

FOODSERVICE APPEARANCE, HYGIENE AND UNIFORM

1. Introduction

Restaurants do more than feed people. Restaurants makes lives easier. They introduce an intensified meal options, offers quality services whether a traditional style of service, modern style of service or on its own particular variation of service.

Because food service is a customer service job, providing excellent service is a primary goal of any restaurant employee, from the manager to the dining staff. All employees are faced with a high-pressure customer service position that must be handled in a delicate, friendly manner. Therefore, to be a successful restaurant employee, you must possess certain traits. If you are lacking in any of these areas, you may find it difficult to sustain employment.

2. Personal and Professional Hygiene

First impression last. This must be taken into consideration in making the image of the establishment, an image that would assist the success of the restaurant business.

How you look and the first impressions you create are more often than not seen as a reflection of the hygiene standards of your restaurant and the quality of service to come.

Personal hygiene is (or should be) an integral part of the food quality and safety for each and every food service business.

Hygiene is defined as maintenance of germ-free environment and prevention of contamination of food from disease producing agents. Following work habits and practices make the food service employees capable of maintaining personal hygiene and sanitation and as well as of workplace.

Hygiene is a personal responsibility of every food service personnel. They could be prosecuted if a customer suffers because of failure to maintain good standards of hygiene.

Cleanliness comes from:

- Bathing or showering every day before work
- Using deodorant/antiperspirant every day before work
- Brushing teeth every day before work
- Shampooing hair regularly

It also comes from washing hands thoroughly:

- Before going on duty
- After sneezing or coughing, touching something soiled, taking a break, smoking a cigarette or going to the bathroom

Likewise, all staff should be aware of the factors listed below and it is their individual responsibility to ensure that they are put into practice:

1. Keep your uniform clean and well pressed.
2. Wear comfortable shoes and keep them clean.
3. Never let any hair fall into food. Adopt a style that is easy to keep and tidy and will keep your hair off your face.
4. Jewelry and perfume should only be worn in accordance with the establishment's rules.
5. Cut down smoking, alcohol, drugs and sleep a lot.
6. Keep your hands away from your face, especially your mouth and nose.
7. Any cuts or burns should be covered to avoid the risk of contaminating food.

8. Any illness or infection should be reported to your supervisor.
9. Avoid mannerisms.
10. Bring handkerchief.
11. Females should only wear light make-up, avoid the ghost-like foundation.

Quality service requires the use of appropriate serving equipment and utensils. Every dining personnel must be familiar with the various equipment and supplies for dining service.

An appealing and noticeable dining area would ensure guest satisfaction of not only from the food being served but also in the table appointments being used.

However, once a food has been prepared for serving, it will no longer undergo any heat treatment. It is therefore important not to re-contaminate food by practicing proper serving methods that will ensure the customers of safe and hygienic food.

3. Grooming Checklist

1. Teeth brushed. Mouth check for any bad smell.
2. Shaved and checked moustache for any trimming (beards checked for trimming)
3. Free from body odors. Deodorant and perfume applied
4. Uniform pressed, neat and checked for any wear n tear or wrinkles.
5. Shoes polished and socks odorless
6. Hair need hair cut
7. Hair gelled and combed. (male)
8. Hair tied with a bun (female)
9. Neck/bow tie worn

10. Nails clean and properly cut
11. Handkerchiefs or tissues available
12. Handkerchiefs or tissues available

Lesson 1: Foodservice Tools and Equipment Identification

1. Foodservice Tools and Equipment

There are different varieties of F&B Service Equipment use in the hospitality establishment today. Table appointments are items that are used to set and decorate a table for a sit-down or buffet-style meal. It is important to be familiar with the different foodservice tools and equipment because:

