



FOOD SERVICE-II

PRACTICAL MANUAL

CLASS - XII



CENTRAL BOARD OF SECONDARY EDUCATION

Shiksha Kendra, 2, Community Centre, Preet Vihar, Delhi - 110092, India

नया आगाज़

आज समय की माँग पर
आगाज़ नया इक होगा
निरंतर योग्यता के निर्णय से
परिणाम आकलन होगा।

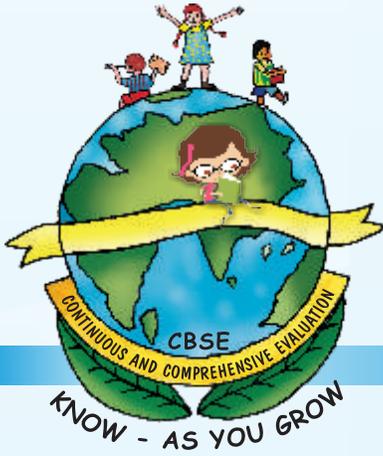
परिवर्तन नियम जीवन का
नियम अब नया बनेगा
अब परिणामों के भय से
नहीं बालक कोई डरेगा

निरंतर योग्यता के निर्णय से
परिणाम आकलन होगा।

बदले शिक्षा का स्वरूप
नई खिले आशा की धूप
अब किसी कोमल-से मन पर
कोई बोझ न होगा

निरंतर योग्यता के निर्णय से
परिणाम आकलन होगा।

नई राह पर चलकर मंज़िल को हमें पाना है
इस नए प्रयास को हमने सफल बनाना है
बेहतर शिक्षा से बदले देश, ऐसे इसे अपनाए
शिक्षक, शिक्षा और शिक्षित
बस आगे बढ़ते जाएँ
बस आगे बढ़ते जाएँ
बस आगे बढ़ते जाएँ.....





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Practical Manual

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Shiksha Kendra, 2, Community Centre, Preet Vihar, Delhi-110 092 India





Food Service-II Practical Manual Class XII

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भारत का संविधान

उद्देशिका

हम, भारत के लोग, भारत को एक ' [सम्पूर्ण प्रभुत्व-संपन्न समाजवादी पंथनिरपेक्ष लोकतंत्रात्मक गणराज्य] बनाने के लिए, तथा उसके समस्त नागरिकों को:

सामाजिक, आर्थिक और राजनैतिक न्याय,
विचार, अभिव्यक्ति, विश्वास, धर्म
और उपासना की स्वतंत्रता,
प्रतिष्ठा और अवसर की समता

प्राप्त कराने के लिए, तथा उन सब में, व्यक्ति की गरिमा और [राष्ट्र की एकता और अखण्डता] सुनिश्चित करने वाली बंधुता बढ़ाने के लिए दृढ़संकल्प होकर अपनी इस संविधान सभा में आज तारीख 26 नवम्बर, 1949 ई० को एतद्वारा इस संविधान को अंगीकृत, अधिनियमित और आत्मार्पित करते हैं।

1. संविधान (बयालीसवां संशोधन) अधिनियम, 1976 की धारा 2 द्वारा (3.1.1977) से "प्रभुत्व-संपन्न लोकतंत्रात्मक गणराज्य" के स्थान पर प्रतिस्थापित।
2. संविधान (बयालीसवां संशोधन) अधिनियम, 1976 की धारा 2 द्वारा (3.1.1977 से), "राष्ट्र की एकता" के स्थान पर प्रतिस्थापित।

भाग 4 क मूल कर्तव्य

51 क. मूल कर्तव्य - भारत के प्रत्येक नागरिक का यह कर्तव्य होगा कि वह -

- (क) संविधान का पालन करे और उसके आदर्शों, संस्थाओं, राष्ट्रध्वज और राष्ट्रगान का आदर करे;
- (ख) स्वतंत्रता के लिए हमारे राष्ट्रीय आंदोलन को प्रेरित करने वाले उच्च आदर्शों को हृदय में संजोए रखे और उनका पालन करे;
- (ग) भारत की प्रभुता, एकता और अखंडता की रक्षा करे और उसे अक्षुण्ण रखे;
- (घ) देश की रक्षा करे और आह्वान किए जाने पर राष्ट्र की सेवा करे;
- (ङ) भारत के सभी लोगों में समरसता और समान भ्रातृत्व की भावना का निर्माण करे जो धर्म, भाषा और प्रदेश या वर्ग पर आधारित सभी भेदभाव से परे हों, ऐसी प्रथाओं का त्याग करे जो स्त्रियों के सम्मान के विरुद्ध हैं;
- (च) हमारी सामासिक संस्कृति की गौरवशाली परंपरा का महत्त्व समझे और उसका परीक्षण करे;
- (छ) प्राकृतिक पर्यावरण की जिसके अंतर्गत वन, झील, नदी, और वन्य जीव हैं, रक्षा करे और उसका संवर्धन करे तथा प्राणिमात्र के प्रति दयाभाव रखे;
- (ज) वैज्ञानिक दृष्टिकोण, मानववाद और ज्ञानार्जन तथा सुधार की भावना का विकास करे;
- (झ) सार्वजनिक संपत्ति को सुरक्षित रखे और हिंसा से दूर रहे;
- (ञ) व्यक्तिगत और सामूहिक गतिविधियों के सभी क्षेत्रों में उत्कर्ष की ओर बढ़ने का सतत प्रयास करे जिससे राष्ट्र निरंतर बढ़ते हुए प्रयत्न और उपलब्धि की नई उंचाइयों को छू ले।

THE CONSTITUTION OF INDIA

PREAMBLE

WE, THE PEOPLE OF INDIA, having solemnly resolved to constitute India into a SOVEREIGN SOCIALIST SECULAR DEMOCRATIC REPUBLIC and to secure to all its citizens :

JUSTICE, social, economic and political;

LIBERTY of thought, expression, belief, faith and worship;

EQUALITY of status and of opportunity; and to promote among them all

FRATERNITY assuring the dignity of the individual and the [unity and integrity of the Nation];

IN OUR CONSTITUENT ASSEMBLY this twenty-sixth day of November, 1949, do HEREBY TO OURSELVES THIS CONSTITUTION.

