

- Exchange of dirty linen for fresh linen
- Glass is polished with lint free cloth

### 4.5. COURSES OF FRENCH CLASSICAL MENU

The number of courses provided at lunch, dinner or supper varies according to the type of outlets, number of guests and the price charged. The French classical menu has 17 courses in which wide variety of items are served in a well understood traditional sequence. The sequence is as follows –

1. **Hors d'oeuvre (starter)** – This course includes small fit bits of bite size spicy or tangy food. This course can be classified as –
  - **Hors d'oeuvre Varies** – simple salads, food cocktails, Canapés can be served in this category. They are usually an improvisation of available commodities by transferring into spiced dressings or deep fried/barbequed after basic marination. They can also be termed as non-classical Hors d'oeuvre.

- **Single or Classical Hors d'oeuvre** – caviar, oyster, snails, smoked salmon, grapefruit, Melon, Goose liver paste, gull eggs, asparagus, corn on the cob, globe artichoke can be served in this category.
- 2. **Potage (soup)** – This course includes liquid food with very high on nutritional content as they are prepared with a base of stock. They allow many colour variation in the menu as well as different texture. They are generally served hot although some may be served chilled. It is popular course for the menu planners because of its profitability element.
- 3. **Oeufs (Egg)** – This course includes variety of egg preparation which when served with its accompaniments form dishes suitable to be served in lunch. They are usually served as an alternative to pasta and rarely served for dinner.
- 4. **Farineaux (pasta and rice)**- This course includes all kinds of pasta and rice from Italy and south Mediterranean region. They are also referred as farinaceous dishes.
- 5. **Poisson (fish)** –This course consists of fish dishes which can be served both for lunch and dinner but typically considered a dinner speciality. Fish in classical menu should include the name of the fish and the cooking style of the fish. Few fish dishes can be served under Hors d'oeuvre .
- 6. **Entrée (entry of meat)** – Small dices or chunks of boneless meat is usually served in this course, served with rich gravy and sauce. If a Relevé does not follow the entrée in the menu, then potatoes and vegetables would be served with the entrée.
- 7. **Sorbet (the rest course)** – This is a rest or break when the guests socialise and rebuild their appetite over unsweetened fruit juice, liqueur, wine, champagne, Italian meringue, cigars and Russian cigarettes. The traditional sorbets are also referred as granites
- 8. **Relevé (Main course)**- This course consists of butcher joints of meat that are either roasted or grilled and served with sauce, gravy, potatoes, green vegetables and traditional accompaniment depending on the type of meat being served. The entire range of steaks are commonly served in this course.
- 9. **Roti (roast)**-This course consists of roasted poultry, roasted game birds, roasted game animals or furred animals served with roast gravy, roast potatoes and few classical sauces.
- 10. **Legumes (vegetables and potatoes)** – This course typically include dishes made out of vegetables, generally a side course but can be considered as a main course for a vegetarian menu. The vegetables can also be served as starter in small portion or as accompaniment with roast courses.
- 11. **Salades (salad)** – Composite salads having a base, body, dressing & garnish are served under this course, which is primarily a side course.
- 12. **Buffet froid (cold buffet)** – Russian and Scandinavian dishes made using cold cuts of meats which are canned or tinned generally processed during summer time. It is usually found in a section called Delicatessen (Swiss concept) or Smorgasbord (Scandinavian-Swedish concept)
- 13. **Entremets (kitchen sweets)** – This course includes a variety of sweet dishes prepared in the bakery, confectionery and hot kitchen. It can be classified as hot, cold and classical.
- 14. **Savoureux (savoury)** – This course can be an alternative to sweet course and fromage course, these are typical British dishes which includes large open face sandwiches.



- 15. Fromage (cheese)** – This course consists variety of cheese that is served from trolley or cheese board.
- 16. Dessert (Fresh fruits and nuts)** – Fresh fruits, nuts, candied fruits are served from trolley or on a platter or in a basket in this course.
- 17. Café (coffee)** – Coffee is served at the end of the meal with or without milk, nowadays a range of beverages can be served in this course which includes tea, tisanes, milk drinks and proprietary drinks

*The menu structure will vary in different cuisines; the above menu structure is primarily based out of European cuisines. In USA entrée is referred as main course while dessert means sweet. These days the term dessert is commonly used for sweet across the globe.*

## Grouping of Courses

**Starters** - Hors d'oeuvre, Potage, Oeufs, Farineaux

**Main Courses** – Poisson, Entrée, Relevé, Roti, Legumes, Salads, Buffet froid

**Afterers** – Entremets, Savoureux, Fromage, Dessert

Sweet course sometimes can be offered before cheese course

Café may not be taken as a course while planning a menu but it is necessary to be served at the end of the meal.

Apart from planning regular menu depending on the type of meal one may also have to plan special diets with considerations for guest who are allergic, diabetic, or for the guest who prefer low fat, low sodium menu.

### CHECK BACK QUESTIONS

- Q.1. Cheese can served under which course?
- Q.2. What do mean by farinaceous dishes?

## 4.6. FRENCH NAMES OF DISHES

### Hors d'oeuvre Varies

Name of the dishes	Description	Accompaniments
Creamed Beetroot	These are batons of par boiled beetroot mixed with cream, French & English mustard, sharpened with lime juice & peppercorns	Oil, vinegar, cruet, brown bread & butter
Roll Mops	These are herrings cut into fillets, further rolled into paupiette & packed into jars covered with vinegar, white wine, onion rings, pepper corns & Bay leaves for 2 – 3 days, served chilled.	
Pickled Red Cabbage	Juliennes of red cabbage covered with spiced old vinegar overnight & served chilled .	
Cauliflower Andalouse	Florets of cauliflower par boiled flavoured with English mustard, tomato puree, thyme & pepper	



Name of the dishes	Description	Accompaniments
Marinated Mushroom	Cooked in a mixture of vinegar, garlic, thyme, fennel, bay leaf, sliced button mushroom, refrigerate & serve chilled.	
Bismark Herring	These are similar to roll mops stacked in jar, but these are not rolled, put straight, otherwise preparation is same (Herring – Hilsa)	
Canned Anchovy	Norwegian anchovy are spiced, brined & canned	
Sardine a la crème	Sardines coated with mustard flavour, acidulated cream	
Egg Mayonnaise	Quarters of boiled eggs on base of lettuce covered with mayonnaise with extra pepper powder & lime juice added	
Ham Cornets	Triangular piece of slices of Ham made into a cone & stuffed with spiced Ham puree & served on lettuce	
Pork Trotters	Cut trotters into juliennes mixed with mustard flavour French dressing, juliennes of gherkins and pimentos	
Canapés	constitutes of open face sandwiches that have a base of bread toasted or plain cut into various shapes of bite size, they have a layer of mayonnaise, butter, cheese or peanut butter on it is placed the body of canapé which also gives its name, they are garnished to give eye appeal. Canapé are served 3-4 per person usually always assorted.	Castor sugar, ground ginger and salted Parma Ham ( Italian)
Melon Cocktail	Melon scooped into round balls served with lemon / lime juice spiced with ground ginger and castor sugar.	
Cocktail Florida	Grapefruit juice / orange/lime juice mixed with segments of grape fruit & oranges, garnished with a cherry and a lime	
Mixed fruit Cocktail	Dices of pineapple, oranges, grapefruit & grapes with grapefruit juice and lime juice	Castor sugar
Grapefruit Cocktail	consisting of grapefruit juice & lime juice, it contains fragments of grapefruit served chilled.	
Spiced Tomato juice	Chilled tomato juice served with salt, pepper, lime, Worcestershire sauce & Tabasco sauce.	
Shellfish Cocktail	Most popular is prawn and shrimp cocktail served in Champagne saucer on a bed of shredded lettuce. The glass is lined with roundels of boiled eggs, boiled shelled prawns or shrimps which are placed at the centre and covered with cocktail sauce, garnished with a lemon wedge.	Brown bread and butter



## Classical Hors d'oeuvre

Name of the dishes	Description	Accompaniments
Caviar	are the roe (group of eggs) of sturgeon fish. The best coming from the black Beluga of the Caspian and Red sea. The fish is gutted while it is still alive. Salted & packed into special tins (lacquer lined) in factories.	Blinis – buck wheat pancake, Chopped shallots, chopped parsley, Crème fraiche (soured cream), chilli vinegar, tabasco sauce, Chives, red onions, sieved hard-boiled egg yolk/white, half lemon tied in muslin cloth, melted butter, Cayenne pepper, Pepper mill, Toast or baguette
Oysters – les huitres	They are served 6 per portion, Oysters are opened in larder a few minutes before being served, its placed in the deep half of the shell, black ring (beard) around the edge of the shell is removed, they are placed on a bed of ice in an oyster dish/soup plate/round silver flat	Oyster cruet which consists of cayenne pepper, pepper mill, shallot(mignonette), chilli vinegar, tabasco sauce, brown bread & butter, half lemon tied in muslin cloth
Snails – les escargots	Edible snails are served 6 -8 per person usually only those snails that have sealed themselves in their shells for hibernation & which have been deprived of food for 2-3 weeks are chosen for eating. They are placed in a snail dish with their opening facing the top & just prior to service hot garlic butter shall be poured into the openings	Brown bread, hot garlic butter & a lemon wedge
Smoked Salmon – Saumon fume'	Fillets of salmon are smoked over hard wood in controlled conditions for over 72 hours before then smoked edges are trimmed & thin slices of the fillet are specially packed so as to be exported with a shelf value of almost 6 months.	Cayenne pepper, pepper mill, tabasco, brown bread & butter, half a lemon tied in muslin cloth
Grape fruit – Pample Mousse	Half the grapefruit is placed in a grape fruit cup on a doily covered under plate. The segments are loosened using a specially serrated grapefruit knife. It is eaten with a grapefruit spoon which is also serrated unlike most of the spoons	Castor sugar
Melon – Melon	Special varieties of melon can be served, can include large melon like Casaba, Persian, Christmas, Honey dew & small melon like Cantaloupe – they are distinct because of tanginess of their juice.	Powdered dried ginger, castor sugar & Parma ham

Name of the dishes	Description	Accompaniments
Asparagus - Asperges	It can be served as a starter or as a legume course. Only tender tips are considered edible, 3-4 pieces may be served on a asparagus rack usually boiled or steamed	when served hot Hollandaise sauce, Beurre fondue (hot melted butter), When served cold mayonnaise or vinaigrette
Corn on the Cob - épi de maïs	Served grilled or boiled, the ends of the cob are cut, corn holder are held into both ends & they are placed on half plate for service	Brown bread, hollandaise sauce or beurre fondue
Globe Artichoke - artichaut	English vegetable like asparagus can be served as both starter and legume course. They are diced par boiled & served on a half plate.	when served hot – hollandaise, when served cold – mayonnaise
Goose liver paste – pâte de foie gras	Literally means paste of fattened goose liver, the best pate come from Gascony region in France where geese are reared, fattened up only for the pate. The goose liver paste is spiced & set into special moulds, refrigerated for 2-3 days. From the moulds using a warm tea spoon cubes of pate may be neatly cut, 4 pieces are served per portion	Brown Bread or hot breakfast toast, butter
Quail eggs -Oeufs de caille	Three eggs (hard boiled) may be served per portion with top half shell may be removed & plated on a bed parsley or watercress arranged to look like a nest	Brown bread , spiced oriental salt (Cayenne pepper : Common salt ::1:4)

