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### **Types of restaurants**

## **Kinds & Characteristics of Restaurants & Their Owners**



- **Chain or Independent**
- **Franchised**
- **Quick-Service**
- **Fast Casual**
- **Family**
- **Casual**
- **Fine-Dining**

## **Kinds & Characteristics of Restaurants & Their Owners**



- **Steak House**
- **Seafood**
- **Chef-Owned**
- **Women Chefs & Restaurant Owners**
- **Centralized Home Delivery**

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## **Quick-Service**

- The segment includes all restaurants where the food is paid for before service.
- Limited menus featuring burgers, chicken in many forms, tacos, burritos, hot dogs, fries, gyros, teriyaki bowls & so on.
- Goal is to serve maximum number of customers in minimum amount of time.



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## Fast Casual

- Defining traits are:
  - The use of high quality ingredients
  - Fresh made to order menu items
  - Healthy options
  - Limited or self-serving formats
  - Upscale décor
  - Carry-out meals



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## Family



- Grew out of coffee shop style restaurant.
- Are informal with a simple menu & service designed to appeal to families.
- Some offer wine & beer but most offer no alcoholic beverages.

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## Casual

- Fits the societal trend of a more relaxed lifestyle.
- Defining factors include:
  - Signature food items
  - Creative bar menus or enhanced wine service
  - A comfortable, homey décor



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## Economics of Fine Dining

- Expensive, average check runs \$60 or more
- High rent
- High labor costs due to the necessity of highly experienced employees
- Much of the profits come from wine
- Tables, linen, dishes, décor very costly



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## Fine Dining Menus

- Expensive, imported items:
  - Foie Gras
  - Caviar
  - Truffles
- Presentation very important.
- Extensive, expensive wine list.



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## Chef-Owners



- Part of American tradition of family restaurants.
- Publicity is key in gaining attention.
- One of the best-known husband-and-wife culinary team .

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## **Chef-Owners**

### **Advantages:**

- Having an experienced, highly motivated person in charge.
- Name often already known & synonymous with great food.
- Can be very profitable.

### **Disadvantages:**

- Chefs often less knowledgeable about “the numbers”.
- Can often make more money working as a chef in a name restaurant.
- Location & other factors are just as important for success as food preparation & presentation.

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## Food & beverage management

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## FB.05 ROOM SERVICE

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## SELLING BY RECOMMENDATION (1/1)

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### PROCEDURE PURPOSE : POLICY SET-UP

- Product knowledge : know your products.
  1. Always update your knowledge of the hotel's activities & promotions, both current and upcoming
  2. Study the menu thoroughly : you must learn and remember the contents by heart
- Product knowledge : know daily specials.
  1. Double-check with the kitchen what the daily specials are
  2. Check which accompaniments are available and appropriate
- Selling by recommendation whenever necessary.
  1. If the guest seems hesitant or needs suggestions, try to find out what type of food she/he likes, e.g., beef, pork, poultry or seafood
  2. If the guest announces only main dishes, try to suggest a starter and ask : "May I suggest our special avocado cocktail as your starter, Madam/Sir ?" and/or "Would you care for any wine to go with your meal ?"(the possible combinations for any eventual suggestion are to be provided by the Executive Sous Chef)
  3. An appropriate training program is to be structured by the Training Department in order to maximise Room Service revenue with effective product knowledge and up-selling techniques
- Specific suggestions.
  1. Suggest the most popular and profitable dishes, according to the Menu Engineering Report

## ORDER TAKING <sup>(1/1)</sup>

### PROCEDURE PURPOSE : POLICY SET-UP

- The telephone must be answered within the three (3) first rings.

#### The order taker must

- Announce : "Room Service, good morning / good afternoon / good evening (according to the time of the day), this is (name of the order taker), may I help you Mr./Mrs./Miss" followed by the name of the guest according to the data digitally displayed by the phone system (if available).
- Use selling by recommendation for every item ordered, as trained by the Outlet Manager.
- Write down the order clearly in the order book and note the time of call and the room number.
- Enter the order into the POS terminal system immediately.
- A time control system takes place as soon as the telephone order has been taken.
- Approximate delivery time is given to the guest according to this time evaluation system established by the Outlet Manager and the Executive Chef.
- A timer is set for the given amount of time. If the order has not been sent up by this time, a call must be placed to the guest to apologise and re-evaluate the delivery time. Similar follow-ups must be systematically performed.

## ORDER TAKING (1/1)

### PROCEDURE PURPOSE : POLICY SET-UP

- The telephone must be answered within the three (3) first rings.

#### The order taker must

- Announce : "Room Service, good morning / good afternoon / good evening (according to the time of the day), this is (name of the order taker), may I help you Mr./Mrs./Miss" followed by the name of the guest according to the data digitally displayed by the phone system (if available).
- Use selling by recommendation for every item ordered, as trained by the Outlet Manager.
- Write down the order clearly in the order book and note the time of call and the room number.
- Enter the order into the POS terminal system immediately.
- A time control system takes place as soon as the telephone order has been taken.
- Approximate delivery time is given to the guest according to this time evaluation system established by the Outlet Manager and the Executive Chef.
- A timer is set for the given amount of time. If the order has not been sent up by this time, a call must be placed to the guest to apologise and re-evaluate the delivery time. Similar follow-ups must be systematically performed.

## CARRYING FOOD FROM THE KITCHEN (2/2)

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### PROCEDURE PURPOSE : POLICY SET-UP

1. Once the lift door is open, enter the lift, push the stop button, face the lift door and pull the trolley into the cabin
  2. Always mind different floor levels outside and inside the lift
  3. After loading the trolley into the lift cabin, release the stop button to normal operation and then press the floor number of the room to be served
  4. Once the lift door opens, push the stop button, turn your back against the door, step back slowly and pull the trolley with both hands and be aware of the floor level differences outside the service lift
  5. After wheeling the trolley out of the lift, release the stop button to normal operation
- Proceed to the guest room.
1. Make sure that you are on the right floor while proceeding to the guest room
  2. Check the room number on the guest check



## **CARRYING FOOD FROM THE KITCHEN** <sup>(1/2)</sup>

### **PROCEDURE PURPOSE : POLICY SET-UP**

- Before collecting any item from the kitchen, make sure that all the related accompaniments (e.g., bread, toast, butter, sauces, condiments, salt & pepper, etc.) are on the tray/trolley ready for serving in the room.
- Make sure that all required operating equipment (linen, flatware, hollowware, glassware, chinaware) is on the tray/trolley.
- If any food is ordered, make sure the heating box is clean and hot.
- Cold dishes must be put on the tray/trolley before the hot dishes are collected.
- All dishes must be covered with a plate cover.

### **Proceed to the guest room**

- Double-check each order. Before departing from the service area, double-check the guest's order as follows :
  1. Avoid any missing items such as the corresponding accompaniments
  2. Have hot food served hot by placing it in the heating box
  3. Have cold food served cold by placing it on the tray/trolley with the proper equipment
- Tray service.
  1. Carry the tray on your left hand, loading to shoulder properly
- Trolley service.
  1. Wheel the trolley with both hands gently and keep your body straight
- Call the lift by pressing the button.
- Loading the trolley into & out of the lift.