1. Subs, by the Constitution (Forty-Second Amendment) Act. 1976, sec. 2, for "Sovereign Democratic Republic (w.e.f. 3.1.1977)
2. Subs, by the Constitution (Forty-Second Amendment) Act. 1976, sec. 2, for "unity of the Nation (w.e.f. 3.1.1977)

THE CONSTITUTION OF INDIA

Chapter IV A

Fundamental Duties

ARTICLE 51A

Fundamental Duties - It shall be the duty of every citizen of India-

- (a) to abide by the Constitution and respect its ideals and institutions, the National Flag and the National Anthem;
- (b) to cherish and follow the noble ideals which inspired our national struggle for freedom;
- (c) to uphold and protect the sovereignty, unity and integrity of India;
- (d) to defend the country and render national service when called upon to do so;
- (e) To promote harmony and the spirit of common brotherhood amongst all the people of India transcending religious, linguistic and regional or sectional diversities; to renounce practices derogatory to the dignity of women;
- (f) to value and preserve the rich heritage of our composite culture;
- (g) to protect and improve the natural environment including forests, lakes, rivers, wild life and to have compassion for living creatures;
- (h) to develop the scientific temper, humanism and the spirit of inquiry and reform;
- (i) to safeguard public property and to abjure violence;
- (j) to strive towards excellence in all spheres of individual and collective activity so that the nation constantly rises to higher levels of endeavour and achievement.



Preface

The latest paradigm shift in the field of education emphasizes on the skill element to be enhanced in the field of vocational as well as in the main stream of our educational system. CBSE has been striving hard to develop the competency based vocational courses in collaboration with leading industries in various sectors of economy. In the order to implement the same the Board has come out with courses that have potential job prospects for better recognition by the students and parents. It offers a flexible curriculum for inculcating & skills on the hand & provides linkages to the higher courses available in the similar fields on the other.

India's Hotel Industry is one of the fastest growing industries in the world. The Curriculum of Food Service-II introduced by CBSE from the Academic Session 2010 - 11 in class XII, will not only help in finding jobs for Board pass outs, but also create multiskilled workforce for hospitality industry. After completing the basic course, students can pursue higher Diploma/Undergraduate course offer in this sector, thereby enhancing vertical mobility in Hospitality & Tourism sector.

The Practical manual on **Food Service - II** is based on Familiarization of various Equipments like Cutlery, Crockery, Glassware etc. used in various restaurants hotels and homes. The book also describes different serving operations involved in food beverage industry/hotel. It describes about staffing in hospitality industry and their function at numerous levels. The book briefly describes services that are generally rendered in Hotels and Restaurants.

Though the scope of Food Service is very wide, yet the authors have tried their best to cover adequately the syllabus of Food Service at senior secondary level. We hope that this book will be found useful to students, in-service candidates and the teaching faculty. Any suggestion(s) to improve the textbook is welcome from both students and faculty.

The Board acknowledges the contribution made by the team of experienced authors in completing the manuscript. The Practical on Manual in Food Service II is an outcome of a series of meetings organized by the Vocational cell. The process initiated under the direction of Sh. Shashi Bhusan, Former Director (Edusat and Vocational) was completed under the guidance of Dr. Rashmi Sethi (Education Officer) and her team. A special mention of the efforts of Research Fellow, Ms. Sunaina Srivastava who carefully proof read the manuscripts. The Board duly acknowledges the role of Noida NCHMCT, for Teachinal guidance to promote the hospitality education at school level in India. I am sure this book would serve the purpose of a useful resource material for students and the teachers.

Vineet Joshi, IAS
(Chairman, CBSE)





Acknowledgements

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Chapter 1

Mise en Place (Revision from class XI)

Objectives : After completing this chapter learners would be able to :

1. Understand the meaning of mise en place.
2. Relate to activities involved in mise en place.
3. Perform the various activities that comprise mise en place.

Equipment Required :

1. Salver (Round Tray)
2. Wiping cloth
3. Tray
4. Adequate number of cutlery, flatware and hollowware required to setup the restaurant
5. Napkins
6. Glassware and crockery
7. Salt, pepper and condiments for refilling empty/used equipments

Teaching Aids : 1. Demonstration 2. Video of F&B service basics e.g. The Charlie series

Activity : Mise en place involves all such activities that ensure that the restaurant is ready for service. It involves the following activity:

1. Prepare a duty roster showing the jobs to be completed before the actual service starts and allocate the work to different staff on duty.
2. Filling up the water jugs and placing them on the side board on an underplate.
3. Stacking the sideboard with sufficient proprietary sauces like Tabasco sauce , Tomato ketchup, mustard sauce etc
4. Fill up sugar basins (bowls) with sugar cubes / sachets.