## Potage

Name of the dishes	Description and Accompaniments
Consommé	They are clarified stocks which get their name from the classical garnishes, that are added to the clarified stock. Most common examples are – <ul style="list-style-type: none"> <li>• Consommé Brunnoise – Brunnoise cuts of vegetables like carrots, turnips, pepper</li> <li>• Consommé Celestine – garnished with thin strips of savoury pancakes.</li> <li>• Consommé Julienne – garnished with julienne cut of vegetables</li> <li>• Consommé Colbert – garnished with poached egg</li> <li>• Consommé Royale – garnished with cubes of savoury custard</li> <li>• Consommé Mercedes – garnished with dry sherry &amp; small rings of pimentos</li> <li>• Consommé Carmen – garnished with dices of tomato &amp; julienne of pimentos</li> </ul>
Consommé Derivatives	<ul style="list-style-type: none"> <li>• Bortsch – International soup of Poland &amp; Russia. It is a duck flavoured consommé accompanied with beetroot juice, sour cream and bouchees filled with duck paste</li> <li>• French Onion Soup –International soup of France, based on chicken consommé. It is garnished with fried onion rings and a poached egg, covered with grated parmesan cheese and grilled in the salamander before service</li> </ul>



Name of the dishes	Description and Accompaniments
	<ul style="list-style-type: none"><li>Petite Marmite – International soup from France. Marmite is a traditional earth ware dish in which the soup is prepared. It is a well flavoured consommé with chunks of beef, chicken, carrots, celery and leeks. It is served in miniature version of marmite dish with grated parmesan cheese on top, gratinated in the oven just prior to service.</li><li>Clear Turtle Soup – International Soup from England. It is a chicken consommé flavoured with turtle meat, turtle herbs and served in a consommé cup, brown bread and butter, cheese straws, measure of sherry served as accompaniments</li><li>Oxtail Soup – England, a beef consommé in which oxtail be been cooked. It is the national soup of England served with dices of the oxtail meat and Brunnoise of vegetable.</li></ul>
Broth	<ul style="list-style-type: none"><li>Minestrone soup – international soup of Italy. It is the broth of kidney beans, celery, tomatoes, garnished with pasta, accompaniment of grated parmesan cheese and a basil flavoured pesto sauce.</li></ul>
Thick Soups	<ul style="list-style-type: none"><li>Puree Soup –These are usually thickened by the starch content in the vegetable &amp; therefore have a base of vegetable having high content of starch, often potato or rice powder may be added to further thicken. Popular example is – Puree of tomato soup, Puree of celery soup, Albert soup etc.</li><li>Cream Soup –These are thickened by addition of either roux or white sauce the common cream soup includes –Crème de Epinard, Crème de vollaile, Crème de champignon, Crème de Carrots, Crème de tomate, crème de Asperges, crème dubbary</li><li>Bisque – are the heaviest amongst the soup these can be thickened using sea food. Most common bisque includes – Bisque de homard, Clam bisque, Chicago Bisques</li><li>Chowder – are national soup of United States of America, they are based of fish &amp; potato, usually made from fish stock, starch in potato &amp; lavish use of cream for thickening. Common examples include – Clam chowder, Cabbage chowder &amp; potato chowder</li><li>Veloute –These are thickened using blond roux, egg yolk &amp; cream. In contemporary menu they are rarely found but quite popular in classical menus .Common examples include – Chicken Veloute, Ham Veloute, Vegetable Veloute soup</li></ul>
Cold Soups	<ul style="list-style-type: none"><li>Gazpacho –The national soup of Spain. It is a blend of raw cucumber, tomatoes, and pimentos flavoured with garlic and cumin. Served accompanied with chopped onions, tomatoes croutons. It is served in ice cubes.</li><li>Vichyssoise – very popular soup from France. Stew of leeks onions with buttons, milk, potatoes puree and cream added</li></ul>
Other Soups	<ul style="list-style-type: none"><li>Potage Madras – A traditional soup from the Indian subcontinent, made from carrots, tomatoes, coconut milk, coriander, roasted cumin powder and peppercorns.</li><li>Potage St Germaine – A very popular soup from France, made from 50% fresh green peas and 50% split dried peas and is served with an accompaniment of croutons and cream</li><li>Bouillabaisse –Traditional fish soup from France containing clam mussels, fish stock and lean fish meat. grilled thin slice of French bread dipped in oil can be served as accompaniment.</li></ul>

## Oeufs

Name of the dishes	Description and Accompaniments
Oeufs en cocotte/ baked eggs	Two eggs grilled in salamander in ramekins moulds (ceramic /glass bowl) with bacon, kosher salt , cream , peppermill and w sauce.
Oeufs sur la plat/ fried eggs	most popular dish served for lunch cooked in the shallow oven proof consisting of two eggs and chipolata, it is gratinated in the salamander & typically served with the accompaniment of baked beans, hash brown potatoes and tossed vegetables.
Oeufs farcis Chimay	stuffed hard boiled egg cut into halves or quarters , covered with mornay sauce grated cheese on top & gratinated in oven , Typically served accompaniments are Bouquetiere de legumes and carrots vichy along with mashed potatoes
Oeufs florentine	poached eggs & boiled spinach mixed in mornay sauce placed in a pie dish, grated cheese on top, gratinated in the oven , accompaniments can be hash brown potatoes , baked beans & tossed vegetables .
Omelette Espanola	it is an open omelette , also called flat omelette with onions , tomatoes ,potatoes , green and black olives & anchovies strips on top.
Omelette aux rognons	a very heavy stuffed omelette with a stuffing of chicken/veal kidneys that have been grilled, served with white sauce
Omelette au champignons	stuffed with sliced grilled mushrooms of 3 varieties and cheese. <b>All omelette are served for lunch shall have accompaniment of baked potatoes, grilled tomatoes &amp; ham rashers .</b>

## Farineaux

Name of the dishes	Description	Accompaniments
Popular pasta	Spaghetti, Macaroni, Penne, Fettuccini, Gnocchi, Ravioli, Ziti, Lasagne, Nouille, Farfalle	
Sauces used with pasta	Pesto, Napoletana, Bolognaise, Milanese, Alferdo, Arrabbiata, Carbonara	
Spaghetti Napolitaine	Spaghetti in tomato and garlic base sauce	Grated Parmesan cheese
Ravioli	Stuffed form of Italian pasta (chicken, beef, spinach)	
Spaghetti Bolognaise	Spaghetti with meat based sauce particularly using minced beef	
Gnocchi romaine	Small paste dumpling of semolina	
Cannelloni	Stuffed type of Italian pasta	
Fettuccini	Strip type of Italian pasta	
Pilaff	Rice usually cooked in stock with garnish	
Risotto	Rice cooked with broth until it reaches a creamy consistency.	
Riz a la grecque	Rice preparation with extra peanut	



## Poisson

Name of the dishes	Description	Accompaniments
Fillet de Sole Meuniere	Sole shallow fried in butter	Tartare sauce, gribiche, remoulade, segments of lemon or slices of lemon
Fillet de Sole duglere	Sole poached in fish stock & white wine	Hollandaise sauce, Mousseline sauce, lemon slices/segments
Pomfret a la Orly	Fillet of fish folded in beer batter and deep fried	Tartare sauce, segments of lemon
Fillet de sole Colbert	Sole slit ,bread crumbed and deep fried	
Sole bonne femme	Fillet of sole in white wine sauce with mushrooms	
Sole Veronique	Sole in white wine sauce garnished with peeled grapes	
Fillet de sole Walweska	Fillet poached along with sliced lobster, sliced truffles , covered with mornay sauce	
Homard Newburg	Lobster pieces tossed in butter , flamed in brandy, covered with cream and egg yolk	
Homard Thermidor	Lobster served in mustard flavoured cheese sauce	
Other styles of fish preparation	A la anglaise, au beurre noir, otero, maître d'hôtel	

## Entrees

Name of the dishes	Description	Accompaniments
Poulet sauté chasseur	Dices of chicken sautéed in butter , cooked in chasseur sauce a derivative of demi glaze with mushrooms	
Supreme de volaille sur cloche	Breast and wing of chicken cooked under a cover in oven	
Poulet Fricassee	A classical stew of chicken	White sauce, grilled red and yellow peppers, grilled shallots
Beef Wellington	Pan seared fillet of beef , covered with puff pastry dough rolled out , baked in oven	Madeira wine, grilled potatoes, 8-8 sauce
Beef Stroganoff	Thin slices beef ,sautéed in pan ,coated with cream sauce	Herb rice, grilled mushroom
Tartare Steak	Marinated minced beef with chopped shallots and parsley consumed raw with egg	



Name of the dishes	Description	Accompaniments
Beef ragout	A beef stew	Cooking liquor, bouquet of legume, turned potatoes
Lamb cutlets	Chunks of deboned lamb marinated ,sautéed	Noisette butter, French fries, boiled vegetables
Lamb Navarin	Lamb stew cooked with root vegetables	Cooking liquor, glazed root vegetables
Moussaka	Dices of mutton ,aubergines and onions arranged in layers cover with béchamel sauce , baked in oven	Smoked aubergine pulp, béchamel sauce
Chop de porc grille	Pork chop grill	
Kebab Oriental	Skewered mutton chunks with grilled peppers	
Other Examples	Steak diane, chateaubriand, Porterhouse steak, fillet/rump steak grille	

## Sorbets

Types of Sorbets	Variety
Fruit Sorbets	Peach Sorbet, Raspberry Sorbet, Strawberry Sorbet, Lemon Sorbet, Grapefruit Sorbet, Apricot Sorbet, Sugarcane Sorbet, Pineapple Sorbet
Wine / Liqueurs	Champagne, Calvados, Perry, Mead
Smoking	Russian Cigarettes, Cigars

## Relevés

Name of the dishes	Description	Accompaniments
Gigot d'agneau roti	Roast leg of lamb	Mint Sauce
Gigot d'mouton roti	Roast leg of mutton	Onion sauce, red-currant jelly
Cuisse de porc rotie	Roast leg of pork	Apple sauce
Gigot de boeuf roti	Roast leg of beef	Horseradish sauce, Yorkshire pudding
Other examples	Braised saddle of mutton, braised ham, contrefillet de boeuf roti a la anglaise, aloyau de boeuf roti sauce raifort	

## Roti

Name of the dishes	Description	Accompaniments
Poulet Roti	Roast chicken	Roast gravy, roast potatoes, bread sauce
Poularde rotie	Roast Chick	
Canard Roti	Roast Duck	Roast gravy, roast potatoes, Orange sauce
Caneton Roti	Roast Duckling	



