INTRODUCTION INTO CATERING INDUSTRY

Учебное пособие по дисциплине «Профессионально ориентированный иностранный язык» для студентов ФКТИ

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Настоящее электронное учебное пособие состоит из 9 разделов, каждый из которых включает оригинальные тексты со специально разработанными упражнениями. Пособие направлено на совершенствование навыков чтения, письма, говорения и перевода по вопросам профессиональной тематике в сфере ресторанный индустрии.
Может быть использовано в качестве основного или дополнительного материала при обучении профессионально ориентированному английскому языку в неязыковом вузе.
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### LESSON 1

**INTRODUCTION INTO CATERING INDUSTRY**

**Focus Vocabulary**

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<tbody>
<tr>
<td>diverse – разнообразный</td>
<td>a centralized commercial food production kitchen – централизованная коммерческая кухня по производству продуктов питания</td>
</tr>
<tr>
<td>a bewildering array of jobs – огромное разнообразие работ</td>
<td>reservation and overflow seating – бронирование мест и полная посадка</td>
</tr>
<tr>
<td>an institutional area – институционная сфера (университет, колледж)</td>
<td>a freestanding commissary – автономная кухня</td>
</tr>
<tr>
<td>to encompass – включать в себя</td>
<td>last-minute preparation – последние приготовления</td>
</tr>
<tr>
<td>‘on-premises’ catering – ресторанное обслуживание на территории предприятия общественного питания</td>
<td>insulated containers – изотермический контейнер (сохраняет тепло)</td>
</tr>
<tr>
<td>‘off-premises’ catering – выездное ресторанное обслуживание</td>
<td>serving personnel – обслуживающий персонал</td>
</tr>
<tr>
<td>delivery of food and beverage – доставка еды и напитков</td>
<td>at an additional charge – за дополнительную стоимость</td>
</tr>
<tr>
<td>competitive and profitable price – конкурентоспособная и рентабельная цена</td>
<td>on-site – на месте</td>
</tr>
<tr>
<td>to meet and exceed the customer’s perception – соответствовать и превосходить ожидания клиентов</td>
<td>a multiplicity of venues – разнообразие мест</td>
</tr>
<tr>
<td>health care facilities – учреждения здравоохранения</td>
<td>amenities – удобства</td>
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<tr>
<td>a reception – прием</td>
<td>to maximize their potential revenue – повысить потенциальный доход</td>
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<td></td>
<td>in the vicinity of – в близи от</td>
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<td></td>
<td>halts - остановки</td>
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</table>
on the physical premises – на территории предприятия общественного питания in a remote location – в отдаленном месте (вне предприятия общественного питания) charity events – благотvolentельные мероприятия

tedious - утомительный to suit every pocket – подходит для любого бюджета eateries – закусочные at a predetermined price – по заранее оговоренной цене palatable – аппетитный

1.1 INTRODUCTION

Hospitality is probably the most diverse but specialized industry in the world. It is certainly one of the largest, employing millions of people in a bewildering array of jobs around the globe. Sectors range from the glamourous five-star resort to the less fashionable, but arguably more specialised, institutional areas such as hospitals, industrial outfits, schools and colleges. Yet of these many different sectors, catering has to be the most challenging. Whatever the size of the catering operation, the variety of opportunities available is endless. “The sky is the limit with catering”.

1.2 CATERING INDUSTRY

The food service industry (catering industry in British English) encompasses those places, institutions and companies that provide meals eaten away from home. This industry includes restaurants, schools and hospital cafeterias, catering operations, and many other formats, including ‘on-premises’ and ‘off-premises’ caterings. Catering is a multifaceted segment of the food service industry. There is a niche for all types of catering businesses within the segment of catering. The food service industry is divided into three general classifications: commercial segment, non-commercial segment, and military segment. Catering management may be defined as the task of planning, organizing, controlling and executing. Each activity influences the preparation and delivery of food, beverage, and related services at a
competitive, yet profitable price. These activities work together to meet and exceed the customer’s perception of value for his money.

1.3 CATERING SEGMENTS

Catering management is executed in many diverse ways within each of the three segments. The first, commercial segment, traditionally considered the profit generating operation, includes the independent caterer, the restaurant caterer, and the home-based caterer. In addition, hotel / motel and private club catering operations are also found in this category.