5. Keep order taking pads ready.
6. Fill up straw holders, toothpick stands and condiments tray.
7. Keep pickle/chutney/sauce boats filled ready for use.
8. Keep bread baskets ready for picking up breads.
9. Stack plates into the plate warmer
10. Lay the table according to the type of menu on offer with polished cutlery, glassware and crockery.
11. Stack the side board with sufficient extra cutlery, flatware, glassware and linen.
12. Have enough clean salvers and tray on the sideboard for the service.
13. Keep crumpling sets ready.
14. Prepare napkin folds and set the table. Keep sufficient extra napkins ready on the side board.
15. Fill up the butter dishes
16. Keep finger bowls and lemon wedges ready
17. Fill up preserve pots, mustard pots and cruet sets.
18. Stack the refrigerator with sufficient soft drinks, mineral water, beer etc
19. Ensure the sufficient ice cubes are available
20. Switch on the water cooler, geyser and water boiler
21. Prepare lemon juice, sugar syrup and fruit garnishes that may be needed for cocktails.

Points to be Remembered

1. Mise en place literally stands for “Putting in place”.
2. It involves activities undertaken for preparation of work place for ultimate smooth service.
3. Mise en place usually follows mise en scene
4. It is undertaken with the assistance of the housekeeping staff.
5. Mise en place starts just prior to service and carries on during the service time
6. Usually an area is designated in the pantry for waiters to carry out the mise en place during service hours. It involves a lot of wiping , cleaning and polishing hence sufficient wiping cloth is kept ready near the mise en place area





HANDLING OF CUTLERY AND CROCKERY

(1)



Wiping a plate

(2)



Wiping spoons

(3)



Wiping glass wares

(4)



Carrying Clean glasses to the side board

(5)



Well stacked sideboard
(a) Cutlery Storage

(5)



Well stacked sideboard
(b) Plate and Crockery Storage







Chapter 2

Silver Service/Serving Lunch- Revision

Objectives : After completing this module learners would be able :

1. To know service of various types of food.
2. To understand the rules of silver service.
3. To execute silver service from various types of hollowware in which food is presented by kitchen.
4. To clear used plates and dishes.
5. Keep order taking pads ready.

Equipment Required :

1. A training restaurant.
2. Well stocked sideboard.
3. An attached kitchen and a pantry to dispense food and beverage.

Teaching Aids :

*Demonstration

*Mock practicals followed by luncheon service in the training restaurant

*Food may be picked up from the training kitchen and served to faculty and staff for a live experience

*Videos on food and beverage service

*LCD projector

Activity : Remember the following rules:

1. Empty plates are placed from the right.





2. Hot food is served on pre - warmed plates. Cold food is served on a cold plate.
3. Silver service is done from the left.
4. While serving from the left, present the food, put your left leg forward so you can go close to the guest plate, bend and serve onto the plate.
5. Serve in small quantities, do not heap food onto the guest plate.
6. Clearance is done from the right.
7. Glasses are placed from the right.
8. Drinks including water are served from the right.
9. Used glassware is cleared from the right.

Silver Service Procedure:

STAGE 1. Ensure The Appropriate Food Being Served

- check the food being picked up with the waiter copy of KOT
- ensure that the portion are correct
- the hollowware used should be cleaned and adequate
- ask the chef the name of the food accompaniment, in case, you are in doubt

STAGE 2. Sequence of Service

If some guest are to be served cold food and others on a table have ordered hot food do not pick up two orders together serve the cold dishes first.

STAGE 3. Presenting the Food

Present each dish to the host for approval and announce it so as to confirm it was ordered. If the table is large present it at the other end also before actual service.

STAGE 4. Carrying the Entrée Dish

- Carry an oval dish length wise on your palm protect your arm with a folded waiter cloth.
- Do not handle dishes hot or cold without the waiters cloth .For larger dishes stretch out your finger under the dish to gain better control .





STAGE 5. Serving from the Entrée Dish.

- stand on the left of the guest.
- put your left foot towards the table.
- bend & bring the dish adjacent to the guest plate.
- serve with the service spoon & service fork as practiced in the module 12.

STAGE 6. Serving from a Platter

- Ensure that the guest have been given warm plates.
- serve from the left side of the customer.
- hold spoon & fork adjacent to one another & serve similar to that from the entrée dish.

STAGE 7. Serving from a Deep Holloware

- Place the dish on an under plate.
- ensure that you serve on a warm plate.
- carry a stack of warm plates on a waiters cloth.
- serve with service spoon & fork similar to the entrée dish.
- use separate spoon & fork for each dish.
- since deep holloware are used for serving liquid or gravy dish take care that when serving you do not spill on the rim of the guest plate.

STAGE 8. Portioning Food on the Plate

- Fish or meat is served on a lower center of the large plate.
- sauces and accompaniments at the top right 2'O clock position.

STAGE 9.

Use salvers to serve coupe based dishes, Cups, glasses and beverages. As also clear the same on salvers.





Points to be Noted :

1. Only practice can make a waiter confident to serve on a guest table.
2. Before serving real time serve & practice regularly in a mock practical session.
3. Silver service is the basic art of high class service. A waiter efficient in this form of service can adapt to all other types of service.