## **MISE EN PLACE <sup>(1/1)</sup>**

### **PROCEDURE PURPOSE : POLICY SET-UP**

⇒ The mise en place consists of the following :

- Clean the Room Service area.
- Prepare the trays for service in the rooms : trays with basic set-up for serving Continental breakfasts and light meals (for a maximum of 2 people).
- Prepare the trolleys for service in the rooms : trolleys with basic set-up for serving American breakfasts and multi-course meals.
- Prepare the room-related VIP amenities : refer to the related SOP on VIP amenities.
- Clean the heating boxes and keep a few of them on standby : all heating boxes are heated with electric power.
- Replenish all condiments.
- Prepare all the operating equipment and install it in the appropriate areas.
- Chinaware, flatware, hollowware, glassware and linen must be sufficient in quantity and polished according to hotel policy standards.

## BREAKFAST SERVICE <sup>(1/2)</sup>

### PROCEDURE PURPOSE : DEPARTMENTAL STANDARD SET-UP

- Lay the napery correctly, face down.
- Place the milk jug on the side of the table.
- Place the flower vase, the salt & pepper set and the sugar bowl as follows :
  1. On the side of the table
  2. In a straight line on the vacant side of the table
- Place the bread plate, the cloth napkin and the butter knife :
  1. Place the bread plate on the left side of the table fork
  2. The napkin shall be placed between the table knife and the fork with the open side facing up
  3. The butter knife on the right side of the bread plate
- Place the fork on the left edge of the napkin and allow 2 cm from the table edge.
- Place the table knife on the right side of the napkin, and allow 2 cm from the table edge. The logo shall be facing upwards.
- Place the cup on the saucer, with the saucer covering the right upper top of the table knife.
- Place the teaspoon on the saucer underneath the handle of the cup. The handle shall be pointing straight down towards the guest.
- Place the jam stand in the centre of the table.
- Place the basket with the selection of rolls in the middle of the table.
- Place the glass of juice next to the coffee cup.
- If any other food or beverage item is to be served, e.g., yoghurt, cereals, etc., the tray/trolley layout shall be adapted to create an attractive outlook.

## **DOOR KNOB MENU SEQUENCE (1/1)**

### **PROCEDURE PURPOSE : POLICY SET-UP**

- Door knob breakfast menu order collection.

The overnight Supervisor shall assign a waiter to collect all door knob breakfast menu orders every night, according to the schedule.

- Work downwards.

Use the service lift to get to the top floor and collect the door knob breakfast menu orders floor by floor, working downwards.

- Write down the room number on each door knob breakfast menu order.

The assigned waiter must write down the room number when collecting the door knob breakfast menu order.

- Preparing the bill for the breakfast service.

The overnight Supervisor shall prepare all the breakfast bills according to the guests' door knob breakfast menu orders.

- Priority.

Sort out all the prepared bills according to the time of service, starting from the earliest one, with priority given to the VIP rooms.

## FOOD SERVICE (3/3)

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### PROCEDURE PURPOSE : POLICY SET-UP

- Thank the guest.
- 1. Thank the guest and say : "Enjoy your breakfast / lunch / dinner, Madam/Sir, and after you have finished your breakfast / lunch / dinner, please call the room service to clear away"

### Exit the room

- Thank the guest before leaving the room, and wish her/him a good day by saying "Have a nice day, Mr./Mrs./Miss XXX or Madam/Sir".
- Step backwards a few steps, turn around and leave by gently closing the door behind you.



## FOOD SERVICE (2/3)

### PROCEDURE PURPOSE : POLICY SET-UP

1. Open the trolley's wing
  2. Move the equipment a bit lower for a good presentation to the guest
  3. Invite the guest(s) to sit down by saying "Take a seat, please"
  4. Ladies shall be seated first facing the window view, gentlemen shall be seated last
- Serve the food.
1. Cold food shall be placed on the trolley
  2. Arrange the space according to the trained procedure
  3. Take the hot food out of the warmer. If the guest prefers to keep her/his hot food in the warmer, she/he will take it out her/himself : thus, instruct her/him how to operate the warmer
- Identify the dishes to the guest.
1. Identify every dish to the guest by saying "This is your... and this is..., Madam/Sir"
- Offer further assistance to the guest.
1. After having served the guest, politely ask if she/he needs any further assistance by saying : "Would you care for anything else, Madam/Sir ?"
- Present the bill for signature.
1. Present the bill in the folder with the pen in order for the guest to sign

DIVISION : FOOD & BEVERAGE

DEPARTMENT : ROOM SERVICE

## **FOOD SERVICE (1/3)**

### **PROCEDURE PURPOSE : POLICY SET-UP**

- Proceed towards the room. When arriving at the guest's room :
  1. Knock on the door gently three (3) times
  2. Identify yourself by saying "Room Service"
  3. Wait for the guest to open the door
  4. Enter carefully with your tray or trolley, do not hit or scratch the wall
- Always leave the door open after entering a guest room.
- Greet the guest.
  1. From 00.00 to 11.59, say : "Good morning Mr./Mrs./Ms XXX"
  2. From 12.00 to 17.59, say : "Good afternoon Mr./Mrs./Ms XXX"
  3. From 18.00 to 23.59, say : "Good evening Mr./Mrs./Ms XXX"

Remark : try to learn the guest's name before serving

- Ask where the guest wants the meal to be served.

### **Breakfast Service**

- For breakfast service, some guests want their breakfast in bed or at the bed side
- The guest shall be asked in a polite manner : "Where would you like to have your breakfast served Mr./Mrs./Miss XXX" or "Sir/Madam?"

### **Lunch & Dinner Service**

- For lunch and dinner service, the sitting area is usually used.
  1. Move away the coffee table
  2. Arrange the space for the trolley and chair(s)
- Arrange the set-up per cover and seat the guest(s).

## BEVERAGE SERVICE (1/1)

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### PROCEDURE PURPOSE : POLICY SET-UP

The following guidelines must be respected

- Bottles or cans are opened only in the room.
- White wine and champagne are served in a wine cooler.
- Glasses are filled up to half capacity maximum with ice cubes.
- Glasses are covered with the appropriate covers.



## TRAY / TROLLEY REMOVAL (1/2)

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### PROCEDURE PURPOSE : DEPARTMENTAL STANDARD SET-UP

- The guest informs the order taker of a clearance request.
  1. The order taker notes down the room number on the pad and passes it to the Supervisor concerned who shall inform the staff member in charge, or any other Room Service staff available. The staff member shall proceed to the room immediately to perform the removal
- Master control sheet.
  1. The Supervisor checks the master control sheet recording all the serving times
  2. For breakfast service, if the guest does not call for clearing, the removal is to be performed systematically 45 minutes after the serving time
  3. For lunch and dinner services, the removal is to be performed systematically one hour after the serving time
  4. At all times, the "Do Not Disturb" card must be strictly respected and recorded when displayed
- The room maid/boy informs the Room Service Department upon the guest's request for making up the room.
  1. The order taker notes down the room number on the pad and passes it to the Supervisor concerned who shall inform the staff member in charge, or any other Room Service staff available. The staff member shall proceed to the room immediately to perform the removal
- The Supervisor concerned checks the equipment control slip.
  1. The equipment control slip shall be inserted under the tray/trolley cloth

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## PRODUCT KNOWLEDGE (2/3)

### PROCEDURE PURPOSE : DEPARTMENTAL STANDARD SET-UP

#### Sandwiches

- Various types of sandwiches shall be made up to the guest's request including any specific preference regarding the bread type, e.g., white, rye, brown, whole-wheat, French baguette, sour dough, etc.
- Fillings include roast beef, chicken, pork, ham, smoked ham, bacon, tuna, smoked fish, cheese, egg, vegetable, etc.