Name of the dishes	Description	Accompaniments
Oie rotie	Roast Goose	Roast gravy, roast potatoes, apple sauce
Lapin Roti	Roast Rabbit	
Dinde Roti	Roast Turkey	Roast gravy, roast potatoes, cranberry sauce, bread sauce, chipolatas
Din donneou roti	Roast young turkey	
Chevreuril Roti	Roast Deer/Venison	Roast gravy, roast potatoes, Cumberland sauces, red current jelly

## Legumes

Name of the dishes	Description
Choufleur Mornay	Cauliflower with cheese sauce
Asperges en branche, sauce hollandaise	Asparagus accompanied by egg and butter base sauce
Haricots verts au beurre	French beans tossed in butter
Legume au gratin	Dices of vegetables cooked in béchamel sauce, covered with cheese and gratinated
Vol au vent	Small puff pastry stuffed with marinated vegetables, baked and served with cheese sauce
Champignons grille	Mushroom grilled
Tomates grilled	Tomatoes grilled
Ratatouille	Stewed vegetable dish include tomato, garlic, onion, eggplant, bell pepper, zucchini
Puree de pommes	Creamed potatoes
Other examples	Pommes persilles, pommes sauté, pommes lyonnaise, pommes frites, petit pois a la francaise, epinard en branches, vegetable cutlets, vegetable pie, vegetable shashlik, artichaut chaud, sauce hollandaise, artichaut froid, sauce hollandaise, Choufleur polonaise, celeris braises

## Salads

Name of the dishes	Description
Salade aida	Artichoke batons, hard boiled eggs white, green pimentos , diced tomatoes dressed in vinaigrette
Salade alicia	Presented in hollow apple , filled with dices of apple, red currant and walnuts dressed in acidulated cream
Salade Caesar	Made from 3 types of lettuce dressed in mayonnaise
Salade eve	Made from diced apple , chunks of pineapple, walnuts, sliced banana dressed in acidulated cream
Salade francaise	Lettuce , tomato, chopped chervil, tarragon, parsley dressed in vinaigrette

Name of the dishes	Description
Salade nicoise	Made from diced beans , sliced potatoes , black olives and anchovies dressed in mayonnaise
Salade waldorf	Made from apple, walnuts and celery dressed in acidulated cream or mayonnaise
Salade verte	Lettuce, watercress, cucumber , green pepper dressed in vinaigrette
Salade Russian	Made from boiled potatoes, green peas, carrots, broccoli, apple and pineapple dressed in mayonnaise garnished with boiled eggs

### Buffet Froid

Name of the dishes	Description
Galantine de volaille	Cold chicken decorated with sauce and coated in aspic
Mayonnaise de homard	Lobster mayonnaise
Other examples	Zakuski, jambon froid, terrine, pate's, sausage, chipolatas, meat mousse, poulet roti, Caneton roti

### Entremets

Name of the dishes	Description Accompaniments
Baklava	Thin layer of pastry filled with chopped nuts
Crepe Suzette	Pancakes cooked in tangerine sauce and orange liqueur, flamed in cognac
Peach Melba	Vanilla ice cream topped with peach and raspberry puree
Caramel custard	Baked egg custard with caramel syrup poured over it
Diplomat pudding	Ladyfingers soaked in rum or kirsch syrup, layered with candied fruit, apricot jam and egg custard refrigerated
Other examples	Bread and butter pudding, queen of pudding , rice puddings, fruit fritters, bavaroise, mousse, soufflé, fruit fools, gateaux, baba au rhum, babka, baked Alaska, sachertorte, omelette a la confiture, Bombes, poire belle helene

### Savoureux

Name of the dishes	Description
Welsh rarebit	Mix of cheddar cheese , beer , béchamel reduced and poured over finger size toast and grilled in oven
Angels on horse back	Poached oysters wrapped on streaky bacon places over toast topped with cheese and baked
Devils on Horse back	Stewed prunes ,stuffed with green chutney , wrapped on the bacon , placed on toast , topped with cheese and grilled



Name of the dishes	Description
Quiche Lorraine	Flan made with short crust pastry filled with bacon and slices of cheese topped with custard and baked
Other examples	Canapé Diane, Scotchwood, Champignons sur croute, Canapé Ivanhoe, tartlettes, Barquettes, Bouchees, Omlettes, soufflé, flans

## Fromage

Name of the Cheese	Accompaniments
Fresh Cheese - Paneer, Mozzarella, Ricotta,	Cruet-salt, pepper, mustard), butter, celery served in celery glass bowl filled with crushed ice, radish placed in glass bowl, castor sugar in cream cheese, assorted cheese biscuits/cream crackers
Soft Cheese - Brie, Camembert, Feta	
Semi Hard cheese - Cheddar, Cheshire, Derby, Edam, Double Gloucester, Gouda, Gruyere	
Hard Cheese - Parmesan, Blue vein, Danish Blue, Roquefort, Gorgonzola	

## Desserts

Name of the fruits & nuts	Accompaniments
Mango, apple, pear, banana, orange, pineapple, kiwi, raspberry, almonds, pistachio, hazelnuts, walnuts, dates, apricots, figs, prunes	Castor sugar, salt for nuts

## Café

Name of Beverages
Cona Coffee, Iced Coffee, Filter Coffee, Decaffeinated Coffee, Tea – Tisanes, Indian, Ceylon, Earl grey, Darjeeling, Orange Pekoe

The preparation of the dishes and accompaniments may vary depending on the availability of ingredients and chefs' improvisation as per the requirement. Current times menus are generally restricted to 3-5 courses, may go for more number of courses only on special occasions or banquets.

### CHECK BACK QUESTIONS

- Q.1. What is ziti?  
Q.2. Steaks can be served in which particular course?

## 4.7. TYPES OF MEALS

The popular meals can be classified as under –

Name of the Meal	Usual timing of service	Description
Early Morning Tea	3:30 AM – 6:00 AM	Generally referred as EMT usually meant for morning checkouts and is served in tandem with wake up calls. During this period tea or coffee with cookies are served. The charge is usually included in the room tariff.

Name of the Meal	Usual timing of service	Description
Breakfast /Petit Dejeuner	7:00 AM – 10:00 AM	<p>Along with lunch and dinner, the breakfast is considered most critical and revenue yielding meal period for room service. The modern trend in a busy hotel is to provide guest with buffet breakfast with an elaborate spread, usually laid in the coffee shop. The different types of breakfast served in hotels are –</p> <ul style="list-style-type: none"> <li>Continental Breakfast – it consists of choice of juices or fresh fruit followed by bakers' basket with butter and preserves, end with hot beverages. It is the simplest and lightest breakfast.</li> <li>American Breakfast – It is most popular fixed breakfast in hotel. It comprises of choice of juices or fresh fruits, breakfast cereals with hot or cold milk, eggs to order, breakfast meat, American pancakes with maple syrup or honey, bakers basket, with butter and preserves, end with hot beverages.</li> <li>English Breakfast – It is heaviest amongst the fixed breakfast served from the trolleys, it consists of Choice of juices, porridge or oatmeal, eggs to order, breakfast fish, followed by breakfast meat, English pancakes with blue berry syrup, bakers' basket with butter and preserves, stewed fruits followed by hot beverages.</li> <li>Regional Breakfast – for example Indian Breakfast – This breakfast is primary dependant on the cuisine at local level and eating culture during this meal period. Although the food habits are quite varied in India but broadly can be classified as North Indian breakfast &amp; South Indian breakfast off late lot of many items from other parts of our country is able to find place in the breakfast menu.</li> <li>Buffet Breakfast – usually consists of a mix from the above mentioned breakfasts. It has the most courses from American breakfast, live counters of eggs and meat are also served, usually this meal is complementary with the continental plan or higher plans.</li> </ul>
Eleveneses	11:00 AM – 12 :00 noon	<p>A British concept of serving light snacks and hot beverages at around 11am. Hotels commonly use it during conferences to give a break after the preliminary sessions. Canapés , short crust pastry , cookies and vol au vents are commonly served .</p>



Name of the Meal	Usual timing of service	Description
Brunch	11:00 AM - 4:00 PM	A meal for those who have missed breakfast or are planning to skip lunch. It is a combination of breakfast and lunch. These days many hotels promote Sunday brunch which offers juice, breakfast rolls, eggs to order, meats, cereals along with lunch options like pasta, cheese, extensive entremets, steaks, and buffet of main course. Wines & Beer may be served usually a composite brunch charge is levied.
Lunch/Dejeuner	12:30 PM – 3:30 PM	It is considered as a the heaviest meal of the day, which most extensive, with the largest choice.
Afternoon Tea	4:00PM – 5: 30 PM	Served to the guest usually waking up from their siesta. It includes a variety of hot beverages, tisanes with simple snacks like cupcakes, doughnuts, scones, muffins and cookies, invariably served from large trolleys on each floor lounge.
Hi Tea	5:30 PM – 7:30 PM	This is at times known as last family meal, mostly concentrated at children. It offers dishes popularly sought for birthday parties, get together and as evening snacks before family with young children head home. Pancakes, Pizzas, burgers, cutlets, cold coffees, milk shakes, fries, rolls, Pastas, noodles are very common. It is commonly served at the poolside as this is a time frequented by swimmers.
Dinner/Diner	7:30 PM – 11:30 PM	It is also an extensive meal but lighter to lunch in comparison. This is one of the most revenue generating period.
Supper/Souper	12 midnight – 2:00 AM	It has its origin from the days of the British theatre, when guest watching drama or plays would come out of the theatres much after dinner time. Around those theatres propped up eateries which would provide sumptuous meals are called “ Super House”, cold roasted meats, stews, grills, poached dishes, salads are typically supper courses.
Midnight Snacks	11:30 PM – 3:30 AM	Directed towards those who meet up for late evening discussions, those headed for international flights, coffee shops offer cold sandwiches, fried titbits, canapés, juice, rolls, shakes and variety of cold dessert during this period. Since main kitchen is closed, thus only those dishes that can be prepared on the still room or pantry are offered.