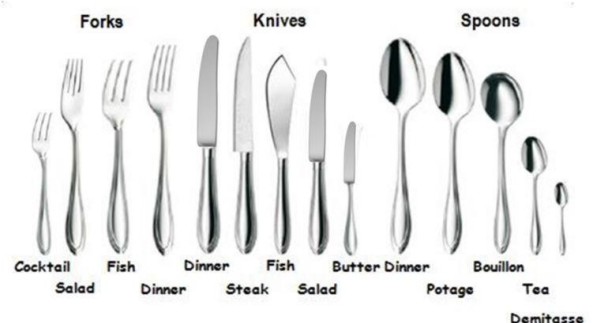
- Quality service requires the use of appropriate table appointments, serving equipment and utensils.
- Every dining personnel must be familiar with the various equipment and supplies for dining service.

These include:

- Cutleries
- Dishware
- Glassware
- Hollowware
- Table accessories
- Linens
- Special equipment for fine dining

1.1. Basic Cutlery

Basic Cutlery



Deep plate	8"	used for soup or salad
Fish plate	8"	Used for appetizers
Bread and butter plate	6"	Used for bread, desserts
Soup bowl	5" – 6"	Used for soup
Cup and saucer / cup		Used for coffee or tea
Demitasse cup and saucer / coffee cup		Smaller in size. Used for coffee, tea or hot chocolate
Consomme' cup		Used for clear soup



- Shot glass is use for serving drink "neat" or straight from the bottle
- Rock glass is use for spirit ONLY with ice "on the rocks"
- Hi-ball glass is use for serving spirit with mixer



- Brandy glass is use for serving brandy "neat" or straight from the bottle
- Martini glass is use for Martini Cocktail
- Irish coffee glass is use for serving Irish Coffee

1.4. Glassware

GLASSWARE/BEVERAGEWARE

Dining Room Glasses



Bar Glasses

Beer Glasses



- Pilsner Glass is use for serving Pale Pilsen beer
- Mug Glass is use for serving all types of beer
- Pint Glass is use for serving Dark Beer or Stout

Unfooted wares	Stemmed wares
• Old fashioned glass • High ball glass • Tumblers • Juice glass • Whisky sour • Pilsner • Soda glass • Collins	• Water goblet • Cocktail glass • Champagne saucer • Champagne tulip • Sherry • Red / white wine glass • Brandy Snifter • Sherbet • parfait

- Caramel custard
- Apple tart

6. Cheeses

Served as a separate meal before the dessert or as a dessert itself. It is consisting of proteins and fat from milk of cow, buffalo goats or sheep.

French and Swiss

- *Brie* - is a creamy and soft cow's milk cheese from France. Brie is a delicious dessert cheese.
- *Emmental* - a yellow, medium-hard cheese, the original Swiss cheese, a creamy colored cow's milk cheese with characteristic large holes.

French

■ *Camembert* - is a soft, creamy French cheese. Camembert often appears on dessert platters.

■ *Roquefort* - is a sheep milk blue cheese renowned as the 'King of Cheeses'. This blue cheese is especially famous for its pungent smell and characteristic blue veins of mold.

Italian

- *Gorgonzola* - is a veined Italian blue cheese, made from un-skimmed cow's and/or goat's milk.
- *Mozzarella* - is made from the milk of the water buffalo, although sheep and cow milks are increasingly used too. Mozzarella is a soft cheese, designed to be eaten fresh.
- *Provolone* - is an Italian semi-hard whole-milk cow cheese.

Netherlands & Greece

- *Edam* - is a soft Dutch cheese and has almost no smell when compared to other cheeses.

• *Gouda* - is also a Dutch hard cheese made from cow's milk. Gouda is often used as dessert and at wine tastings as a palate cleanser.

- *Feta* - is made from the milk of goats in Greece, although feta from the milk of cows and sheep is also available.

English & American

- *Stilton* - is a type of blue cheese made in England and is sometimes referred to as the "King of Cheeses." Stilton is a popular cheese, with a flavor more mild than that of other blue cheeses.
- *Cheddar* - is a semi-hard cow's milk cheese which can vary in taste from mild to extra sharp.
- *Cream cheese* - or Philadelphia cheese is a sweet, soft, mild-tasting, white cheese.