#### Meat

- Cooking method
    1. The method of cooking shall depend on the guest's requirements
    2. When taking the order, the guest shall be asked : "How would you like your meat done, Madam/Sir?"
  - Beef

Rare	:	3-4 minutes
Medium-rare	:	5-6 minutes
Medium	:	6-7 minutes
Medium-well done	:	7-8 minutes
Well done	:	8-9 minutes
  - Lamb

Pink	:	5 minutes
Well done	:	8-10 minutes
  - Veal

Well done	:	7-8 minutes
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  - Pork

Well done	:	8-10 minutes
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**DIVISION : FOOD & BEVERAGE**

**DEPARTMENT : ROOM SERVICE**

## **PRODUCT KNOWLEDGE (1/3)**

### **PROCEDURE PURPOSE : DEPARTMENTAL STANDARD SET-UP**

- Room Service staff shall know all the menu items available on the Room Service menu. Every waiter shall be able to describe them both in Thai and in English.
- The following guidelines shall be applied with every order :

#### **Eggs**

- Omelette
- Fried eggs
- Sunny side up eggs
- Scrambled eggs
- Boiled eggs

"How many minutes would you like, Madam/Sir?"

1. Hard : 6 - 7 minutes
2. Soft : 4 - 5 minutes
3. Very soft : 2 - 3 minutes

#### **Salads**

- Green salad
  1. Green salad is made from green vegetables such as lettuce, cucumber, green pepper and watercress
  2. It must be served fresh and cold
- Mixed salad
  1. Various kinds of vegetables must be served fresh and cold :  
Belgium endive, red radish, tomato, onion, green/red pepper, celery, sweet corn, carrot and red/white cabbage.
- Salad dressing
  1. Thousand Island, Roquefort, French, Russian, Vinaigrette, Italian, etc.

DIVISION : FOOD & BEVERAGE

DEPARTMENT : ROOM SERVICE

## LOG BOOK & REVENUE REPORTS (1/1)

### PROCEDURE PURPOSE : DEPARTMENTAL STANDARD SET-UP

- The Room Service Department must keep a log book in which the following information is clearly and systematically recorded :
    1. Number of covers & respective revenues for breakfast, lunch, afternoon, dinner & night meal shifts
    2. Number of VIP amenities
    3. Guest complaints
    4. Special orders and requests from the guests to be named with the room number
  - At the end of each day, the Room Service Assistant Manager or equivalent shall issue a specific daily revenue report to the Accounting Department.
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## ROOM SERVICE EQUIPMENT (3/3)

### PROCEDURE PURPOSE : DEPARTMENTAL STANDARD SET-UP

- All linen shall be used only for its designated function.
- Linen shall never be used for cleaning purposes.
- All dirty linen shall be gathered and returned to the Linen Room as per policy.

#### Furniture

- The Room Service Department will use the following furniture :
  1. Trolley
  2. Heating box
- All Room Service trolleys shall be used only within the Room Service Department.

#### Bar equipment

- No bar equipment is to be available in the Room Service area.
- All beverage orders are to be serviced by the designated beverage production centre.
- Please refer to the following SOPs for further explanation :
  1. FB03.21
  2. FB03.23
  3. FB03.24

DIVISION : FOOD & BEVERAGE

DEPARTMENT : ROOM SERVICE

## ROOM SERVICE EQUIPMENT (2/3)

### PROCEDURE PURPOSE : DEPARTMENTAL STANDARD SET-UP

- Only the hollowware needed for daily operations shall be stored in the Room Service area.
- Only clean hollowware shall be stored.
- All hollowware shall be stored in an organised way, allowing easy and secure access and to aid inventory taking.
- Any broken hollowware must be collected in a specific breakage container and accounted for by the Chief Steward.
- All items shall be cleaned on a regular basis as part of the weekly silver polishing schedule.
- All hollowware must be polished before use.

#### Glassware

- Only the glassware needed for daily operations shall be stored in the Room Service area.
- Only clean glassware shall be stored.
- All glassware shall be stored in an organised way, allowing easy and secure access and to aid inventory taking.
- Any broken glassware must be collected in a specific breakage container and accounted for by the Chief Steward.
- Glassware must always be transported in glass racks.
- All glasses must be polished before use.

#### Linen



DIVISION : FOOD & BEVERAGE

DEPARTMENT : ROOM SERVICE

## ROOM SERVICE EQUIPMENT (1/3)

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PROCEDURE PURPOSE : DEPARTMENTAL STANDARD SET-UP

### Chinaware

- Only the equipment needed for daily operations shall be stored in the Room Service area.
- Only clean chinaware shall be stored.
- All chinaware shall be stored in an organised way, allowing easy and secure access and to aid inventory taking.
- Any broken chinaware must be collected in a specific breakage container and accounted for by the Chief Steward.
- All chinaware must be polished before use.

### Flatware

- Only the flatware needed for daily operations shall be stored in the Room Service area.
- Only clean flatware shall be stored.
- All flatware shall be stored in an organised way, allowing easy and secure access and to aid inventory taking.
- Any broken silverware must be collected in a specific breakage container and accounted for by the Chief Steward.
- All silver items shall be cleaned on a regular basis as part of the weekly silver polishing schedule.
- All flatware must be polished before use.

### Hollowware

## SERVICE SEQUENCE BRIEFING (1/1)

### PROCEDURE PURPOSE : STAFF INFORMATION

- Before each function, the staff member in charge of the function shall brief all her/his staff on the way the function will take place, allocate tasks accordingly and fix time schedules.
- For larger functions, especially when casual staff are involved, a table plan and a job allocation plan must be issued in order to make sure that each staff member knows her/his duties and where to perform them. If needed, a rehearsal shall be organised.
- The other subjects covered during the briefings include :
  1. Employee personal hygiene : no body or smoking odour, clean hair and fingernails
  2. Uniforms : correct, complete and impeccable
  3. Food service : menu, way of serving, operating equipment
  4. Standards of service : mention the do's and don't's of banquet service
  5. VIP guests present and special requests
- A good briefing will avoid many service problems during the function.



## **FB.05 ROOM SERVICE**

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### **OPERATIONS MANUAL VOLUME 2**

FB05.12	BILLING
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FB05.14	PRODUCT KNOWLEDGE

DIVISION : FOOD & BEVERAGE

DEPARTMENT : CATERING

## GENERAL SERVICE SEQUENCE (1/1)

### PROCEDURE PURPOSE : POLICY SET-UP

- Although the service sequences for the Banquet Department are basically the same as those for other F&B outlets, they have to be adapted, prepared and, if needed, rehearsed in order to cope with larger numbers of guests.
- When the organiser arrives at the hotel, she/he must be welcomed by the staff member who booked the event. This person will introduce the guest to the Assistant Banquet Manager in charge of the function and, together with the guest, the function sheet shall be checked to make sure that everything is according to her/his order.
- The function room where the event will take place must clearly indicate the name of the function as well as the status in order to indicate whether the function is in progress or not.
- Every staff member, especially all casual staff, must be informed about the selected service sequence during the briefing session before the function starts.
- During the banquet meeting and daily banquet briefing, all the steps of the service sequence must be clarified to everybody. The layout of the function room(s), the assigned service area(s), bar counter(s) and/or buffet(s) must be organised before each function.
- All required equipment must be prepared and cleaned to ensure a smooth set-up and service.