## **Dishes under breakfast Menu**

### **Choices of juice/fruits**

#### **Fresh/ Canned Juice**

Orange, Pomegranate, Grape, Mango, Watermelon, Guava, Sweet Lime, Apple, Tomato with salt, pepper & w. sauce

Accompaniment of all the other juices is castor sugar except for tomato juice

#### **Fresh Fruits**

Papaya, Apples, Banana, Oranges, Mangoes, Musk melon, Berries, plums

### **Choices of Cereals**

Corn flakes, chocos, muesli, oats, porridge, millets can be served with hot or cold milk

### **Eggs to Order**

Fried eggs, Scrambled eggs, Double fried eggs, Omlette, poached eggs, Boiled eggs

### **Breakfast Fish**

Haddock, Cod, Sardines, Tuna, Mackerel, Kedgerree

### **Breakfast Meat**

Sausages, Chipolatas, Ham, Cornets, Bacon Rashers, Salamis

### **Breakfast Pancakes**

American Pancakes, English pancakes, Waffles served with maple syrup, golden syrup, blueberry syrup or honey

### **Bakers Basket**

Salt – Bread/Toast (multigrain, brown, white), Croissants, Baps

Sweet – Muffins, Doughnuts, Danish pastry, Brioche

### **Stewed Fruits**

Prunes, Apricots, Pears, Peach, Apple

### **Hot Beverages**

Tea, Coffee, Cocoa, Tisanes, Hot Chocolates, Malt Beverages

## **Indian Breakfast popular options**

### **North Indian**

Stuffed Parathas with curd/white butter, Poori Bhaji, Poha, Chole Bhatura, Kachories (dal/pyaz), Jalebi, Lassi, Butter milk

### **South Indian**

Upma, Pongal, idli/Dosa/Uttapam with coconut chutney & sambhar, Appam with stew, kesar bhath



### **East Indian**

Luchi with subzi or ghoogni, Stuffed kachories with aloo dum, Bengali sweetmeats

### **West Indian**

Poha, Pav Bhaji, Farsan, Dhokla with chutneys, Thepla, Khakra

The choice and options given above can be utilized to prepare a balanced breakfast menu depending on the type of breakfast guest wants to have.

### **CHECK BACK QUESTIONS**

Q.1. Which meal guest will have immediately after siesta ?

Q.2. Which is the heaviest breakfast ?

## **4.8. LET US SUM UP**

From 16<sup>th</sup> century onwards menu have evolved to the modern time format of Menu cards. A menu is a written document which usually indicates list of food and beverage with a brief description to be served by catering establishments in an organised manner.

The courses in French menu was reviewed over a period of times and the concept of standard recipes, portioning and plate presentation got introduced. These were expressed in writing through the menu card.

A well planned menu is considered to be the foundation for the catering establishments. Principal contributors of the menu are Chef, F&B Manager, Restaurant manager, Nutritionist, marketing team, consultants and designers. The prime objective of menu planning is to provide information to the guest on the availability of dishes and the price charged for whole menu or for a particular dish.

Mise en scene in a restaurant starts much prior to the guest arrival with the setting of the area, while Mise en place happens just prior to the guest arrival and can happen in the presence of guest mainly focussing on the cover set up and making the table ready to receive the guest.

The French classical menu has 17 courses and wide variety of items are served in a well understood traditional sequence. Type of meals have been classified into various time segments as per the general requirement of the guests staying in the hotel.

## **REVIEW QUESTIONS**

### **OBJECTIVE TYPE OF QUESTIONS**

1. Match the following

- |                           |           |
|---------------------------|-----------|
| i) Pesto                  | Dessert   |
| ii) Almonds               | Entremets |
| iii) Devils on horse back | Caviar    |
| iv) Blinis                | Savoury   |
| v) Baklava                | Pasta     |



2. State True or False:

- i) Bolognaise is a meat based sauce.
- ii) Carte du jour means dish of the day.
- iii) Menu is also known as Bill of Fare
- iv) Pasta and rice is served under Savoury.
- v) Smorgasbord is concept under Buffet froid

### SHORT ANSWER QUESTIONS

- 1. Why menu need to be reviewed after a set period of time?
- 2. Who are the principal contributors for menu planning?
- 3. What is Table d'hote menu?
- 4. What is the concept of Sorbet course?
- 5. Which meal popularly included in room tariff, Explain?

### LONG ANSWERS QUESTIONS

- 1. What are the factors to be considered while planning the menu?
- 2. Plan an American breakfast menu.
- 3. Differentiate Mise en place and Mise en scene.
- 4. Explain the concept of Brunch and Supper
- 5. List 5 dishes under each course with their accompaniments
  - i) Hors d'oeuvre
  - ii) Relevé
  - iii) Roti

### APPLICATION BASED QUESTIONS

- 1. Plan a six course French classical menu for a French speciality restaurant. Do provide appropriate accompaniments.

### ACTIVITY

- 1. You are required to visit two fine dining restaurants in your area, do a comparative study of their menus and place the dishes under various courses.

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# 5

## Chapter

# DINING SERVICES

## 5.0. UNIT OVERVIEW AND DESCRIPTION

### Overview

This unit will provide the students with information about the different methods to serve food and beverage items in different Food & Beverage Outlets in Hotels and Restaurants.

### Learning Objectives

Serial No.	Unit 4: Dining Services	Outcomes – Learners will be able to
5.1	Introduction	General Overview
5.2	Silver Service	Describe this food service method and be able to practice Silver Service in Hotels and Restaurants
5.3	Pre-Plated Service	Describe this food service method and be able to practice Pre-Plated Service in Hotels and Restaurants
5.4	Cafeteria Service	Discuss this food service method and be able to practice Cafeteria Service in Hotels and Restaurants
5.5	Room Service	Describe this food service method and be able to practice Room Service in Hotels and Restaurants
5.6	Buffet Service	Describe this food service method and be able to practice Buffet Service in Hotels and Restaurants
5.7	Gueridon Service & Live Counters	Discuss this food service method and be able to practice Gueridon Service & know how Live Counters function in Hotels and Restaurants
5.8	Lounge Service	Discuss this food service method and be able to know about Lounge Service in Hotels and Restaurants
5.9	Food Court	Discuss the Food Court style of service
5.10	Butler Service	Describe the Butler service method
5.11	Family Service	Discuss the Family service method
5.12	Russian Service	Describe the Russian service method
5.13	Indian form of Service	Discuss the method of Indian form of Service
5.14	Oriental Service	Describe the Oriental service method



## 5.1. INTRODUCTION

Food and beverages are served to guests by many methods along with good presentation in the food and beverage industry. In today's day and age which is seeing lots of changes due to the requirements of guests, along with their perception of the value of money there are different service methods or styles which are adapted accordingly. These varied styles are offered at various price points with the most important value being "Time".



**Masala Bay, Taj Lands End Mumbai**

Services of food and beverage in the food and beverage operations can be carried out in many ways. But while deciding the method of service, certain factors are kept in mind which are as follows:

- The type of establishment.
- Time available for the meal.
- Turnover of guests expected.
- The cost of meal served.
- Site of the establishment.

Similarly, the establishments serving these food dishes must be well equipped with the necessary tools of the trade. The employees at the core of these operations along with all the pre-requisite attributes must be skillful and be able to serve the dishes and beverages with proper knowledge. This is the very reason why these pleased customers are enticed and want to experience dining out at such hospitable establishments.

### CHECK BACK QUESTIONS

Q.1. Why are various methods or styles of service of dishes and beverages required in the food and beverage industry?

## 5.2. SILVER SERVICE (PLATTER TO PLATE SERVICE)

This usually involves serving food at the guest table. It is a technique of transferring food from a service platter/dish to the guest's plate from the left. Food is placed on the serving platters by the chef and transferred onto the plate to the guest by the waiter.





**Platter to Plate Service being conducted**

### Advantages

- It is a highly personalized form of service.
- Adds to good will of the establishment.
- Gives opportunity to the waiter to showcase his / her skills.
- It gives the guest the choice of selecting and quantifying the food served.

### Limitations

- Garnishes cannot be maintained.
- Portions can be miscalculated resulting in uneven distribution of food.
- It is time consuming.
- Skilled waiters are required for silver service.
- High capital investment required for equipments.

### CHECK BACK QUESTIONS

- Q.1. Why is Silver Service a personalized form of Guest service?
- Q.2. Is the presentation of food dishes in place when it is served to the guest's plate?
- Q.3. Justify requirements to have a large inventory of types of equipment for Silver Service.

### 5.3. PRE-PLATED SERVICE (AMERICAN SERVICE)

It is the method of serving food in which the food are placed on guest plates in the kitchen by the chef and is served to the guests by the waiter/waitress from the right side of the guest. It is a quick and simple service that involves less skill and capital investment. Garnishes are maintained in individual portions.



**Lanai, Caravela Beach Resort Goa**

### **Advantages**

- Garnishes for individual portions can be maintained.
- Even distribution of individual portions.
- It is less time consuming.
- Less skilled waiters can carry out service.
- Low capital investment required for equipments.

### **Limitations**

- It is not a personalized form of service.
- Quantification of food is not possible.

### **CHECK BACK QUESTIONS**

- Q.1. How is Pre-Plated Service a quicker or faster service style?
- Q.2. Are highly skilled service employees required to serve the guest's plate?

## 5.4. CAFETERIA SERVICE

In a cafeteria service food is arranged behind a food serving counter. It might have a single or multiple-point entry. There is no or little table service. Typically, a patron takes a tray and pushes it along a track in front of the counter where they are served. Beverages may be filled from the self-service dispensers. The trays with food are then taken by the patron to a table to eat. Institutional cafeterias generally have a common table.



**Cafeteria Service**

### CHECK BACK QUESTIONS

Q.1. Would it take a long time for a diner to collect their meal from the counter?

## 5.5. ROOM SERVICE

Service of food and beverage to the resident guests at their rooms is known as room service.

### Types of room service operations

#### a) Centralized room service operations

Everything is served from the same room service outlet. It is mainly applicable in small hotels.

#### b) Decentralized room service operations

Each floor or every two floors (depending on the size of the hotel) has a small kitchen called a floor pantry. Small orders are taken care of by the floor pantry, for example tea, coffee, snacks, etc. The floor pantry is there along with the centralized kitchen to improve the service frequency and effectiveness.



c) Mobile room service operations

This type of room service operation is found in resorts. In resorts, there are mobile vans that serve food from the main building to the guest cottages.

d) Dumb waiter

Dumb Waiter is a specialized elevator for room service. Mainly used in countries which are technically improved and have a shortage of manpower. They are of two types:

- i) In the first one the elevator along with the prepared food opens into the floor pantry and the food is served from the floor pantry to the guests in their rooms.
- ii) The second one is found in highly technically improved countries in which the elevator along with the prepared food opens into the guest room and the food is directly served to the guests.



**Room Service done with trolley**

### Features

1. Round the clock room service in good hotels.
2. Multi cuisine in nature.
3. Busiest time is during breakfast.
4. It is priced more because lot of effort and equipments are required for the transportation of the food.
5. It is more of a guest facility then a business proposition as control is difficult and it requires a huge stock of equipments.
6. **Mini Bar:** It is a small refrigerator inside the guest room stocked with mineral water bottles, soft drinks and alcoholic beverages.



7. **Ordering Through Phone:** Room Service Order Taker (R.S.O.T) is one of the most important members in room service. The order taker should be attentive and should repeat the guest orders.
8. **Breakfast Doorknob Card:** A card which can be hung on the door-knob mainly for placing the breakfast order. During the morning most of the guests order for breakfast and there is a lot of workload on the order takers so guests can order their breakfast through the breakfast doorknob card the previous evening.

### CHECK BACK QUESTIONS

- Q.1. What are the different components that complete Room Service?  
Q.2. Why is the menu pricing of Room Service higher than other Food & Beverage outlets?