(1)



Silver service from an entrée dish

(2)



Silver service from a platter





Chapter 3

Handling of Tray and Salver - Re Cap from Class XI

Objectives : At the end of this chapter learners would be able to

1. Confidently use a salver
2. Confidently use a tray
3. Distinguish where to use a tray and where a salver should be used

Equipment Required

1. Salver 2. Different commonly used trays

Teaching Aids:

1. Practical demonstration 2. AV aids like F&B(s) related movies, LCD Projection on F&B skills.

Activity :

1. Using salvers

2. A serviette folded in $\frac{1}{4}$ lengthwise is worn over the sleeve before Holding a salver.
3. A salver is conveniently used to carry drinks, soups, hot beverages like tea, coffee, soft drinks, ice creams etc. and for carrying clean Glass, cutlery and flatware from the dish wash to the sideboard.
4. Hold a salver on your left hand (in case you are a right hander) and away from your body, never in front of you.
5. Clearance of glassware , centre appointments, napkins , etc are also done on a salver.

The trays used in F&B(s) department are :

1. **Tea Tray:** used for service of tea/coffee to rooms in the room service department
2. **Continental Tray:** Used for serving the continental breakfast
3. **American Tray:** used for serving the American breakfast, carrying food from the kitchen to the sideboard and for clearance of used entrée dishes and hollowware from the sideboard to the kitchen.





4. Salvers are carried on the left palm with the hand right below the centre of the salver.
5. Trays are carried by holding them with both hands, when carrying for short distance.
6. Loaded trays are carried either on the left shoulder for right-hander's (see picture A & B) or on the trolleys to the floors.
7. American trays may also be used to carry pre-plated food from the kitchen to the sideboard prior to service

Points to be Noted :

1. Trays and salvers should be either the anti-skid variety or should have a tray cloth / salver cloth on them to prevent slipping.
2. Clean salvers and the trays regularly as they are used in food service.
3. Practice carrying loaded salvers and trays as only this shall ensure confidence
4. Keep salvers away from the guest while serving
5. Lifting and bringing down trays to and from the shoulder is another skill that needs to be perfect.
6. Salvers should always be carried on one arm, whereas trays are carried either with both hands or over the shoulder.

(A)



Carrying a Salver

(B)



Carrying a Tray





Chapter 4

Rules for Laying a Guest Table

Objectives : At the end of this chapter learners would be able to

1. Lay a Table d'hôte and a la carte (As per card/menu) cover for the different meals
2. Understand the do's and don't of table laying

Equipments :

1. Table 2. Table Cloth 3. Napkins 4. Cutlery 5. Flatware 6. Hollowware
7. Glassware & Crockery required for basic food service

Teaching Aid : 1. Demonstration 2. Practice session 3. Lunch table set up for service of the meal

Activity:

1. Plan some standard Table d' hote (fixed) menu & try to set the cover required for all of the them
2. Also set up covers for a standard a la carte menu in a coffee shop & multi cuisine restaurant

The activity need a lot of personalized attention & practice. The following should be in kept in mind in this activity.

1. Put table & chairs in position & see to it that they are not wobbling. Nothing is worse than making your guest sit on a wobbling table.
2. Ensure that the table & chairs are well cleaned
3. Check if the baize is in position.
4. The standard height of a restaurant table is 30” & that of a chair is 18” from bottom to seat.
5. Lay the table cloth squarely with its centre fold forming a clean line down the middle of the table it should have a fall of 9” - 12 “ on all sides. Ensure that the table cloth & linen is well cleaned & ironed. A decorative piece like a flower bud in a budvase is needed on all table .Avoid strong smelling flower which would interfere with the flavor of the food





6. Crockery , cutlery , flatware & glassware used on the cover should be spotlessly clean
“A cover is the space required for placing all the silver, china, glasses and linen for one person “.
The standard of a cover is 24” by 18” inches a specialty restaurant & 22” by 15 “in a coffee shop.
7. The silver placed on a table are placed from outside to inside. Only silver needed for a meal are placed on a cover.
8. Knives & spoon are placed on the right of the cover where as the fork are placed on the left .In exceptional cases the forks & spoons may interchange example spaghetti, noodles , omelette etc however knives should never be placed on the left of the cover.
9. The silver & glassware should be brought from the side board on a salver & never with bare hands. They should be handled with a waiter's cloth. Salver & trays should have a tray or salver cloth on them to reduce skidding. Today anti skid tray are also available in the market .Silver should be handled only with their handles & never on the blades. Similarly hold glass at their base & never on the bowl.
10. Not more than 3 knives can be placed on the cover.
11. The water glass is placed on the tip of the large knife.
12. The butter dish is placed adjacent to the centre appointments budvase & cruet set. Place a butter knife alongside the butter dish.
13. A napkin is placed at the centre of the cover in an attractive fold. Tall fold are meant for dinner where as flat fold & short fold are for lunch .
14. All silver & crockery are placed half inch away from the edge of the table.
15. A quarter plate is placed on the left of the cover with its logo facing the customer. A side knife is placed on this plate with its cutting edge facing away from the cover
16. Lay covers exactly opposite to one another.
17. The logo on the centre appointments should face the main door.
18. All plates placed for service should have their logo facing the customer.
19. The cutting edge of all knives should face the same direction that means in wards, towards the cover with only the side knife being on the left facing away from the cover.
20. Do not repeat cutlery next to one another.