**DIVISION : FOOD & BEVERAGE**

**DEPARTMENT : CATERING**

## **GUEST WELCOME (1/1)**

### **PROCEDURE PURPOSE : STANDARD SET-UP**

- Although the banquet signage shall clearly indicate where the function is taking place, all guests shall be welcomed by a hostess in the local manner and be shown the exact location of the event.
- Furthermore, if the function is expected to have a high attendance, the hostess shall count, through a ticketing system, the number of guests arriving.
- If the guest arriving is the organiser, the staff member in charge of the function must be called immediately to welcome her/him. The staff member shall introduce the Assistant Banquet Manager to the guest for further assistance during the function.
- Together, they shall check all the items on the function sheet, including any changes. If a new time schedule is requested by the guest, the kitchen must be informed at once and standby schedules have to be adopted.

**DIVISION : FOOD & BEVERAGE**

**DEPARTMENT : CATERING**

## **BANQUET SALES PLANNING (3/3)**

### **PROCEDURE PURPOSE : POLICY SET-UP**

A function sheet shall contain full/complete information on all features concerning each function occurring on that day. All function sheets for the coming week will be distributed with the weekly forecast (Thursdays morning) and will be discussed during the banquet coordination meeting (Thursdays afternoon).

- **Revised function sheet**

1. Where the content of a function sheet has changed (due to changes from the guest), the function sheet shall be reprinted and redistributed
2. The first revision of a function sheet shall be printed on green paper, with the second and all subsequent revisions where applicable printed on red paper
3. Small changes (<10%) in the number of expected attendants or the timing do not need a revised function sheet. The daily event list will provide all updated information to each department

## **BANQUET SALES PLANNING (2/3)**

### **PROCEDURE PURPOSE : POLICY SET-UP**

#### **Weekly forecast**

The weekly forecast shall contain all the bookings for the coming week, from Monday to Sunday. It should be distributed by the Thursday morning of the previous week.

This forecast shall serve as the guideline for the banquet coordination meeting (held on Thursday afternoons) and for all related planning functions : staffing, set-up, F & B ordering, preparation of food, service, etc.

The weekly forecast must contain the following information for all bookings :

1. Date of the event
2. Name of the organising company (for private functions : name of the person)
3. Type of event
4. Number of persons expected to attend
5. Start and finish times
6. Name of the function room(s) to be used
7. Expected revenue
8. Whether the event has been confirmed or is still tentative

- **Daily event list**

1. The daily event list shall be released and distributed on the previous evening and contain updated information on each function. The daily event list shall contain the same information as the weekly forecast with updates on any aspect of the function, such as the number of persons expected to attend the event, times, etc.
2. For billing purposes, the daily event list shall be the latest guideline. The daily event list shall also mention the text which must be displayed on the sign boards and highlight any other services required from the Front Office staff (e.g., parking reservation, security, flags, hotel rooms, etc...).

- **Function sheet**



## **BANQUET SALES PLANNING (1/3)**

### **PROCEDURE PURPOSE : POLICY SET-UP**

In order to ensure good communication within the Department, the following documents will be distributed :

1. **Monthly events forecast**
2. **Weekly events forecast**
3. **Daily event list**
4. **Function sheet**
5. **Revised function sheet**

A list of the persons/departments to receive each document will be added to the current manual and updated whenever necessary.

- **Monthly forecast**

The monthly forecast shall contain all the bookings for the coming month, from the 1<sup>st</sup> to the last day of the month inclusive (either tentative or confirmed). It should be distributed before the 25<sup>th</sup> of the previous month. The monthly forecast must contain the following information for each event booking :

1. **Date of the event**
2. **Name of the organising company (for private functions : name of the person)**
3. **Type of event**
4. **Number of persons expected to attend**
5. **Start and finish times**
6. **Name of the function room(s) to be used**
7. **Expected revenue**
8. **Whether the event has been confirmed or is still tentative**

DIVISION : FOOD & BEVERAGE

DEPARTMENT : BAR & RESTAURANT

## **SELLING BY RECOMMENDATION (1/1)**

### **PROCEDURE PURPOSE : UP-SELLING**

- Know your product.

Check with the Outlet Chef for any daily specials and their specific ingredients.

- Specific suggestions.

Recommend to the guest(s) any special dishes that were defined during the preceding briefing, and describe the ingredients used : "May I suggest **(exact name of the dish as described/displayed by the Outlet Chef)** for your lunch/dinner ?".

- If the guest is not convinced, make another suggestion (one item only).
- If the guest still does not respond, tell her/him : "Take your time Madam/Sir, I will be back shortly".

## **BANQUET SALES MEETINGS** (2/2)

### **PROCEDURE PURPOSE : POLICY SET-UP**

- **Daily briefing**

A briefing session will be organised daily to finalise the details relating to all functions for the next day. This meeting must be attended by :

1. Catering Manager
2. Catering Coordinator
3. Assistant Banquet Manager
4. Banquet Chef
5. Banquet Technician Supervisor
6. Chief Steward

- **Sales meeting**

The Catering Manager and DFB will attend the weekly sales meeting, which will be held every Saturday morning.



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**DIVISION : FOOD & BEVERAGE**

**DEPARTMENT : CATERING**

## **BANQUET SALES MEETINGS <sup>(1/2)</sup>**

### **PROCEDURE PURPOSE : POLICY SET-UP**

The following meetings shall be organised within the Banquet Department :

- 1. Banquet coordination meeting**
- 2. Monthly departmental meeting**
- 3. Daily briefing**
- 4. Sales meeting**

- **Banquet coordination meeting**

This meeting will be held on a weekly basis, usually each Thursday afternoon. During the meeting, all functions for the next week shall be discussed and details clarified wherever necessary. The following persons shall attend this meeting :

- 1. Food and Beverage Manager**
- 2. Catering Manager**
- 3. Assistant Banquet Manager**
- 4. Chief Steward**
- 5. Executive Sous Chef**
- 6. Beverage Manager**
- 7. Group Sales Coordinator**

- **Monthly departmental meeting**

This meeting will be called by the Catering Manager to discuss all departmental subjects. All the banquet staff shall attend this meeting.

**DIVISION : FOOD & BEVERAGE**

**DEPARTMENT : CATERING**

## **BANQUET SALES REPORTS <sup>(1/1)</sup>**

### **PROCEDURE PURPOSE : POLICY SET-UP**

The following reports shall be compiled :

1. Banquet booking report
2. Lost booking / cancellation report

#### **Banquet booking report**

- This report shall be compiled at the end of each month and shall give an indication of the new banquet bookings for the next 12 months as well as the year-to-date booking situation per month and a year-on-year comparison per month.

#### **Lost booking / cancellation report**

- This report shall contain all the bookings which have been cancelled. Each lost booking shall mention the reason of the cancellation (e.g., too expensive, too far, banquet room wrong size, etc.), the name of the hotel finally chosen, if known, and the reason for that choice.