## 5.6. BUFFET SERVICE

Buffet literally means sideboard. The food is presented in such a manner that the guest can serve themselves. It is not only popular for reception and cocktail parties but can also be a unique means for presenting an entire meal. It is particularly suitable for establishments where space is limited, and a large number of people are to be served. The buffet can be elaborate and elegant enough to suit the most sophisticated gourmet taste and yet again can add a special flair to the simplest of breakfast and lunch and/ or dinner menus.

However, a collection of cold or hot dishes placed on a clothed table, made to look attractive by the extra edge given to the aspect of presentation, does not really justify the term "Buffet". No doubt a centre piece or other such articles placed greatly enhance the appearance and at the same time give a certain of credibility to whole arrangement.

But a successful buffet catering must use the basic principle of merchandising since well-displayed items sell itself. The food display, as well as the service ware enhance the appearance of the table and act as attention-getters. As supplement show pieces, the use of ice carvings, flowers butter moulds really work wonders. The buffet table, with its charm, magnetism, excitement, flavours and food are geared to stimulate the customer's appetite.



**Buffet display at Taj Bengal Kolkata**



## Advantages

- It eliminates the need for a huge manpower. A huge customer turnover can be attended with a limited staff.
- The dishes can be elaborately garnished and displayed on the buffet table.
- The customers can choose their own dishes from the display.

## Limitations

- To ensure proper portion control and monitor so that there is minimum wastages.
- Timely replenishing of fast-moving dishes.
- Maintaining correct service temperatures of the dishes that are served.
- Adequate staff for clearance of soiled dishes.

### CHECK BACK QUESTIONS

Q.1. How Buffet Service can save time?

Q.2. Is it a huge capital investment required for this form of service?

## 5.7. GUERIDON SERVICE & LIVE COUNTERS



**Gueridon Trolley**



Gueridon service naturally means side-table service. Any work that is carried out on a side-table before the service like making a salad dressing the grapefruit etc can be termed as Gueridon services. Gueridon service includes flambé work or flambé service, which is an extension and elaboration of the side-table service. It is difficult to pinpoint the origin of Gueridon and Flambé service. It provides visual appeal to the customer.

Gueridon service such as carving, salad making, is usually praised not only for its promotional appeal on business grounds, but by guests, gourmets and professional alike as fulfilling the best conditions of gastronomy. Many gastronomes are of the opinion that cooking should entirely left to the chef in kitchen and that an amalgamation of culinary skills is not desirable in the restaurant. Some foods and some processes are clearly unsuitable for side table cookery and extravagances should not be dragged in to achieve something different. Guests are impressed by the skills shown in the Gueridon performances; flambéing in particular is reliable means of attracting the attention of other tables and has an effect of provoking repeat orders.

**The Flambé Trolley:** This trolley is perhaps the most glamorous in that it helps to produce the best show man ship in the restaurant. It consists of a cupboard area for storing a gas cylinder, a recess area for storing foods/ liquor and top with cooking equipment.



**Gueridon Service**

In addition to the above mentioned highly skilled service, a recent trendsetter has caught the attention of the global clientele which showcases the Chef's skill sets in **Live Counters**. There maybe a number of live counters from various forms of local street food to high end international cuisines like the Japanese art of *teppanyaki*. These counters serve both cold and hot food dishes inside the restaurant area. It similarly as Gueridon service has the attention of the guest grasped and leaves the customers mesmerised as the dishes are prepared exactly as the guest wants. It provides itself as an alternative to collecting food from a buffet and helps to break the monotony or flow of guest movements in a restaurant.



### Advantages

- Highly personalized service. The wait staff prepares or carves the dish and serves the guest personally.
- High level of customer satisfaction. The dishes are prepared, carved or flambéed in the guest's presence.
- Good merchandising device. Guest will be tempted to order for dishes that are served from the trolley.
- The service staff can exhibit their culinary, carving and service skills. The wait staff has an opportunity to impress the guests by demonstrating its cooking, flambéing, carving, and skills to them.
- High average spending power (high revenue/cover). The revenue generated will be more as the dishes served from the trolley are always expensive.

### Limitations

- Slow service. The time taken to extend the service from the trolley is more.
- Low seat turnover. Number of times a seat is sold during the operation hours will low as the service takes more time.
- Expensive style of service- as it requires more service area and highly skilled staff.
- Chance of accidents are more.



**Live Counters**

### CHECK BACK QUESTIONS

- Q.1. Will more space be required to carry out Gueridon Service in a restaurant?
- Q.2. How will live counters be more effective as compared to Buffet Service?

## 5.8. LOUNGE SERVICE

An area usually meant for guests to sit in the lobby area of the Hotel to wait is known as a lounge. At times guests who check-in are provided welcome drinks on arrival at this area beside reception. Sometimes tea/coffee may be served as well. Some hotels have a separate space with comfortable sofa seating and plush chairs where both alcoholic and non-alcoholic beverages are served with light snacks dishes. These drinks and dishes are usually procured from the nearest F&B outlet. In other hotels they have lounges on different floors as per their requirement. Some leading hotels of the world like Taj, Oberoi's, ITC group of hotels have exclusive membership programmes where their esteemed guests could avail these additional facilities across the length and breadth of our country. Even at different ports of entry like at the Airport and at a Railway Station lounge facilities maybe availed by the passengers in transit.



**The Chambers, Taj Bengal Kolkata**

### CHECK BACK QUESTIONS

Q.1. Will the guest have to pay a premium amount for membership to these establishments to avail the Lounge facilities?

## 5.9. FOOD COURT

With the advent of mainly shopping malls over the last decade, the customers who generally frequent these retail formats were given a boon with the incorporation of Food Courts. This space is usually spread across a whole floor which has got multiple chains of food aggregators who seek the attention of the clientele by offering a wide array of cuisines and beverages from different parts of the country and globe. The customers who as per their choice may choose from any one or from these multi-choice outlets. The food is usually prepared on order after full payment is made by the customer. At times a token number is issued for every order or in addition there may be a display monitor on which the order number is flashed once it's ready. The food items are issued on trays which are collected by the customer who takes a seat in the seating arrangements provided on the floor where the Food Court is situated. The seating provided is not fixed for any customer as it's a facility common for all diners.



**Food Court, South City Mall Kolkata**

#### **CHECK BACK QUESTIONS**

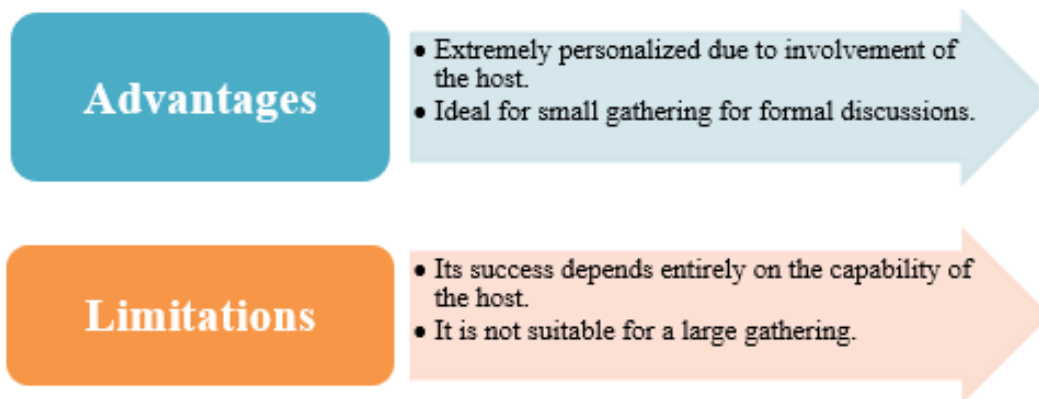
- Q.1. Is the pricing reasonable as compared to standalone restaurants or F&B outlets?  
Q.2. Will the portion of food being served be enough to share?

### **5.10. BUTLER SERVICE (FRENCH SERVICE)**

Gradually, throughout the 19<sup>th</sup> century and particularly the Victorian era, as the number of butlers and other domestic servants greatly increased in various countries, the butler became a senior male servant of a household's staff. Butler is involved in helping the host to conduct the service smoothly. Platters and entrée dishes are brought on trolley and kept before the host to portion out all the items. Often the butler and the assistants take the platters around for second helping.



**Butler Service**



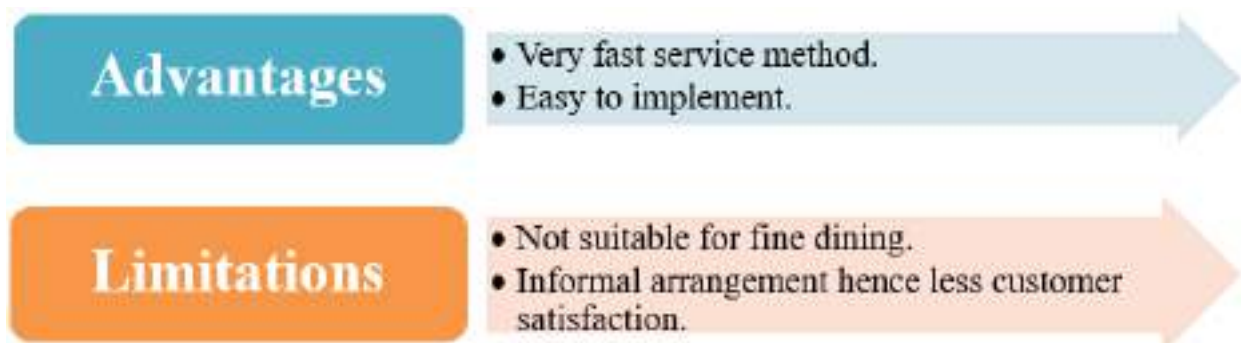
In the new modern era in Hotels there is an additional facility provided to the guest in house known also as Butler Service. Here employees of different departments are multi tasked to provide a range of assignments beginning from at times in-room check-in till the clientele checks-out. Other tasks also performed may include shoe-shining, laundry services, providing housekeeping and F&B amenities in their room as per the guest status.

#### CHECK BACK QUESTIONS

- Q.1. Does this traditional form of service still prevalent?  
Q.2. Do Hotels charge for this additional facility of Butler service?

### 5.11. FAMILY SERVICE

In this type of service, the food is portioned out into large containers, platters or bowls which is then brought to the guest table. Service equipments are placed along with these dishes on the middle of the table, which is used by the guests to serve themselves. These are ideal in a family restaurant where each table may order multiple dishes from various cuisines available.



#### CHECK BACK QUESTIONS

- Q.1. Is this style of service a great revenue generating source?

### 5.12. RUSSIAN SERVICE

This type of service has come from the czar era in Russia, who believed in show. The basic element in Russian service derives from the old style of having large joints, whole fish or birds





often decoratively placed on platters with elaborate garnishes on the sideboard visible to the guests before being served.

The food is then collected on smaller platters by the waiter and served to guest on the table just as in silver service. This form of service enjoyed slight popularity in Europe in the 19th century otherwise Russian service as a distinct and separate form of service no longer exists.