21. When a menu is long, lay up to the main course & after clearance of main course bring the cutlery needed for the subsequent courses from the side board.
22. The dessert indicator is placed on the top of the cover with the spoon above of the fork spoon handle to the right & fork handle going to the left.
23. For every silver placed on the right of the cover there needs to be something on the left. The general exception to this rule is the soup spoon although there are some classical hors d'oeuvre (Appetiser dish) which need special services which may be in exception to this general rule.
24. Tea spoon, coffee spoon are always passed with the cups & are never placed on the cover.

Points to be Remembered :

1. The rules of table laying are general indicators.
2. Establishments do change them for the sake of convenience.
3. These rules only help in bringing uniformity & standardization. They are general indications to help you set neat, balanced covers.
4. Do not over emphasize on rules & sacrifice conveniences.

(1)



A cover for an A La Carte Restaurant

(2)



A cover with water & wine glasses





Chapter 5

Room Service Tray and Trolley Set Up

Objectives : After completing this module learners would be able :

1. To set up room service trays for various orders
2. To set up a room service trolley for a large order
3. To carry room service trays up stairs.

Equipment Required :

1. A room service work area
2. Room service trays and trolleys
3. An easy access to stairs and lift

Teaching Aids :

- *Demonstration
- *Mock practical followed by mock service in different departments of the institute
- *Food may be picked up from the room service area and served to faculty and staff in other departments for a live experience
- *Videos on food and beverage service
- *LCD projector

Activity : Remember the following rules:

1. In room service food is carried to his room which is distant from the pick up area.
2. Anything forgotten or missed during pick up will definitely lead to a complaint.
3. Trays are best carried over the shoulder, rather than by two hands as is in restaurant service.
4. Ensure that the weight and balance of the tray is correct before lifting a tray.
5. Practise until you can carry a loaded tray with one hand and bring it down from your





shoulder before attempting to serve guests as one hand needs to be free to open and knock doors.

6. Remember to take a senior along with you to rooms a few times before you pick up and serve an order alone.
7. Always knock doors and seek permission for entry as rooms are private area.

ROOM SERVICE PROCEDURE :

STAGE 1. Ensure the Correctness of the Tray / Trolley set up

- check the mise en place in terms of cutlery and crockery required for the service of an order.
- ensure that the portion and food picked up are correct by comparing it with the KOT being served.
- ask the chef the name of the food accompaniment in case you are in doubt

STAGE 2. Sequence of Service

- Carry the food up to the guest room on an elevator and in case the elevator is not available up the stairs as food would get cold quickly.
- Knock the door and wait for a permission to enter the room.
- Wish the guest according to the time.

STAGE 3. Presenting the Food

Place the tray on the dining table and ask the guest if he would want to have his table set up immediately. Set the dining table if the guest is ready for his meal. Many a time guests ask the waiter to leave the tray so that they can have their meal in privacy. In either case ensure that the guest knows that his entire order has been served. Get the guests signature on the bill by presenting the same in a bill folder.

STAGE 4. Clearance of DIRTIES

Food left uncleared tends to stink in the room and also blocks equipments needed for service of other rooms. The room service waiter has to ensure that he clarifies before





leaving a guest room. Clearance has to be prompt as guests tend to relax after a meal and hate to be disturbed. However if a room is not cleared on time guests may leave it on the floor corridors or even turn in with all the equipments locked for a long time.

POINTS TO BE NOTED :

Room service is a slow form of service

It is manpower intensive

It tends to create more complaints as the back up other staff and a side board is not available.

Planning needs to be meticulous.

Only trained staff should be allowed to go to rooms as the service is in close quarters .



Carrying a Room service tray







Chapter 6

Setting up Various Buffets

Objectives : After completing this unit learners would be able :

1. To set up different types of buffet (Food display on a large table) in a space.
2. To understand the layout and movement flow of guests and staff in the different types of buffet.
3. To appreciate the advantages and suitability of the various buffet set ups.

Equipment Required :

1. A banquet hall or a large restaurant.
2. Different types of tables with foldable legs so as to facilitate movement, stack ability, storage.
3. Stack able chairs with a chair trolley to facilitate movement of seating and buffet layouts.
4. Chaffing dishes, entrée dishes, platters, salad mirrors, blocks to raise the level of the counter display items, frills and buffet cloth for the buffet counter, tent cards, service equipments for the buffet counter.

Teaching Aids :

- *Demonstration
- *Mock practical involving setting up of different types of buffet
- *Theme lunches to be organized by students as an assessment practical with invitees wherein various buffet counters may be set up and manned by students.
- *Videos on food and beverage service
- *LCD projector

Activity : Remember the following rules:

1. Buffets are used to serve a large gathering of guests and are set up for a minimum of 15 guests.





2. Finger buffets are informal; require only platters set on counters with snacks served. The guests are expected to eat with their fingers; hence food has to be bite sized.
3. Fork buffets are commonly used in conference lunch/dinners, involve meals where guests eat standing using a fork only. Hence, food on offer is in small pieces, mostly boneless, so that the guest can hold the plate in one hand and eat with the other.
4. Sit down buffets have a seating arrangement, and counters from where guests can pick up the food and dine on tables. Starters and beverages are usually served by waiters on the table.
5. Display buffets are counters which display the food being served in a restaurant from where the guest may decide whether he wishes to dine in that particular restaurant.
6. Cold buffets are set up to promote dishes served cold like salads, forcemeats, cold soups, entremets, and some main course dishes served cold.
7. Cover the buffet with a satin frill and lay a buffet cloth on top of the counter. Use blocks to raise the level of food presented so as to increase eye appeal.
8. Have a centre piece of a vegetable, ice, butter carving to enhance the attractiveness of the buffet display.
9. Ensure food is served at the right temperature by presenting hot dishes in chafing dishes with fuel pots to keep the food warm. Cold dishes are presented on a bed of ice or in refrigerated counters.
10. Tent cards with the name of dishes should be placed in front of each dish to help guests appreciate the food on offer.