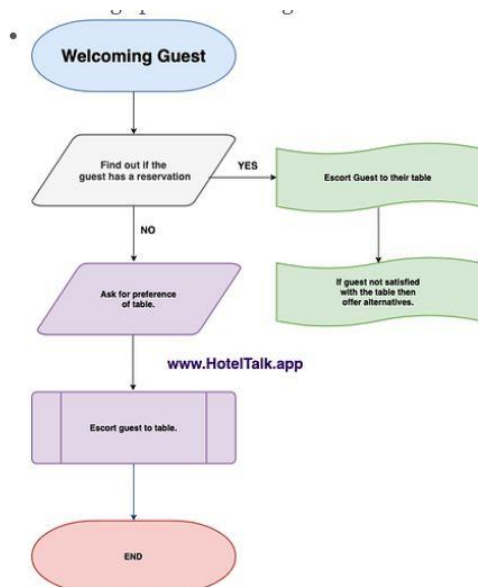
LESSON 11 TYPES OF TABLE SERVICE

The type of service refers to the way food and beverages are presented to the guest. Different forms of service address the varying needs of different market segments and also contribute to the guest's perception of value.

In table service, guests are seated by a host or hostess. Orders are taken by servers at the table, and food and beverages are brought to the table.

1.1. French Service

Service à la française or Gueridon Service, this service is the most elaborate and labor intensive. A meal is usually divided into three courses, from which much of the food was cooked or finished tableside from a voiture, or cart, or from a gueridon, or side table in the dining room. When guests enter the dining room, the first course is already set up. In the



However, the restaurant staff may seek spontaneity and friendliness, certain rituals are a must while welcoming a guest to the restaurant.

As the guest enters a restaurant, he/ she must be greeted cordially and must be made to feel comfortable. Usually, this task is performed by the hostess of the restaurant, however, is not just restricted to her. It is for each and every restaurant staff to see to it that the guest is greeted within 30 seconds of arriving in the restaurant.

Guest must be greeted with a clear and affable tone of voice, good appearance and a smile. Every guest must be welcomed with the greeting of the day, i.e. Good Morning/ Good afternoon/ Good Evening.

If the guest is regular then must be greeted with name, i.e. 'Good morning Mr. David'. Greeting phrases differ from restaurant to restaurant. In ethnic restaurants, the guest is greeted in the national/ regional greeting.

In case the restaurant staff is busy serving other guests, they must ensure that even though they may not be physically free to welcome guest, they must acknowledge their presence by a smile or a gesture to say, "We will be with you in a minute". Never ignore the guests.

Find out if the guest has a reservation:

If yes -> Then escort them to their table and address them by their name, should they not be satisfied with the table then offer alternatives.

If No -> then ask them for their preference of table and escort them to the table. Guest should be led to their table, if there is a gesture towards the table, it must be done with an open palm facing upwards rather than pointing a finger on to the table.

Seating the guest:

- It is guests' prerogative to choose where they want to sit or where their host would like them to sit.
- Ladies must be seated first.
- Seating the guest on a chair Stands straight 9-12" behind the guests' chair.
- Bring the right foot forward, with the knee touching the wooden skirting of the seat in the middle. Hold the chair from both the hands from the sides of the back.
- Lift the chair about 1" from behind and pull it back, ensuring that there is adequate space for the guests to go between the table and chair.
- When the guest proceeds to sit down, move the chair slowly towards the guest, till it is comfortable for the guest and rest the chair on the floor.
- It must be ensured that the chair is not dragged.
- Seating the guest on a sofa If space is not sufficient for the guests to move in, move the table outside and place it back in position as soon as the guests have sat down.

customer is happy with everything. We call this the 3-minute check. If the customer has not

started eating after 3 minutes, wait until they start eating.