**Russian Service**

#### **CHECK BACK QUESTIONS**

Q.1. Is Russian style of service still prevalent?

### **5.13. INDIAN FORM OF SERVICE**

During all meal periods of the day, we Indians are from childhood used to eating majority of the dishes by hand. Each household has the necessary equipments or bowls to consume the meals. However, since the time that dining etiquettes and table manners were understood we have applied the same both in household and in F&B outlets outside. In the catering establishments especially in Hotels and Restaurants the table is laid with the necessary equipments as per the set standard of operation (SOP). In certain restaurants we have the more contemporary form where the water tumbler is placed on the right side of the guest and the quarter plate is placed on the left hand side of the table cover. Sometimes, in specialty Indian restaurants we have the water glass placed on the left-hand side and the quarter plate on the right hand for Indian bread items to be served on it. The food which is served in such a setting could be either pre-plated in nature, platter to plate, or a combination of both these methods. It must also be kept in mind that after the consumption of the main course, a finger bowl must be offered to the guest to rinse their fingers. In today's day and age, our cuisine and our chefs have been Globally recognized. We also have many entrepreneurs with various F&B outlets in almost all countries.





**Sample Thali presented from Taj Hotels**

### CHECK BACK QUESTIONS

Q.1. Is the Indian form of service popular on the global food map?

### 5.14. ORIENTAL SERVICE

The term oriental cuisine would roughly encompass the cuisines of China, Korea, Japan, and Southeast Asian countries. The food varies in all these mentioned countries but the ingredients especially non-vegetarian based, the cooking methods (from fabrication to final presentation), and equipments used in preparing the dishes are similar. In terms of the service style, food dishes are generally portioned out in bowls along with chopsticks and service equipments at the centre of the table as per the guests' orders. The use of "lazy susan" is more prominent in this style of outlet. In some F&B outlets, a combination of service styles may also be followed as per standards and guest requirements. Jasmine Tea or Green Tea is offered right from the start of the meal till the end of the meal irrespective of whether it is a savoury or sweet course. The table is laid out with mainly bone china/porcelain / earthenware crockery dishes. The addition of bamboo chopsticks of good quality is also present.



**Oriental Cuisine presentation**

### CHECK BACK QUESTIONS

Q.1. Are Oriental dishes popular in our country?



### 5.15. LET US SUM UP

So, at the end of this unit, we can gather that various service styles or methods are prevalent all across the globe. Each method is unique and charming in its own right. There will be many factors that could make an F&B outlet choose that very dining service style. Certain prominent factors would include:

- **Target Market** – The clientele based on demographic and economic spending capacity would determine the service style.
- **Type of F&B Outlet** – If there would be an American style of service or Platter to Plate would be determined as per the requirement.
- **The Clientele's Time** – As we are living in a dynamic world and the customer is our key focus, we must adhere to their needs of timing. The menu should be planned accordingly and the service staff also communicating the expected time for service of the order(s).
- **The Turnover Period** – A popular F&B outlet would attract the mass and there will be a huge crowd visiting the establishment. The layout and the service style should be planned in tandem.
- **The Cuisine** – As per the menu chosen there must be all the necessary equipments to prepare and similarly also all the necessary equipments to serve the same.
- **Training Employees** – Menu knowledge is the need of the hour and the guests' queries are directed to the service staff. The employees must be trained with the necessary information and practice their skill set, to delight the guests.

## REVIEW QUESTIONS

### OBJECTIVE TYPE OF QUESTIONS

1. State whether True or False:
  - i) Pre-plated service is also termed as American service.
  - ii) Platter to plate service is done from the left-hand side of the guest.
  - iii) Live counter service is also known as Gueridon Service.
  - iv) Buffet Service caters to a small number of guests.
  - v) Room Service menu is costlier than other F&B outlets.
2. Fill in the blanks:
  - i) Guests are served pre-plated food from \_\_\_\_\_ side.
  - ii) Guests are served platter to plate food from \_\_\_\_\_ side.
  - iii) Flambé service is also known as \_\_\_\_\_ Service.
  - iv) Guests use chopsticks in \_\_\_\_\_ style of Restaurant service.
  - v) The \_\_\_\_\_ is an area or space in a shopping mall where the customer dines.



3. Fill in the blanks:

- i) Pre-plated service is done from the \_\_\_\_\_ side of the guest.
- ii) Flambé service refers to \_\_\_\_\_ service.
- iii) An area or floor allocated for having meals in a shopping mall is known as \_\_\_\_\_.
- iv) A \_\_\_\_\_ is usually placed in the guest rooms with alcoholic, non-alcoholic, and some amenities.
- v) Cuisines from China, Korea, Japan, and South East-Asian countries serve \_\_\_\_\_ cuisine.

### SHORT ANSWER QUESTIONS

1. Write short notes on:

- i) Pre-plated service.
- ii) Platter to plate service.
- iii) Butler Service.
- iv) Indian form of Service.
- v) Oriental Service.

### LONG ANSWERS QUESTIONS

1. Describe in detail how the Room Service outlet carries out its operation.
2. Explain how Buffet Service is beneficial for F&B operations.
3. Enlist the features of Platter to Plate service.
4. Discuss the method of Oriental Service.
5. Describe the key features and importance of Gueridon Service.

### ACTIVITY

1. Plan to note down the style of service being followed while visiting different F&B outlets.

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# 6

## Chapter

# SALES CONTROL SYSTEM

## 6.0. UNIT OVERVIEW AND DESCRIPTION

### Overview

This unit will provide the student information about, Various types of KOT, Bills are made, cash handling and recording of various transactions.

### Learning Objectives

S. NO.	Unit 5: Sales Control system	Outcomes – the learners will be able to
6.1	Introduction	General Overview
6.2	KOT/ Bill control system	Enlist different types of Manual KOT
6.3	Cash handling Equipment	Different modes of settlement, Describe Cash handling equipments
6.4	Record keeping	Analyse recording of Transactions in cashier summary sheet

## 6.1. INTRODUCTION

The Menu items like Food and beverage sales is vital part of any catering establishment. Checking is a part of the Controlling function. This ensures efficiency in utility of items, and prevents loss, misuse or pilferage of ingredients, or prepared food in the restaurant or bar by introducing several checks in the functioning. Thus Checking is a means to ensure accountability by ensuring conformation to the prescribed procedure and ensuring that a correct bill is presented to each guest without delay.

Basically all items, be it table d'hôte or à-la-carte dishes, wines, liqueurs, tobacco, or coffee have only to be obtained by a waiter on presentation of a KOT. This KOT (Kitchen Order Ticket) is for food items, which are picked up from the kitchen, or BOT (Bar / Beverage Order Ticket) is for the beverages which are picked-up from the Dispense Bar. Micros work station are installed in restaurants these days for better, efficient and faster communication between restaurant and kitchen. This work station at a restaurant (point of sale) enables the restaurant staff to enter and send their KOT's with a touch screen to the kitchen. The check is also raised by the staff themselves there by eliminating the presence of a cashier.



The salient features of a good control system are

- It should be simple
- Cost effective
- Easy to implement
- User friendly for staff
- Flexible to day to day needs
- Top management should be reported of the same
- Profitability can be easily achieved
- It should be a threat for staff
- Guide for the management.

Checking is fundamentally the same in all establishments, but naturally, varies in detail according to the property and the type of business. A KOT is a written proof that the customer has been served with the items he has ordered, and if a dispute arises, the mistake can be clarified, adjusted, and action taken. Food sale is such a business if allowed unchecked can make an establishment bankrupt overnight. Therefore, it is not the workers or masters should work to control but system should work efficiently to prevent a disaster.

*Hotels providing bed and breakfast inclusive of charges do not generally expect waiters to enter a KOT for breakfast served. It would take too long and too many KOT's would be wasted. Control is maintained through the kitchen returns note, e.g. hundred visitors - hundred breakfasts ordered. This is followed in all hotels with the rooming list. The rooming list includes the Room no, Name of the guest, no of pax, and Plan European, Continental, American plan or Modified American plan.*

#### **CHECK BACK QUESTIONS**

- Q.1. List the Salient features of Checking or controlling of KOT  
Q.2. During breakfast session KOTs are raised for European Plan Guest only Why?  
Q.3. How KOT comes to help in case of customer disputes ?

## **5.2. KOT / BILL CONTROL SYSTEM**

### **5.2.1. KOT**

**It means Kitchen Order Ticket/ Token**

It will contain the following

1. Name of the outlet
2. Table numbers
3. KOT Number
4. Number of covers
5. Date & time
6. Signature of waiter and waitress taking the order



### 5.2.2. RULES FOR WRITING A KOT

1. Order is written from left to right side in straight line
2. Give identification for each courses
3. Quantity is written is numbers before the food items
4. Any extra space is there to be struck down to avoid later additions



**KOT / BOT, Format**

**INCREDIBLE HERITAGE**

**KOT**

Outlet: ..... KOT, NO. ....

DATE	T. NO.	PAX	TIME	Server	Remarks
Qty.	ORDER DESCRIPTION				
Captain: _____					
Signature: _____					



**K.O.T.**  
Institute of Hotel Management, Catering  
Technology & Applied Nutrition  
Kolkata - 700 088  
**KOLKATA**  
**TRAINING RESTAURANT**

B/L/D/S: ..... 1705

T No. .... W No. .... Time .... Cover .....

Qty.	DESCRIPTION	RATE	
		Rs.	P.
Date: _____		Signature: _____	

Sample copies of KOT

### 5.2.3. TYPES OF KOT IN VARIOUS CIRCUMSTANCES

#### 5.2.3.1. EN SUITE / SUIVANT

- Literally means "following the earlier"
- This type KOT is used if more than one KOT is used for the same table. Example sweet or dessert are required for the same table after the meal is served.

#### 5.2.3.2. RUNNING ORDER

This is similar to En Suite rather than dessert it follows up order for the main course the heading on the KOT indicating that these are preferential order and need to be prepared out of queue. Example – Extra Rotis and Phulkas need for the table.

#### 5.2.3.3. ACCIDENT KOT

It may sometime happen that purely by accident the staff or guest may drop the food or beverage, if the case is genuine such F&B have to be replaced without additional accrued charge to the guest in such situation a KOT is made with the head accident is made and need the counter sign of the manager.



#### 5.2.3.4. RETOUR/ EN PLACE

When a wrong dish has been ordered and has to be sent back to the kitchen and replaced. A special KOT to be made mentioning Retour (return) and En Place (In its Place) if the dishes are from the ala carte menu then price also mentioned with the order.

#### 5.2.3.5. NON CHARGE KOT (NC KOT)

It often happens that the Sales and Marketing team or the senior executive of the hotel entertain the guest as a promotion or PR Activity F&B Dispensed cannot be charged to the guest, in such Circumstances KOT headed as "NC" is made out & is counter signed by senior captain & assistant manager alongside concerned executive hosting the meal and Bill is signed by the executive only.