## **BANQUET SALES APPOINTMENTS (1/1)**

### **PROCEDURE PURPOSE : POLICY SET-UP**

⇒ The following rules will apply for banquet sales appointments :

- Have a meeting place in mind and be sure it looks attractive and ready.
- If the guest made an appointment, her/his arrival shall be anticipated and the welcome prepared. If no appointment was made, she/he should be welcomed and, if necessary, directed to a convenient waiting area before she/he is assisted.
- If the meeting takes place in an office, clean up and prepare the area, the desk and the conference table. Never welcome people in a messy environment. If the conference table is occupied, the meeting can take place in the Lobby Lounge, if available.
- Secretaries shall check the number of clients in the Reception Area ; make sure there are sufficient chairs for everyone at the meeting. Avoid looking unprepared, as this gives an unprofessional impression.
- A secretary shall systematically bring a glass of cold water from the Executive Office Pantry to each waiting person.
- Coffee, tea and other soft drinks can only be ordered from Room Service for potential guests. For all other meetings, with business contacts, colleagues, friends or relatives coffee and tea can be obtained from the Executive Office Pantry. All entertainment checks must be signed according to the instructions issued by the Finance & Administration Division.
- Escort the client back to the Reception Area, make sure her/his parking ticket is stamped and indicate the direction to their cars or the hotel exit. A very courteous farewell must be their last impression.

DIVISION : FOOD & BEVERAGE

DEPARTMENT : CATERING

## **BANQUET SALES CORRESPONDENCE (3/3)**

### **PROCEDURE PURPOSE : POLICY SET-UP**

Files of past functions can only be closed or disactivated when the thank you letter has been sent. Different standard thank you letters will be made (to avoid repetition).

For any functions problem occurring, a tailor made thank you letter must be made.

- **Correspondence rules**

1. All mail must be answered within 48 hours
2. All mail sent to customers must be printed. Hand-written letters are not allowed
3. Spelling mistakes are frowned upon as giving an unprofessional impression, therefore all letters must be spell-checked by the computer before being printed



## **BANQUET SALES CORRESPONDENCE (2/3)**

### **PROCEDURE PURPOSE : POLICY SET-UP**

This letter shall be sent to potential customers who have approached the hotel for detailed information on a specific topic concerning the banquet facilities, e.g. : meetings, weddings, luncheons, etc. These customers shall receive a banquet folder with a banquet brochure and the relevant inserts of their topics of interest, as well as an accompanying letter.

For specific general quotation requests sent by fax, only the accompanying letter and the relevant inserts will be sent to the customer by mail.

- **Specific quotation**

This letter shall be sent to customers who have contacted the hotel with a precise request and details, such as the kind of function, the date, the number of persons, the available budget, etc. This correspondence will be sent mainly by fax or mail. In the event the quotation is hand delivered, it will be presented in a banquet folder. The construction of these quotations should be standardised and cover all details of the function.

This quotation shall be used to send the final confirmation to the guest and will be used as a contract after signed approval / agreement from the customer is received.

- **Confirmation letter**

Normally, the confirmation letter shall hold the same updated information as the specific quotation previously sent to the guest. The structure of the confirmation shall be standardised in order to cover all aspects of the function and will be used as the final contract. To confirm a function, the customer has either to sign this document and send it back, or to draft her/his own confirmation letter which holds identical information. Except in the case of last minute bookings or repeat business, the confirmation letter shall always be preceded by a quotation.

- **Thank you letter**

After each function, a thank you letter shall be sent to the organiser. For convention files, this letter will be sent by the Sales Department.

## **BANQUET SALES CORRESPONDENCE <sup>(1/3)</sup>**

### **PROCEDURE PURPOSE : POLICY SET-UP**

The following correspondence shall be used for banquet administration :

1. Introduction letter
2. Accompanying letter
3. Standard general quotation
4. Specific general quotation
5. Specific quotation
6. Confirmation letter
7. Thank you letter

- **Introduction letter**

This letter shall be sent after the first contact, usually by the Sales Department. It shall introduce the hotel and the facilities available, and can be complemented by a hotel brochure.

- **Accompanying letter**

This letter shall be a standard letter which will always accompany any printed material given or sent to a potential customer.

- **Standard general quotation**

This letter shall be sent to any new or potential customer upon request or whenever there is interest from the customer in receiving detailed information on the banquet facilities. Along with the accompanying letter, this information package will consist of a banquet folder with a banquet brochure detailing all the different services which the Banquet Department offers.

A standard general quotation shall never be sent by fax. The size and price of these kinds of quotations is important, so the distribution of it should be justified.

- **Specific general quotation**

**DIVISION : FOOD & BEVERAGE**

**DEPARTMENT : CATERING**

## **BANQUET LOG BOOK (1/1)**

### **PROCEDURE PURPOSE : POLICY SET-UP**

- The Banquet Department will have a logbook reporting all the important events which have taken place during each day.
- Each shift shall state whether the function was a success, the time the function started and ended, and if there were any complaints or any other unusual happenings.

**DIVISION : FOOD & BEVERAGE**

**DEPARTMENT : CATERING**

## **BANQUET REVENUE REPORTS** (1/1)

**PROCEDURE PURPOSE : POLICY SET-UP**

- At the end of each day, the Assistant Banquet Manager will make a report of the daily revenue of the Banquet Department and submit it to the Accounting Department.



## **BANQUET EVENT ORDERS (1/1)**

### **PROCEDURE PURPOSE : POLICY SET-UP**

- A function sheet will contain complete information on all events within a function for one day.
- All function sheets for the coming week will be distributed with the weekly forecast, i.e., on Thursday mornings, and will be discussed during the banquet coordination meeting on Thursday afternoons.

### **Revised function sheet**

1. Where the content of a function sheet has been amended due to changes from the guest, they will be reprinted and redistributed
2. The first revision of a function sheet shall be printed on green paper, with the second and all subsequent revisions where applicable printed on red paper
3. Small changes (<10%) of the number of expected attendants or in timing do not need a revised function sheet. The daily event list will provide all the updated information to each department



**DIVISION : FOOD & BEVERAGE**

**DEPARTMENT : CATERING**

## **BANQUET BUFFETS (1/1)**

### **PROCEDURE PURPOSE : POLICY SET-UP**

- The hotel offers different kinds of buffets. Each hotel/outlet category has a number of buffet set-ups to choose from according to the budget and selection of dishes.
- Buffets must be rigorously set up according to the pre-established layouts. Any buffet set-up must fulfil the following requirements :
  1. Efficient for both guest service and replenishment
  2. Layout and decoration attractive for the customer
  3. Adequate lighting, with colours if required
  4. Sufficient power points for connecting all the required electrical appliances, or sufficient quantity of alternative heating fuel, e.g., gas, and adequate corresponding safety features
- The buffet service shall be similar to that applied in the restaurant procedure.
- The buffet shall be ready 15 minutes before the starting time indicated on the BEO.

## **BANQUET CHECKLISTS (1/1)**

### **PROCEDURE PURPOSE : STANDARD SET-UP**

- In order to cover all the topics of the function, the staff member in charge must complete a checklist half an hour before the function starts.
- The checklist shall be seen as a tool for the Manager/Supervisor to ensure that all the mise en place is ready and no items are missing.
- The check list for each function must be added to the bill for further reference if any problems are encountered at a later stage.