Buffet Procedure :

Buffets are laid and kept ready at least 20 minutes prior to opening the restaurant.

During night and for outdoor buffets spot lighting and canopy are used to highlight the buffet counter.

Buffets are well spread with separate counters for the main course, starters, and salads, desserts so as to spread the guests and ensure easy flow of guests.

Spare fuel pots are kept ready to ensure fuel does not run out at any point of time during the service period.

Enough mise en place has to be kept ready as during peak hour food pick up and clearance take up most of the time.





Allot staff duties before the buffet is opened so that each function like counter duty, food pick up, clearance, setting up of tables, starter and beverage service, are all allotted according to experience and importance.

During parties the snacks and beverages may be served by waiters on platters and salvers.

Buffets are usually charged per person and there is no restriction on portions.

Food presentation, garnish, carvings, adequate refilling etc are very important.

Points to be Noted :

Buffets are the fastest form of food service.

Buffets are more informal as compared to fine dining restaurants.

Buffets have become very popular with modern conferences.

Buffets have lesser food costs when served in large numbers.

Food on buffets tends to lose quality and hence has to be picked up in limited quantity.

Buffets are priced as a whole.

Buffets offer a large choice to the customer and are fast, hence are preferred for breakfast and lunch, though for dinners even today, table service is preferred.



A Buffet Set - Up







Chapter 7

Service of Indian Regional Dishes

Objectives : After completing this unit learners would be able :

1. To set up a guest table for service of Indian menu
2. To differentiate Indian food service from the Continental food service
3. To serve guests Indian food in a fine dining atmosphere

Equipment Required :

1. A training restaurant
2. A kitchen facility for preparation of Indian dishes
3. Basic cutlery , crockery, flatware, hollowware and glassware for table set up
4. Special equipments like Bread baskets, small tawa, handi, seekhs etc required to serve speciality Indian food if proposed on the menu.

Teaching Aids :

- *Demonstration
- *Mock practical to teach students table set up for Indian menu.
- *Lunch service for staff by students on a rotational basis so that students hone service skills required for Indian dishes.
- *Theme lunches to demonstrate and understand the various Indian regional cuisines and how service differs for different food across the country.

Activity : Remember the following rules:

1. Many Indian starters are served pre plated. All pre plated food is to be served from the right.
2. For an Indian cover a side knife is not required as Indian soups are not accompanied by bread rolls.
3. For Indian food the centre appointments i.e. ABC is supplemented by traditional accompaniments like Achar, pickled onions,





4. Kebabs, the most favoured starters are served with mint chutney; also most starters have traditional accompaniments which are mostly pre plated along with the food.
5. The Indian table set up has an additional spoon on the cover known as the rice spoon rice in a variety of forms is an essential part of Indian food.
6. Indian breads are most often tandoori breads which are served from a bread basket. All dishes are presented in small handis and tawas depending on whether they have gravy or are served dry.
7. Most Indian sweets are traditionally served in earthen ware and are best served in small pots or at best in bowls. Hence most often an Indian cover would do away with a Dessert indicator as the Bowls are presented on an under liner with a tea spoon passed.
8. For Indian food service, finger bowls are passed after clearance of the main course as hands are almost always used to eat the food, especially the Indian breads.
9. Ideally at the end of the meal, Indian cuisine is best concluded by presentation of either the Hookah- A traditional smoking device or Paan a betel leaf digestive.
10. The service equipments needed in an Indian restaurant is much more than the continental restaurant as an Indian main course does not comprise of a single dish and in fact is made of Non vegetarian and vegetarian options served as side dishes with the rice and bread choices.
11. Common accompaniments to be served with Indian food are green salad, raita/cucumber, /kosambiri, papad either fried or roasted, curd/butter-milk.
12. Some traditional Indian beverages like Jaljeera/Aam ka panna/ lassi/ rooh afzah etc are served during the early part of the meal, in special glasses.
13. Indian food is flavourful; hence use of flour dough to seal rice items as in Dum preparations.

Service Procedure :

After seating guests, orders are solicited, a welcome drink usually served chilled. The welcome drink is served from the right.

The Indian meal consists of a starter, a soup, an extensive and elaborate main course and a dessert.





Indian starters include kebabs, chats, Pakoras etc most of which are served traditionally with chutneys of different types.

The Indian soup is also called Shorba, a spicy hot soup often served unstrained.

The main course is silver served as mentioned earlier.

After clearance of main course finger bowls with lukewarm water and a slice of lemon need to be served for guests to clean their hands.

The dessert is subsequently served. A choice of masala chai or the south Indian filter coffee may be offered at the end of the meal.

The paan is offered to the guest along with the bill.

Points to be Noted :

Indian food varies greatly from one part of the country to the other.

The equipments needed for service therefore varies greatly depending on the region of Indian food being served.

The dress code of staff in the Indian restaurant also varies greatly depending on the region being portrayed. Thus a Punjabi restaurant dress code, décor and atmosphere is very different from say a Chettinad restaurant from South India.

Indian food is becoming very popular across the globe. This means that the demand for staff in Indian restaurants is also on the rise. Hence, sufficient exposure to the various regional Indian cuisines (cooking) is very important in catering education today.