#### Formats of various types of KOTs

NAME OF HOTEL		
TABLE No. 7	Covers.	WAITER
DATE: 24.07.2023	02	ABC
TIME: 20:00 hrs.	KOT No. ....	
SUIVANT		
02 Nos ELANEER PAYASAM		

NAME OF HOTEL		
TABLE No.8	Covers.	WAITER
DATE: 24.07.2023	02	ABC
TIME: 20:30 hrs.	KOT No. ....	
Running Order		
02 Nos Phulka		
02 Nos Rotis		

#### Types of Suivant KOT & Running Order KOT

NAME OF HOTEL		
TABLE No.8	Covers.	WAITER
DATE: 24.07.2023	02	ABC
TIME: 20:30 hrs.	KOT No. ....	
RETOUR		
01 Grilled Chicken Rs 250/-		
EN PLACE		
01 Grilled Fish Rs 300/-		
-----Sign		

NAME OF HOTEL		
TABLE No.8	Covers.	WAITER
DATE: 24.07.2023	02	ABC
TIME: 20:30 hrs.	KOT No. ....	
ACCIDENT		
01 FRESH LIME SODA		
(SWEET & SALT)		
-----Sign		

#### Types of Retour/ En Place KOT & Accident KOT

#### CHECK BACK QUESTIONS

- Q.1. Enlist the points the KOT Should have.  
Q.2. Draw neat format of a Non Charge KOT, Give its uses

## 5.2.4. VARIOUS METHODS OF CHECKING KOT

The food and beverage order taken from the guests should be documented for effective control.

There are different checking methods followed for either of the two menu styles namely:

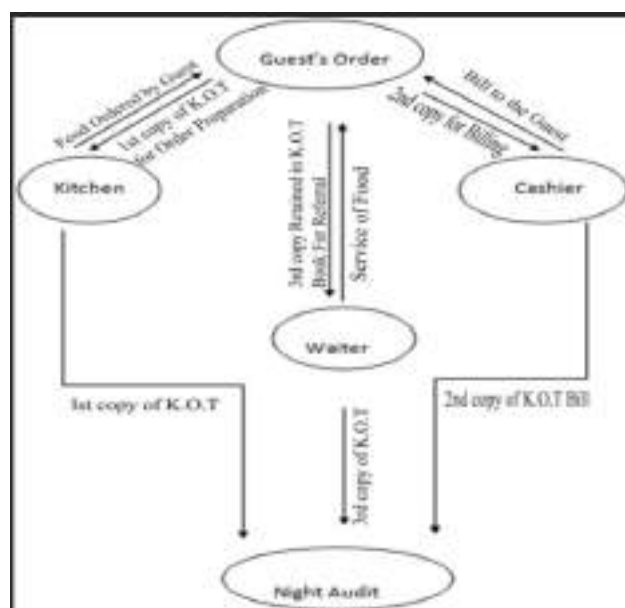
1. Triplicate checking methods
2. Duplicate checking methods
3. Single order sheet
4. Quick service menu and customer bill "OR" Service with order
5. Computerized order taking

### 5.2.4.1. TRIPLICATE CHECKING METHODS

This system is traditional and time tested and very efficient and still in use. As the name suggest, the food check has 3 copies. Each copy has 3 colors for identification and same serial number on them for identification. Once the order is recorded on the KOT, the 1st copy goes to the kitchen or the dispense bar on the basis of which the order or beverage is made ready. Once the waiter picks up the order, the KOT copy is dropped in to the control box, which is always kept locked. Control box is maintained by the food and beverage control department to avoid any kind of malpractices and frauds.

The 2<sup>nd</sup> copy is given to the cashier, and based on that the bill is prepared, which has 2 copies. The 1<sup>st</sup> copy of the bill goes to guest and another copy is retained by the cashier the cashier attached the 2<sup>nd</sup> copy of KOT to the 2<sup>nd</sup> copy of the bill and submits it along with sales summary to the food and beverage controls at the end of the day.

The 3<sup>rd</sup> copy of KOT remains with the waiter in the KOT book as reference and checking up the order during service. It may be called for checking or auditing at any time by the F&B controls department.



**Flow of Triplicate System of KOT**



#### **5.2.4.2. DUPLICATE CHECKING METHODS**

This kind of checking method is used in small hotels, Cafés, and popular restaurants. As the name implies the KOT book has 2 copies. The 1<sup>st</sup> copy is sent to the kitchen on the basis of which the order is prepared. When the waiter picks up the order, the first copy is dropped in to the control box for auditing by the control department.

The waiter retains the 2<sup>nd</sup> copy as a means of reference during the service. When guest requests for the billing, the waiter or cashier sum up all the rates on the 2<sup>nd</sup> copy of KOT and presents the same to the guest as the bill.

In a few organizations, the copy has four to five perforated slips. The waiter writes down the food order course wise on different perforated slips. As and when each course is required that particular slip is torn off and given at the hot plate. Every slip has a waiter number, table number, serial number and date. When the food is ready, the Abouyer or barker in the hot plate keeps the particular slip along with the food to avoid confusion.

#### **5.2.4.3. DIFFERENTIATION BETWEEN DUPLICATE AND TRIPLICATE KOT CHECKING SYSTEMS**

Sl. No.	Particulars	Duplicate	Triplicate
1.	Number of copies of food check	Two	Three
2.	Types of establishment	Popular price restaurants, café', small hotels where the table d' hote menu is in operation with possibly a limited a la carte men.	First class establishment usually operating an extensive a la carte menu.
3.	Bill	Bill is the duplicate copy of the food check and is made out by waiter/cashier.	Cashier makes out the bill which is in duplicate.
4.	Payment of the bill	The guest may pay the bill to the cashier directly or through the waiter according to the policy of the management.	The guest pays the bill to the cashier via waiter who returns the receipt bill and change to the guest.
5.	At the end of the service	The sales summary sheet along with records from the waiters check pad must be handed over to the control together with the cash receipt.	The sales summary sheet along with duplicate bill and checks is handed over to the control department by the cashier.

#### **5.2.4.4. SINGLE ORDER SHEET**

This system is used in cafés, quick turn over restaurants and take away outlets; usually the menu is very limited with little or no choice. The outlets or establishments following this system may have order sheet printed with the menu, after taking the order from the guests, the waiter writes it on KOT and calls for the order verbally over the hot plate. When the guest requests for the bill the waiter prices the order sheet and hand over to them as a bill. While



leaving the restaurants, the guest submits the bill to the cashier and pays the amount. The cashier retains the bill for control and audit purpose.

AR Rahaman Café				
Station Road, Egmore. Chennai.				
Si no 1116789				
Table no: 5		Covers : 2	Waiter: G. Shankar	Date: 25/07/2023
			Time : 16:00 hrs	
Items	Price	Quantity	Amount	
Bread Omelets Sandwich	30.00	3	90.00	
Cheese Sandwich	30.00			
Chicken Sandwich	40.00			
Club Sandwich	50.00			
Chilly cheese toast	30.00			
Vegetable Burger	30.00			
Chicken Burger	50.00			
French Fries	30.00			
Chicken Nuggets	50.00			
Boiled Corn	30.00			
Soft drink (200ml )	20.00			
Tea normal	10.00			
Irani chai	15.00	3	45.00	
Coffee	20.00			
Total			₹ 135.00	
Signature of the Cashier				

**Fig.: Single Order Sheet**

#### **5.2.4.5. SERVICE WITH ORDER**

This system of ordering is used in various point of sales outlets like fast food joints, taken away, cafeterias, etc. The menu offered in the outlets are displayed in wall mounted boards or display monitors. The guests choose what they want to eat and then order that. The person at the cash counter make the bill collects the cash, stamp the "bill received" and hand it over to the guest. The guest goes to respective food counter and collects the dishes against the bill. After delivering the order the person at the food counter stamps the bill "delivered" and hand it over to the guest.

#### **5.2.4.6. COMPUTERIZED CHECKING SYSTEMS OR CONTROLLING SYSTEM**

In today's food service operations, computer has become an integral part and is used in every sphere of operations. Computerized pre-check systems are extensively used in food and beverage control.

The advantages of using modern technology in food service operations are as follows:

- It ensures good control over the operations.
- It increases productivity and reduce labor costs.



- It eliminates revenue leakages by ensuring that all the orders are billed.
- It reduces clerical errors to minimum.
- It avoids duplication of work.
- It saves time.
- It generates bills quickly without any mistake.

### Situation 1

Now a days the KOT are generated using a hand held Mobile phone or Tablet (personal computer) were the Guest can see photo of the food item and order also. The KOT is generated in the Kitchen. The order will come to table directly. After the meal the Bill will be presented to the Guest for settlement.

### Situation 2

**After Covid:** In India The restaurant are having a bar code scanner on the Table. The Guest can see the menu after scanning with the help of his personal mobile. They can also see the presentation of the dish digitally. The taste description is also given depending on spicy level of the dishes. They can digitally click and pay the bill directly by any UPI Application. The dishes are delivered directly on the table. With minimum human or waiter interaction.

Whatever may be the checking system used, it should ensure good control over the food service operation staff who deals with two things FOOD and CASH which have value or importance.

#### CHECK BACK QUESTIONS

- Q.1. Describe about triplicate KOT System  
Q.2. Differentiate between triplicate and duplicate system of KOT.

### 5.2.5. BILL

In the restaurants, when the guest request for the bill, the waiter collects it from the cashier and checks it whether all items are entered and priced correctly. It is always advisable for the waiter to double check the addition. Then the bill is presented to the guest in a bill folder.

Many types of billing methods are used in foods service operations. The type of method used depends on style and volume of business. They are explained as follows;

#### 5.2.5.1. BILL AS CHECK

In a duplicate checking system, the second copy of the food check is used as a bill. When the guest requests for the bill, the waiter or cashier sums up all the rates on the second copy of the KOT and presents the same to the guest. This method is used in small hotels, café, and popular restaurants.

#### 5.2.5.2. SEPARATE BILLS

The bill is made for the second copy of the food check. The second is given to the cashier. Based on that, the cashier prepares a bill that has two copies. The top copy of the bill is





presented to the guest. On receiving payment to the guest, the bill is stamped 'paid' and is returned to the guest. The second copy is retained to the cashier and attached to the second copy of KOT to submit it along with sale summary to the food and beverage controls department.

### 5.2.5.3. PRE-PAID

The customer purchases tickets or coupons in advance, either for specific meal or specific value. Example: food service operations organizing theme food festivals like Dandiya night, Seafood festivals, Christmas Carnival, Disco nights. The New Year's Eve program they sell admission tickets in advance at fixed price. Admission in to the venue and service of food and beverages is based on tickets or coupons.

### 5.2.5.4. NO-CHARGE

In this system, the guest is not charged for receiving the goods or services. The guest is asked only to sign the bill as acceptance of service received, and the particular amount is posted to the house.

### 5.2.5.5. DEFERRED

This type of system is used in catering function. In this, a service has been requested by an individual, firm, or company, which has been confirmed and taken place. Upon the conclusion of event, the bill is prepared or the services rendered and are sent to the company or organization person. Also known as "Bill to Company".