Check to see if guests:

- ♣ are happy with their food
- ♣ require a refill of their drink
- ♣ need glasses or tableware removed
- ♣ need your attention for something else.

PREPARE FOOD AND BEVERAGE ENVIRONMENT FOR SERVICE

Performance Criteria

- ☐ Check cleanliness of the facility and conduct spot and makeup cleaning as required
- ☐ Set up dining area

Preparing a food and beverage outlet

The preparation of a restaurant is vital for the efficient and successful running of any meal shift. Things need to be:

- ☐ Checked
- ☐ Stocked
- ☐ Cleaned
- ☐ Positioned

Understand upcoming session

Checking menu for the session

- ☐ Fish of the day
- ☐ Soup of the day

- ☐ Specials of the day
- ☐ Vegetables of the day
- ☐ Dessert of the day
- ☐ Specific constraints on this individual upcoming session
- ☐ Out of stock items

Check cleanliness of facility

Before the operation starts it is imperative that the facility is clean.

- ☐ Why is this important?
- ☐ What areas do you check?
- ☐ What do you need to check?
- ☐ What cleaning activities may you need to conduct?

Checking and cleaning restaurant area

Areas to check for cleanliness may include:

- ☐ Furniture – tables and chairs
- ☐ Wall hangings – pictures or displays
- ☐ Fixtures – light fittings and doorknobs
- ☐ Plants – indoor plants and pots
- ☐ Operating equipment
- ☐ Glass – windows, panels, and doors
- ☐ Floor – carpet and tiled areas
- ☐ Workstations – waiter's sideboard
- ☐ Menu stands and Hostess stand
- ☐ Toilets – rest areas
- ☐ Bar

Checking and cleaning customer facilities

Other areas to check

- ☐ Waiting area/foyer

- It will differ in detail depending on the style of the establishment and the services that it offers.

CHECKLIST of TABLE SERVICE

GREETING and SEATING GUESTS

Welcoming the guest

- First impression is very important. Welcome guest 30 seconds upon arrival
- Walk towards guest and make eye contact, warm smile, greetings and introduction
- Get information
- Be open, friendly and respectful

1A) INTRODUCTION of the SERVER

- The Maitre D' / hostess must introduce the server.
- Service staff greets and welcome guest (mentioning the name of the guest) into his/her station
- Server to inform the guest of his/her name (name nick only) and that he/she will be serving their meal

2) OPENING NAPKINS

Opening and placing the napkin to the lap of the guest shows that we care to the smallest details.

- Pick-up the napkin with your right hand. ▪ Un-fold the napkin and place on the lap (as shown in the picture)
- Do not cross your hand exposing your underarm to the guest

3) SERVING WATER

- Ensure that the water pitcher is tied with cloth napkin in the neck to catch the moisture
- Carry the water pitcher with your right hand,

- Serve water from the right side of the guest, ladies first host last

- Inform the guest as to what kind of water you are serving ▪ Fill the water goblet until 2/3 full.

4) SERVING BUTTER AND BREAD

- Execute Russian service place one piece of portion butter on top part of the bread plate.
- Execute Russian service, ask the guest of which bread he/she would like to have and place two pieces of bread on middle part of the bread plate.
- The butter dish and breadbasket with the remaining butter / bread to be placed in the middle of the table.

5) TAKING PRE-DINNER DRINKS/APERITIFS ORDER

- Drink order is the first point of service; it is especially important that it be smooth and error-free.
- Offer aperitif drinks or the special drinks of the day
- Take the order ladies first, host last

- After taking the order, repeat the order and thank the guest

5A) POST ORDER / PREPARE MISE-EN-PLACE

- Orders to be posted in the POS for the drink preparations in the bar and for proper posting of charges to the assigned tables.
- Prepare all needed drink compliments (coaster, stirrers, cocktail napkin, straws)

DOCKET SYSTEMS OR THE ORDER SLIP

1. **Triplicate docket system** – a traditional manual system often used in medium and large-sized hotels and restaurants.