Pre-plated service of an Indian sweet dish







Chapter 8

Dining Etiquettes & Table Manners

Objectives : After completing this unit learners would be able :

1. To comprehend what table etiquettes mean
2. To understand the importance of table manners in modern fine dining
3. To relate to the sequence of service expected during formal table service

Equipment Required :

1. A training restaurant for conducting mock practicals.

Teaching Aids :

- *Demonstration
- *Mock practical
- *Lunch service for staff.
- *Students in small batches told to eat along with the staff so that they can appreciate the dining experience as a guest.
- *Video clippings on eating etiquettes
- *Video show on table manners like the Charlie series...

Activity : Remember the following rules :

At a private dinner party:

The meal begins when the host or hostess unfolds his or her napkin. This is your signal to do the same. Place your napkin on your lap, completely unfolded if it is a small luncheon napkin or in half, lengthwise, if it is a large dinner napkin. Do not shake it open.

The napkin rests on the lap till the end of the meal.

The host will signal the end of the meal by placing his or her napkin on the table. Once the meal is over, you too should place your napkin neatly on the table to the left of your dinner plate. (Do not refold your napkin, but don't wad it up, either.)





When to start eating :

In a restaurant :

Wait until all are served at your table before beginning to eat.

At a private dinner party :

When your host or hostess picks up their fork to eat, then you may eat. Do not start before this unless the host or hostess insists that you start eating.

How to use your silverware and dinnerware :

Use the silverware farthest from your plate first.

Here's the Silverware and dinnerware rule:

Eat to your left, drink to your right. Any food dish to the left is yours, and any glass to the right is yours.

Starting with the knife, fork, or spoon that is farthest from your plate, work your way in,

using one utensil for each course. The salad fork is on your outermost left, followed by your dinner fork. Your soup spoon is on your outermost right, followed by your beverage spoon, salad knife and dinner knife. Your dessert spoon and fork are above your plate or brought out with dessert. If you remember the rule to work from the outside in, you'll be fine.

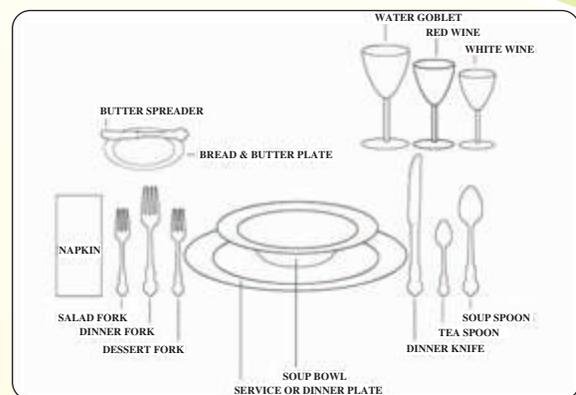
Knife in right hand, fork in left hand. Eat food with fork still in left hand, with the prongs curving downward. Both utensils are kept in your hands with the tines pointed down throughout the entire eating process. If you take a drink, you do not just put your knife down, you put both utensils down into the resting position: cross the fork over the knife.

Once used, your utensils, including the handles, must not touch the table again. Always rest forks, knives, and spoons on the side of your plate.

For more formal dinners, from course to course, your tableware will be taken away and replaced as needed.

To signal that you are done with the course, rest your fork, tines up, and knife blade in, with the handles resting at five o'clock and tips pointing to ten o'clock on your plate.

Any unused silverware is simply left on the table





General social and dining etiquette rules:

Follow whatever dress code is requested on the invitation or suggested by the host/hostess.

Arrive at least 10 minutes early unless otherwise specified. Never arrive late!

It is proper to bring a small hostess gift, one that the hostess is not obliged to use that very evening. Gifts such as flowers, candy, wine, or dessert, are not good hostess gifts, as the hostess will feel that it must put it out immediately. You must not never expect your gift to be served at the dinner party.

At a dinner party, wait for the host or hostess sits down before taking your seat. If the host/hostess asks you to sit, then do. At a very formal dinner party, if there are no name cards at the table, wait until the host indicates where you should sit. The seating will typically be man-woman-man-woman with the women seated to the right of the men.

Sometimes a toast is offered. Always join in with a toast. If the host stands up during the toast, also stand up.

Serving tea or coffee signifies that the formal part of the evening is over. Guests may now feel free to leave, or linger if the host or hostess encourages them to do so.

After a formal dinner party, a thank you note should be sent to the hostess.

Points to be Noted :

Formal sit down functions need the highest level professionalism

Many organizations today, train their staff, outbound to travel overseas, so that they are aware of eating etiquettes.

Coffee shops, standing buffets, cafes, etc are not as formal as fine dining restaurants and formal sit down dinners.

However the general and social dining etiquettes mentioned in the last section are universally applicable for all diners.







Chapter 9

Pantry Operations

Objectives : After completing this unit learners would be able to :

1. Know the equipments used in a pantry.
2. Understand the role of , and the main activities undertaken by a good pantryman.
3. Comprehend the main dishes served from a pantry and the service of each.