SIEM HAMIRPUR TRAINING RESTAURANT BILL /CHECK		S.NO. 0001		
DATE: _____ TIME: _____ DAY: _____		WAITERS NAME: _____		
TABLE NO. _____				
S.NO.	ITEMS	QUANTITY	RATE	AMOUNT
ROOM NO: _____		TOTAL AMOUNT: _____		
GUEST SIGNATURE: _____		VAT@ _____		
		DISCOUNT@ _____		
		SERVICE CHARGE _____		
CASHIER NAME/SIGNATURE: _____		GRAND TOTAL: _____		
*****WISH YOU A HAPPY DAY*****				

**Sample of a Bill**



Sample of a KOT with the bill with the ordered items in it.  
Pic: Radisson Blu GRT Chennai



Sample Bills from Vasanta Bhavan restaurant



Sample electronic KOT from the same F&B Outlet

### CHECK BACK QUESTIONS

- Q.1. Describe about various bills  
Q.2. Differentiate between manual and electronic billing system.

### 5.3. CASH HANDLING

#### 5.3.1. MODES OF PAYMENTS

There are various methods of making payments for the consumed food and beverage services. Some of the most popular methods are;

##### 5.3.1.1. CASH

The payment received in cash should always be checked in front of the guest and at the same time when change is given then it should be counted back to customer. In this method complete payment is made in cash and therefore the currency notes should be checked for their authenticity and proper shape.

##### 5.3.1.2. CREDIT CARDS

If the payment is made by credit card, the first step is to check its validity. Then a voucher is made out and filled in with the required details. The customer is then requested to sign the voucher after which the operator should check and match the signature with that on the credit card. The customer copy should be given to the guest.

The validity of the credit card is checked by passing it through the electronic machine after which the details of the credit card are printed on the form of itemized bill which the customer then signs. (One copy of this itemized bill is given to the customer for his record)

##### 5.3.1.3. DEBIT CARDS

The use is similar to the above, but the amount used is immediately deducted from the customer's account.

##### 5.3.1.4. CHEQUES

When cheques are accepted the cashier should check the following information;

- Correct date
- Filled amount (correct/incorrect)
- Signed by the person indicates on the cheque
- Match the signature of cheque card

##### 5.3.1.5. TRAVELLER'S CHEQUE

These may be issued by the travel agent (if travel agencies and hotels have tie up or any type of contract). The traveler's cheque must be signed once when issued and again when to pay.



**Examples of Travellers Cheques**



### 5.3.1.6. UPI PAYMENTS

Unified Payments Interface (UPI) is an instant payment system developed by National payments corporation of India (NPCI). The interface facilitates inter-bank Person to Person (P2P) and Person to Merchant (P2M) transactions. It is used on Mobile devices to instantly transfer funds between two Bank Accounts. The mobile number on the device is required to be registered with the bank. The UPI ID of the recipient can be used to transfer money. This is the latest technology based payment method used in India now a days. The Platform providers are Phone Pe, Paytm Amazon Pay, Airtel Payment Bank, Mobikwik, Whatsapp Pay, BHIM etc



Few UPI APPs popular in India

### 5.3.2.1. CASH HANDLING EQUIPMENT

The Various cash handling systems are listed below

- **Manual systems:** using hand-written duplicate or triplicate checks for ordering from kitchen and bar and for informing the cashier. Often used with a cash till or cash register. This system is found in many high class restaurants and in popular catering.
- **Pre-checking system:** orders are entered directly onto a keyboard that then prints each order check with a duplicate and retains a record of all transactions. The keyboard may be pre-set or pre-priced. This system may be found in many full- service restaurants and in popular catering.

### 5.3.2. ELECTRONIC CASH REGISTER

A cash register is a device used for processing payments. It allows you to input data into it and then print out receipts. All cash registers have an input keypad and display screen for seeing the entered data and cash drawers for storing money. The cash drawer can be opened after a sale, except when special keys, which only senior employees have. This reduces the risk of cash pilferage. Its following advantages are;

- Print checks, including the printing of previously entered items.
- Provide an analysis of sales by waiter per hour shift period.

- Provide an analysis of sales made by type of product
- Analysis of sales by method of payment (cash, cheque, credit card, etc...)
- Complete automatic tax calculations and cover service charges.
- It is followed in all small catering establishments.



**Electronic cash register with cash drawer**



**TRIVIA**

Originally ECR – Electronic Cash Register –Sales Control. These are very high speed machines which were developed mainly for supermarket operations. They were further adapted to use in high volume catering establishments.

### 5.3.3. POINT-OF-SALE CONTROL SYSTEMS



**POS control System**

A POS system is a computer based cash register and point-of-sale software that allows you to take orders, process credit card payments, track inventory and manage your employees. It can also be used for other task such as creating invoices or automating daily business process. It is also “a hardware and software” combo, which means that with a POS app and





connected device such as an iPad, a tablet or phone, The guest themselves can access the menu for ordering and payment. In a five-star hotel having various outlets. They have separate keyboard terminals in the various service areas, which are linked to remote printers or visual display units (VDUs) in the kitchen, bar, etc. The terminals can be fixed or set in docking stations for hand-held use. In hotels, this equipment may also be linked to the hotel accounting systems. This system is also found in many modern restaurants.

#### **CHECK BACK QUESTIONS**

- Q.1. List various modes of payments.  
Q.2. Compare POS system with Electronic cash register.

### **5.4. RECORDING KEEPING (RESTAURANT CASHIER)**

#### **5.4.1. RESTAURANT CASHIER**

In major catering establishments or outlets, the cashier is responsible for recording all cash and credit transaction, receiving payments and putting paid seal on the bills. The cashier is generally positioned near the exit or at any where he or she can keep a track on the proceedings of the restaurant's sales.

#### **5.4.2. DUTIES AND RESPONSIBILITIES OF THE RESTAURANT CASHIER**

- He will report to the restaurant manager.
- To Prepare all the bills and receive payments for the same.
- To prepare the restaurant sales summary and other documents.
- General upkeep of his area.
- Coordinate with the restaurant manager for any change in pricing and make the changes in the machine and menu cards.
- To coordinate with restaurant staff and front office.
- Responsible for impress money and cash change kept with him
- Responsible for proper Cash/ Credit transaction and ensure any recovery for the service rendered.
- Responsible for handling guest complaints regarding transactions and take care of VIPs.
- They must get approval for discounts from the restaurant manager.
- They must get approval for cancellation of bills if wrongly charged.

#### **5.4.3. RESTAURANT SALES SUMMARY SHEET**

- The sales summary sheet is an analysis of all the transactions/cash taken during the particular period of service. It is prepared to know the revenue generated through the sales of food, beverages, the modes of bill settlement- cash, cheque, credit card, UPI payments. amount charged to room accounts, tax amount, discounts given etc. the basic information required in a sales summary sheet includes the following:



- [illegible]



#### 5.4.4.4. MENU ITEMS PROFITABILITY REPORT

This report gives the accurate profitability per menu item. This report with the menu item preference report will help in making a menu engineering report.

#### 5.4.4.4. CATEGORY REPORT

The food and beverage items are in specific category like food example starters, soup, main course, Accompaniments and dessert. For beverages it will be Beer, Wine, Spirits, Aeriated beverages, juices etc. This helps the manager in analysing how the items are performing in terms of popularity and profitability.

#### CHECK BACK QUESTIONS

- Q.1. Draw a sample Cashier summary sheet.  
Q.2. List various other reports that can be generated.

#### 5.5. LET US SUM UP

In this unit the learner will be able to make KOTS/ Bills, Fill in the data which will go in the same. The function of various Circumstances KOT. The control system of KOTs. The settlement of Bills being done. Cash and POS Systems operations. Uses of Sales summary sheet. Duties of Cashier. The various other report which can be generated

### REVIEW QUESTIONS

#### ACTIVITY / ASSIGNMENT

1. Visit a nearby restaurant or F&B Outlet. Observe the POS System used there.
2. Collect any KOT or Bill of the same outlet. Write a report and submit regarding the same.

#### OBJECTIVE TYPE OF QUESTIONS

1. State True or False
  - i) The KOT should contain Name and designation of guest.
  - ii) Running order KOT is generated for dishes dropped by the waiter.
  - iii) Efficient checking system is needed for a catering establishment efficiently.
  - iv) Triplicate system of KOT contains 2 copies only.
  - v) While swiping credit card valid date need not be checked.
2. Match the following:

1) Duplicate System KOT	a) Dessert or follow up course
2) Triplicate System KOT	b) Dishes dropped by accident
3) Accident KOT	c) Skips the queue in Hot plate area.
4) Running Order KOT	d) 3 Copies are generated
5) Suivant KOT	e) 2 Copies are generated



3. Choose the correct answer:

- 1) The KOT which is generated for sales person for entertaining a guest is:
  - a) Non Charge KOT
  - b) Accident KOT
  - c) Suivant KOT
  - d) Running order KOT
- 2) The KOT which is generated for extra items like Roti or Phulkas during meals is:
  - a) Non Charge KOT
  - b) Accident KOT
  - c) Suivant KOT
  - d) Running order KOT
- 3) The Popular method of bill followed for new year's eve theme dinner is:
  - a) Separate bill
  - b) Duplicate bill
  - c) Prepaid
  - d) No Payment
- 4) The following is an electronic cash handling equipment is:
  - a) KOT Register
  - b) ROTA Sheet
  - c) Electronic Cash Register
  - d) Bill Book
- 5) The latest method of payment followed in Food Outlets after Covid and is safe is:
  - a) UPI Payments
  - b) Cheques
  - c) Travellers Cheque
  - d) Credit cards

### SHORT ANSWER QUESTIONS

1. Describe about POS system used in hotels.
2. Enlist the components of a KOT.
3. Enlist the circumstances in which special KOTs are generated.
4. Draw a neat format of a Bill.

### LONG ANSWER QUESTIONS

1. List the duties and responsibilities of a restaurant cashier.
2. Describe the various cash handling equipments.
3. Differentiate between triplicate and Duplicate KOT Systems
4. Discuss which method of KOT Control will be an efficient Control system.
5. Draw neat format for restaurant sales summary sheet.

### APPLICATION BASED QUESTIONS

1. Appraise about various Bill settlement methods followed in hotels.
2. Describe how various reports generated by the cashier are necessary for running the Food outlets efficiently.



## CASELET

### SITUATION ACTIVITY

1. You are a newly appointed supervisor training in F&B Service in a popular 5star brand in ABC City. You have finished your training and supervising a north west frontier outlet which operates in the hotel. Lately you notice there are lot of cancelled KOTs are coming for approval and signature. The Restaurant sales are also dropping and food cost are also increasing. Give or suggest steps to stop this issues.
2. Mr Rupam Dutta is owner of a Popular resto bar in the city. Lately he is seeing a lot of drop in sales. The number of guests visiting the Resto- Bar are not reduced. How does efficient KOT Control system help in above matter- Suggest Measures

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