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DIVISION : FOOD & BEVERAGE

DEPARTMENT : CATERING

## **COCKTAIL & RECEPTION PACKAGES <sup>(1/1)</sup>**

### **PROCEDURE PURPOSE : DEPARTMENTAL INFORMATION**

- A selection of cocktail & reception packages shall be permanently available. Each priced at a different level, they will fit the needs of the different market segments targeted.
- The different packages shall vary mainly in terms of the food selection offered.
- Tailor-made packages can be offered at any time, after consulting with the Executive Chef if any special food is requested.
- Welcome cocktails, after-meeting cocktails or other special cocktail arrangements are available on request. The DELPHI system, if available, allows a tailor-made cocktail and its related potential cost to be established.

### **The following guidelines must be implemented**

- The set-up of the different food display tables must be original, efficient and attractive to the eye and well balanced throughout the room.
- A limited number of different set-ups shall be used as standard set-up. On the Banquet Event Order (BEO), the kind of set-up shall be mentioned and discussed during the weekly banquet meeting if any change is needed (please refer to FB04.21).
- The bar counters, if inside the room, must be set strategically to ensure easy access for both guests and customers. The bar counter must be set up in an efficient and attractive way, e.g., do not cover the whole surface with glasses.
- Sufficient working space, and space for guests to dispose of their glasses must not be overlooked.



**DIVISION : FOOD & BEVERAGE**

**DEPARTMENT : BEVERAGE**

## **BEVERAGE DEPARTMENT ORGANISATION <sup>(1/1)</sup>**

### **PROCEDURE PURPOSE : DEPARTMENTAL SET-UP**

- In any large F & B operation comprising several bars, lounges and/or entertainment facilities, e.g., discotheque, karaoke, etc., a Beverage Department is usually required.
- The Beverage Department, headed by the Beverage Manager, oversees all the staff related to the preparing and issuing of beverage items in the back-of-house areas.
- In addition to her/his primary responsibilities, it is recommended to put the Beverage Manager in charge of one outlet, e.g., the Lobby Lounge.
- The Outlet Manager remains responsible for the service of beverages within her/his outlet and has subsequently all authority over the bartenders and waiting staff.
- The Outlet Manager and the Beverage Manager shall work together as colleagues with common objectives to serve guests in the best way possible.

DIVISION : FOOD & BEVERAGE

DEPARTMENT : CATERING

## **BACK-OF-HOUSE ORGANISATION** (1/1)

### **PROCEDURE PURPOSE : STANDARD SET-UP**

- The front-of-house is a reflection of what happens in the back-of-house. It reflects the team's ability to work in a clean and organised way, and with discipline. Where the b-o-h are neglected, operations personnel will find it more difficult to provide an efficient service for guests.
  - The b-o-h shall be impeccable at all times. Equipment must be stored in the appropriate area and the furniture taken care of properly. The cleanliness of this area is of vital importance to maintain hygiene standards.
  - For each large function, one person will be in charge of organising the b-o-h. Her/his responsibilities include the following :
    1. She/he will make sure that all waiters, bartenders, stewards and cooks respect the b-o-h rules ensuring that the area remains an efficient working area
    2. She/he will ensure that all the required equipment for serving the next course or drink is ready and, wherever needed, she/he will assist in setting up
    3. She/he will prepare the whole set-up for the coffee service
    4. She/he will assist the Chief Steward in organising the cleaning station in an efficient way
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**DIVISION : FOOD & BEVERAGE**

**DEPARTMENT : BAR & RESTAURANT**

## **GREETING GUESTS UPON ARRIVAL (2/2)**

**PROCEDURE PURPOSE : STANDARD SET-UP**

### **Waitress / Waiter**

- Welcome the guest(s) with a smile.

When the guest has been seated by the hostess, approach the table and welcome her/him with a smile.

## GREETING GUESTS UPON ARRIVAL (1/2)

### PROCEDURE PURPOSE : STANDARD SET-UP

#### Hostess / Maître D'

- Welcome the guest(s).

When guests arrive, welcome them with the local greeting.

- Appropriate greetings.

Address them with the appropriate greeting for the time of, as follows :

"Good morning"	00.00 - 11.59
"Good afternoon"	12.00 - 17.59
"Good evening"	18.00 - 23.59

- Use the guest's name, when known.

Try to call the guest by her/his name : e.g., "Good morning Mr XXX, how are you?".

- Check for any reservation.

Politely ask if they have a reservation. If yes, ask for the guest's name and guide her/him to the reserved table.

- If no, ask if the guest requires a non smoking table.

- Guide the guest to her/his table.

Do not walk too fast when showing the way to the guest. Say to the guest : "Would you please follow me, Madam/Sir".

- Pull the chair out (ladies first).

Pull the chair out to ease access to the table and push the chair back when the guest is sitting.

- The hostess leaves the table by saying to the guest : "Enjoy your meal, Madam/Sir/Ladies and Gentlemen".

**DIVISION : FOOD & BEVERAGE**

**DEPARTMENT : BAR & RESTAURANT**

## **GUEST FAREWELL GREETINGS (1/1)**

**PROCEDURE PURPOSE : SERVICE SEQUENCE STANDARD SET-UP**

- When the guest has paid the bill and prepares to leave the restaurant, the waiter should stand nearby. She/he shall pull back the chair of the guest and help her/him whenever necessary.
- Check if the guest has taken all her/his belongings. If not, discreetly attract the attention of the guest to the forgotten item.
- Accompany the guest to the entrance of the restaurant, thank her/him for having had her/his (name of meal) with us and tell her/him that we are looking forward to welcoming her/him back.

**DIVISION : FOOD & BEVERAGE**

**DEPARTMENT : CATERING**

## **BAR EQUIPMENT**

**PROCEDURE PURPOSE : STANDARD SET-UP**

- The banquet service will use only the basic bar equipment. The Beverage Manager will ensure that only the required equipment is distributed to the bar concerned.

**DIVISION : FOOD & BEVERAGE**

**DEPARTMENT : BAR & RESTAURANT**

## **SELLING BY RECOMMENDATION (1/1)**

### **PROCEDURE PURPOSE : UP-SELLING**

- Know your product.

Check with the Outlet Chef for any daily specials and their specific ingredients.

- Specific suggestions.

Recommend to the guest(s) any special dishes that were defined during the preceding briefing, and describe the ingredients used : "May I suggest (**exact name of the dish as described/displayed by the Outlet Chef**) for your lunch/dinner ?".

- If the guest is not convinced, make another suggestion (one item only).
- If the guest still does not respond, tell her/him : "Take your time Madam/Sir, I will be back shortly".

## WINE ORDER TAKING (1/1)

### PROCEDURE PURPOSE : STANDARD SET-UP

- Consult the order to check which types of food the guest has ordered.

- Present the wine list.

Approach the guest, or host if applicable, from the right side and present her/him the wine list with your right hand.

- Recommend the appropriate wine.

Note that red wine is more suitable for red meat, e.g., beef or pork dishes, and white wine is more suitable for white meat or seafood dishes, e.g., chicken, fish and shellfish.

- Step back within attentive distance.

- When the guest has ordered, tell her/him that she/he has made a very good choice.

**DIVISION : FOOD & BEVERAGE**

**DEPARTMENT : BAR & RESTAURANT**

## **WINE ORDER TAKING (1/1)**

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- Step back within attentive distance.

- When the guest has ordered, tell her/him that she/he has made a very good choice.