Equipment Required :

1. A mock pantry set up with distinct area like:

Still Room :

1. Refrigerator
2. Coffee Machine
3. Water boiler
4. Milk boiler
5. Large double sink
6. Tea dispenser
7. Salamander
8. Bread slicer
9. Plate warmer
10. Working area
11. Storage cupboard
12. Juicer
13. Mixer
14. Blender
15. A small gas range
16. Storage racks
17. Ice cream machine





Silver Room or Plate Room

1. Shelves
2. Cupboards
3. Storage Racks
4. Working Table
5. Storage drawers
6. Silver cleaning machine (optional)
Eg. Burnishing machine
OR
Polivit machine

Dishwash Area :

1. Three tank manual dish wash section
OR
DISH Washing machine
2. Glass washer
3. Racks for storing detergents, soap oil
4. Cupboard for mops, scrubbers, brooms, sanitizers etc.
5. Large Rubber shoes for utility workers / cleaners

Hotplate

1. Aboyeurs (Announcer) desk
2. Hot Counter
3. Cold Counter
4. Plate Warmer
5. Storage racks
6. Working area (maple board)
7. Griller
8. Deep fat fryer
9. Open range
10. Microwave





Mise - En-place Area / Service Pantry Area

1. Dirty linen collection box
2. Wiping area
3. Bottle coder
4. Refrigerator
5. Ice cube machine
6. Water cooler

Teaching Aids :

1. Presentations on Pantry operations.
2. Visit to a nearby hotel to understand the layout of a good pantry.
3. On hands preparation of basic pantry dishes for service at the school.

Principal Activities & Responsibilities of a Good Pantryman:

- Check daily forecast for functions for that day and evening and for the following days.
- Inform Sous Chef of any abnormalities.
- Inform the Sous Chef of food items needed ordered for forth-coming functions.
- Set up and prepare dressings and salads, sandwiches for lunch, dinner and banquet functions prior to service.
- Prepare rooms amenities and cheese boards for outlets.
- Inform stewards of glassware or tableware needed for each function.
- Always ensure a sufficient back up of foods on hand during hours of operation for buffet.
- Clean and sanitize electrical equipment after each use.
- Ensure station is cleaned and properly stocked for on-coming shift.
- Remain current on facility Disaster Plan and act accordingly.
- Work safely and efficiently, utilizing safe equipment, techniques, and products.
- Be cordial to all Team Members.
- Communicate effectively both orally and in writing.
- Maintain a good attendance record.
- Other duties as directed by management





Service Procedure :

The following are some common pantry dishes:

5.6 PANTRY DISHES - SERVICE AND ACCOMPANIMENTS

Sl.No.	Dish Particulars	Accompaniment	Cover Require
1	Tea	Milk, Sugar, lemon slices if served black	- Tea Cup on a Saucer - Tea Spoon passed - Creamer - Sugar basin (Pot) - Tea strainer with stop basin
2	Coffee	Milk, Sugar	- Breakfast cup on saucer with T-spoon passed OR - Demitasse (half/small) cup on a demitasse saucer with a coffee spoon passed coffee pot creamer sugar basin
3	Toast / Breakfast rolls	Butter curls Preserves like Jam, Marmalade or honey	- Butter dish with butter knife preserve pot on underliner with T.spoon Toast - Rack or Toast in a bread basket and Breakfast rolls
4	Grilled Sandwich / Plain Sandwich/ canapés (small size snacks)	Cole slaw salad, Tomato ketchup	½ Plate, Ap knife AP Fork Salad and ketchup in bowls on ¼ Plate with T spoon passed. Salt, pepper and mustard cruet
5	Fresh fruit juice / canned juices	Castor Sugar	Club goblet on a ¼ Plate, T spoon passed
6	Tomato Juice (canned)	Salt, pepper, Worcester shire sauce	Club Goblet or Pony tumbler on a ¼ Plate, T spoon passed cruet set, W sauce bottle





7	Porridge	Sugar	Served hot or cold in a cereal bowl on a ¼ Plate dessert spoon on a cover
8	Breakfast Cereals	Hot Milk, Cold Milk Sugar	Cereal bowl on ¼ plate, dessert spoon, creamer with hot / cold milk, sugar basin
9	Vegetable Cutlets / finger chips fish fingers	Tomato ketchup, coleslaw salad (optional)	½ Plate, AP knife, AP fork
10	Boiled Eggs	Salt, Pepper	Eggs cups in ¼ plate with egg spoon or tea spoon passed extra ¼ plate for the shells
11	Eggs to order (Omelette, fried egg, poached egg, scrambled egg)	Salt, pepper, Tomato sauce, Hash brown potato, Grilled tomato, (bacon rashers-optional)	½ Plate, AP spoon, AP Fork
12	Ice creams	Choice of sauces, syrups, slushes, fruits as per order.	Ice cream bowl/Parfait glass on a ¼ plate with a tea spoon/sundae spoon passed.
13	Milk shakes	Ice cream/cream as per order	Tall glass like a pilsner/ Collins/slim Jim on a ¼ plate with a sundae spoon passed.
14	Milk shakes	Ice cream/cream as per order	Tall glass like a pilsner/ Collins/slim Jim on a ¼ plate with a sundae spoon passed.





Points to be Noted :

1. Pantry is one of the main functional area during the night after the main kitchen closes.
2. It is one the sections open 24/7 in the hotel.
3. Cleaning a pantry thus has to have a special schedule.
4. Pantry is an ancillary department located between the kitchen and the restaurant.
5. The main sections in a good pantry are :
 - a. STILL ROOM
 - b. SILVER ROOM OR PLATE ROOM
 - c. DISHWASHAREA
 - d. HOTPLATE
 - e. MISE - EN-PLACE AREA / SERVICE PANTRY AREA



A Sink type manual dishwash





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