## WINE SERVICE <sup>(1/2)</sup>

### PROCEDURE PURPOSE : QUALITY STANDARD WINE SERVICE

- **Collect the bottle of wine**

1. Pick up the wine bottle from the service bar and make sure it is the correct one that has been ordered and that it is at the right temperature
2. For red wine, put the bottle into a wine basket
3. For white wine, prepare a wine cooler with enough ice cubes and water
4. When carrying the bottle of wine into the restaurant, always have your service napkin with you. Be careful when carrying wine

- **Present the bottle of wine**

1. Make sure you have placed the correct wine glasses on the table
2. Put the wine cooler with stand and napkin next to the guest table or the wine basket on the assigned station
3. To present the bottle of wine, place the service napkin over your left hand, place the bottle of wine in your left hand holding the neck of the bottle with your right hand, then step to the right side of the guest (host) who ordered the wine
4. Present the bottle of wine with the label facing the guest. At the same time say the name of the wine (e.g. : "Chateau Margaux 1972, Sir")

## BEVERAGE ORDER TAKING (1/1)

### PROCEDURE PURPOSE : STANDARD SET-UP

#### Sommelier / Maître D' / Supervisor

- After the guest has been seated, approach the guest's table with the beverage menu.
- Approach the guest from the right side and ask if she/he would like to have a drink or if she/he would like to see the beverage list.
- Recommend any special drinks or cocktails.
- If the guest requests to see the menu, hand the menu to the guest and step back within attentive distance to wait until the guest has made her/his choice.
- Ask the guest for the order, ask politely : "Excuse me Madam/Sir, may I take your order?".
- When the guest is ready to order, listen carefully and write down all the details.
- Repeat the order, to make sure you get the order correct, by saying : "Madam/Sir, your order is (list name(s) of beverage item)".
- Enter the order in the POS terminal (or remote device), where available, and the order will thus be printed in the dispense bar.
- Where no 'on-line' system is available, pass one copy of the Captain Order to the kitchen and one to the cashier.

## **BEVERAGE SERVICE** (1/1)

### **PROCEDURE PURPOSE : SERVICE EFFICIENCY & QUALITY**

- Pick up the beverage item(s) from the bar.

Before leaving the counter, double-check the items with the Captain Order (or the printed order), giving priority to ladies' orders.

- Carry the drinks to the table concerned (always with a tray).

Carry with the left hand horizontally under the tray centre and if it is a large tray, use both hands.

- Serve ladies first.

Approach the table, serve ladies first from their right, serve the gentlemen and the host last.

- Be sure that all the beverage items for the table concerned have arrived.

Double-check all the drinks with the Captain Order (or the printed order) one by one.

**DIVISION : FOOD & BEVERAGE**

**DEPARTMENT : BAR & RESTAURANT**

## **COFFEE / TEA SERVICE (1/1)**

### **PROCEDURE PURPOSE : STANDARD SET-UP**

- When serving dessert, the waiter shall ask the guest if she/he would like any coffee or tea after her/his meal.
- After the guest has finished her/his dessert, the waiter will remove the remaining plates and cutlery.
- Pre-warmed coffee or tea cups will be put in front of the guest on a saucer. Milk and/or cream and sugar will be placed in the middle of the table (minimum 1 set for 4 people). A selection of pastries or biscuits may be served on a separate plate.
- Coffee will be freshly brewed and served in small coffee jugs (unless otherwise specified by the Outlet Manager). The waiter will pour the first cup to the guest according to the following cycle :
  1. Ladies first
  2. Counter clockwise
  3. Host last
  4. On the right side
- If the guest has requested tea, she/he shall be presented a selection of teas and infusions, if available, to choose from. The waiter will then bring a teapot with the selected tea brewing therein. Before serving, the waiter shall ask the guest whether she/he prefers the tea light or strong. The guest will then give further instructions to the waiter.

**DIVISION : FOOD & BEVERAGE**

**DEPARTMENT : BAR & RESTAURANT**

## **CARRYING BEVERAGES FROM THE BAR (1/1)**

**PROCEDURE PURPOSE : SERVICE SPEED & EFFICIENCY**

- 1 or 2 minutes after having punched your order in the POS terminal, or delivered the written Captain Order copies to the kitchen and cashier, go to the bar counter.
- Pick up all the ordered drinks from the bar counter and double check with the Captain Order (or printout from the POS terminal where available).
- All the drinks must be placed properly on a service tray to achieve good balance.
- Check the drinks presentation and garnishes of the specific cocktail such as olives, onions, lemon peel, lemon slices, cherries, etc.
- Carry the drinks and complimentary items with the left hand horizontally under the tray centre.



## TABLE CLEARING (1/1)

### PROCEDURE PURPOSE : STANDARD SET-UP

- A table that is not properly cleared can easily create a bad impression. One should strive towards having as few items on the table as possible.
- After all guests have finished their course, all plates, cutlery and side dishes related to the dish must be removed.
- For removing equipment from the table, the same service rules apply as for serving the items. If the item is served from the right, it must be removed from the right. Of course, if the guest is not easily reachable from that side, one shall collect the items from the other side.
- After the last course, but before the dessert, all plates, cutlery, condiments, bread & butter are cleaned from the table and any crumbs are removed.
- When a glass or bottle is empty (and there is no refill) they must be removed immediately.
- All equipment brought to the kitchen will be sorted by the waiters. Glasses will be put in the appropriate racks, cutlery will be put in a soaking pan, food leftovers will be disposed of and plates will be stacked for washing.



DIVISION : FOOD & BEVERAGE

DEPARTMENT : BAR & RESTAURANT

## EQUIPMENT CLEANING (3/3)

### PROCEDURE PURPOSE : STANDARD SET-UP

- Peanut bowls.
  1. Collect all the peanuts bowls in one place. Remove the peanuts and clean the bowls
  2. Place the clean bowls to the appropriate place after refilling with peanuts
- Candleholders.
  1. Collect all candleholders in one place. Remove the remaining candles and wax
  2. Clean the candleholder as appropriate to their constituent material(s) as trained, and return them to the appropriate place after cleaning

## SERVICE SEQUENCE BRIEFING (1/1)

### PROCEDURE PURPOSE : STAFF INFORMATION

- Before each function, the staff member in charge of the function shall brief all her/his staff on the way the function will take place, allocate tasks accordingly and fix time schedules.
- For larger functions, especially when casual staff are involved, a table plan and a job allocation plan must be issued in order to make sure that each staff member knows her/his duties and where to perform them. If needed, a rehearsal shall be organised.
- The other subjects covered during the briefings include :
  1. Employee personal hygiene : no body or smoking odour, clean hair and fingernails
  2. Uniforms : correct, complete and impeccable
  3. Food service : menu, way of serving, operating equipment
  4. Standards of service : mention the do's and don't's of banquet service
  5. VIP guests present and special requests
- A good briefing will avoid many service problems during the function.

## **Classification of MENUES:**

### **1-fixed menu:**

*Consists of three basic parts: Appetizer, main dish with the accompaniment or, candy dish.*

*Menu is simple & mandatory with attention to away from repeating.*

### **2-fixed with choice:**

- *Consists of several options:*
  - Soup or salad.*
  - Crepe or pastes.*
  - Main dish consists of two types.*
  - Garnish*
  - Sweets.*

### **3- fixed compound:**

*We find this type of lists of food in fine dining restaurants and events, often in the evening.*

*Consists of two types of appetizers and two main dishes and the type of candy and we can find one type of two appetizers and main dish and two desserts.*

### **4-Weekly menu:**

*We find this type of lists of food in restaurants within the communities (hospitals, schools, clubs, resorts)*

*Where food is provided in terms of the deliberate nature of the customer and his work.*

### **Conditions for the preparation of menu:**

- 1. write lists clearly without spelling mistakes and technical's.*
- 2. Must be written in more than one language, the language of the country by the existing facilities.*
- 3. Must write to each dish (price and quantity) clearly and simple idea on the components of the dish).*
- 4. You must make different dishes of meat –poultry & fish to suit the wishes of all customers.*
- 5. Must be changing food regulations periodically.*
- 6. Menus should have a close relationship with the degree of the restaurant & suitable prices for All customers*
- 7-the cover& inserts of papers must be of high quality*

## **FRENCH MENU:**

*The classical French menu contains thirteen courses. Today, a menu of this size is hardly offered.. They always start with something light to stimulate the appetite, and then become lighter to the end of the meal. The thirteen courses of the Classic Menu for French Cuisine are given below:*

Course	French	English	Example
1.	Hors d'oeuvre	Appetizer	Melon with port, rémoulade, oysters, smoked salmon, shrimp cocktail
2.	Potage	Soup	Consomme brunoise, crème of tomato soup
3.	Oeufs	Egg	Omlette espagnole, omelette aux tomates
4.	Farineaux	Rice and pasta	Spaghetti napolitaine, ravioli, cannelloni
5.	Poisson	Fish	Sole de bonne femme
6.	Entrée	First meat dish	Fillet of sole Joinville
7.	Relevé	Main meat dish	Saddle of lamb
8.	Sorbet	Flavoured ice water	Champagne sorbet
9.	Roti	Roast with salad	Guinea hen stuffed with goose liver, salad
10.	Legumes	Vegetables	Tomato farcis
11.	Entremets	Sweet	Charlotte russe
12.	Savoureux	Savory	Welsh rarebit, Ivanhoe
13.	Desservir	Dessert	Jellied fruit



## Difference Between A La Carte and Table D'hôte:

A' La Carte	Table D'Hote
Food is kept in a semi-prepared form and takes time to serve.	Food is kept in fully prepared form and can be served immediately.
Food items are individually served and guests pay for what they order.	Menu is collectively priced and the customer has to pay for the full menu whether he consumes a certain dish or not.
There is a vast choice. The menu is elaborate	There is limited or no choice. The menu is comparatively small.
Silver is laid according to the dishes ordered.	Silver for the whole menu is laid in advance as the menu is known in advance.

***AKRAM KOUSSA***

## *Types of alcoholic beverages*

AkramKousa

### **OVERVIEW:**

there are different types of alcohol. Some are used in chemistry laboratories and industry, e.g. methyl alcohol. And others are added with drinks to become alcoholic beverages.

"Alcoholic beverages" means any liquid suitable for drinking by human beings, which contains six percent or more of alcohol by volume up to 50%.

The consumption of alcohol can have beneficial or harmful effects depending on the amount consumed, age and other characteristics of the person consuming the alcohol, and specifics of the situation.

The hazards of heavy alcohol consumption are well known and include increased risk of liver disease, hypertension, injury, violence, and death. Moreover, certain individuals who are

more susceptible to the harmful effects of alcohol should not drink at all. In addition, alcohol should be avoided by those participating in activities that require attention, skill, and/or coordination.

Alcohol may have beneficial effects when consumed in moderation. The lowest all-cause mortality occurs at an intake of one to two drinks per day. The lowest coronary heart disease mortality also occurs at an intake of one to two drinks per day.

Morbidity and mortality are highest among those drinking large amounts of alcohol.

### *Types of alcoholic beverages:*

types of alcoholic beverages and Brief description for it:

#### **A. Wines:**

Are made from a variety of fruits, such as grapes, peaches, plums or apricots. The most common wines are produced from grapes. The soil in which the grapes are grown and the weather conditions in the growing season determine the quality and taste of the grapes which in turn affects the taste and quality of wines. When ripe, the grapes are crushed and fermented in large vats to produce wine.

#### **B. Beer:**

means any malt beverage containing one-half of one percent or more of alcohol by volume. It is also made by the process of fermentation. A liquid mix, called wort, is prepared by combining yeast and malted cereal, such as corn, rye, wheat or barley. Fermentation of this liquid mix produces alcohol and carbon dioxide. The process of fermentation is stopped before it is completed to limit the alcohol content. The alcohol so produced is called beer. It contains 4 to 8 percent of alcohol.

#### **C. Whisky:**

Is made by distilling the fermented juice of cereal grains such as corn, rye or barley. Scotch whisky was originally made in Scotland. The word "Scotch" has become almost synonymous with whisky of good quality.

#### **D. Rum:**

Is a distilled beverage made from fermented molasses or sugarcane juice and is aged for at least three years. Caramel is sometimes used for colouring.

#### **E. Brandy:**

Is distilled from fermented fruit juices. Brandy is usually aged in oak casks. The colour of brandy comes either from the casks or from caramel that is added.

#### **F. Gin:**

Is a distilled beverage. It is a combination of alcohol, water and various flavours. Gin does not improve with age, so it is not stored in wooden casks.

#### **G. Liqueurs:**

means any alcoholic beverage except beer. Are made by adding sugar and flavor such as fruits, herbs or flowers to brandy or to a combination of alcohol and water. Most liqueurs contain 20-65 per cent alcohol. They are usually consumed in small quantities after dinner.

Types of alcoholic beverages		
Beverage	Source	Alcohol content (percentage)
Brandy	Fruit juices	40 - 50
Whisky	Cereal grains	40 - 55
Rum	Molasses/sugarcane	40 - 55
Wines (Port, Sherry, Champagne, etc)	Grapes (also other fruits)	10 - 22
Beer	Cereals	4 - 8

### *Calories in Selected Alcoholic Beverages:*

Beverage	Approximate Calories Per 1 Fluid Oz <sup>a</sup>	Example Serving Volume	Approximate Total Calories <sup>b</sup>
Beer (regular)	12	12 oz	144
Beer (light)	9	12 oz	108
White wine	20	5 oz	100
Red wine	21	5 oz	105
Sweet dessert wine	47	3 oz	141
80 proof distilled spirits (gin, rum, vodka, whiskey)	64	1.5 oz	96

### *Common local brews in the countries of the South-East Asia Region:*

#### **Arrack**

Is a distilled beverage, obtained from paddy or wheat. Jaggery, sugar or sugarcane is added to either of these two cereals and boiled with water.

This is allowed to ferment, after which it is distilled. This beverage contains about 50- 60 per cent of alcohol.

## Toddy

Is obtained from the flowers of a coconut or palm tree. white liquid, with a sweetish taste, oozes out of these flowers. When consumed fresh, this juice has no intoxicating effect. This liquid is collected and allowed to ferment. At times, yeast is added to hasten the process.

The fermented juice has an alcohol content of approximately 5-10 per cent.

### 1 standard drink equals:



1 standard bottle of regular beer (285ml)



1 single measure of spirits (30ml)



1 glass of wine (120ml)



1 measure of aperitif (60ml)

*Note: One unit of alcohol is equal to approximately 10 grams of absolute alcohol.*





## Reference:

DIETARY GUIDELINES FOR AMERICANS, 2005