<table>
<thead>
<tr>
<th>FOOD SERVICE CATERING INDUSTRY</th>
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<tr>
<td><strong>Commercial Segment</strong></td>
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<tr>
<td>2. Hotel/Motel Caterers</td>
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<td>3. Privat Clubs</td>
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<td>4. Restaurants / Catering Firms</td>
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The figure above, illustrates how the food service catering industry is segmented. The non-commercial segment, or the ‘not-for-profit’ operations, consists of the following types of catering activities: business / industry accounts, school, college
and university catering, health care facilities, recreational food service catering, social organizations and transportation food service catering. The military segment encompasses all catering activities involved in association with the armed forces and/or diplomatic events.

1.4 TYPES OF CATERING

There are two main types of catering on-premises and off-premises catering that may be a concern to a large and small caterer. On-premise catering for any function – banquet, reception, or event – that is held on the physical premises of the establishment or facility that is organizing/sponsoring the function. On-premise catering differs from off-premise catering, whereby the function takes place in a remote location, such as a client’s home, a park, an art gallery, or even a parking lot, and the staff, food, and decor must be transported to that location. Off-premise catering often involves producing food at a central kitchen, with delivery to and service provided at the client’s location. Part or all of the production of food may be executed or finished at the location of the event. Catering can also be classified as social catering and corporate (or business) catering. Social catering includes such events as weddings, bar and mitzvahs, high school reunions, birthday parties, and charity events. Business catering includes such events as association conventions and meetings, civic meetings, corporate sales or stockholder meetings, recognition banquets, product launches, educational training sessions, seller-buyer meets, service awards banquets, and entertaining in hospitality suites.

1.4.1 On-Premise Catering

All of the required functions and services that the caterers execute are done exclusively at their own facility. For instance, a caterer within a hotel or banquet hall will prepare and cater all of the requirements without taking any service or food outside the facility. Many restaurants have specialized rooms on-premise to cater to the private-party niche. A restaurant may have a layout strategically designed with
three separate dining rooms attached to a centralized commercial food production kitchen. These separate dining rooms are available at the same time to support the restaurant’s operation and for reservation and overflow seating. In addition, any of the three dining rooms may be contracted out for private-event celebrations and may require their own specialized service and menu options. Other examples of on-premise catering include hospital catering, school, university / college catering.

1.4.2 Off-Premise Catering

Off-premise catering is serving food at a location away from the caterer’s food production facility. One example of a food production facility is a freestanding commissary, which is a kitchen facility used exclusively for the preparation of foods to be served at other locations. Other examples of production facilities include, but are not limited to, hotel, restaurant, and club kitchens. In most cases there is no existing kitchen facility at the location where the food is served. Caterers provide single-event foodservice, but not all caterers are created equal. They generally fall into one of three categories:

**Party Food Caterers:**

Party food caterers supply only the food for an event. They drop off cold foods and leave any last-minute preparation, plus service and cleanup, to others.

**Hot Buffet Caterers:**

Hot buffet caterers provide hot foods that are delivered from their commissaries in insulated containers. They sometimes provide serving personnel at an additional charge.

**Full-Service Caterers:**

Full-service caterers not only provide food, but frequently cook it to order on-site. They also provide service personnel at the event, plus all the necessary food-related equipment – china, glassware, flatware, cutlery, tables and chairs, tents, and so
forth. They can arrange for other services, like décor and music, as well. In short, a full-service caterer can plan and execute an entire event, not just the food for it.

1.5 TYPES OF CATERING ESTABLISHMENTS

Various catering establishments are categorised by the nature of the demands they meet. The following are some of the catering establishments.

1.5.1 Restaurant

A restaurant is an establishment that serves the customers with prepared food and beverages to order, to be consumed on the premises. The term covers a multiplicity of venues and a diversity of styles of cuisine. Restaurants are sometimes also a feature of a larger complex, typically a hotel, where the dining amenities are provided for the convenience of the residents and for the hotel to maximize their potential revenue. Such restaurants are often open to non-residents also.

1.5.2 Transport Catering

The provision of food and beverages to passengers, before, during and after a journey on trains, aircraft and ships and in buses or private vehicles is termed as transport catering. These services may also be utilised by the general public, who are in the vicinity of a transport catering unit. The major forms of modern day transport catering are airline catering, railways catering, ship catering and surface catering in coaches or buses which operate on long distance routes.

1.5.2.1 Airline Catering

Catering to airline passengers on board the air craft, as well as at restaurants situated at airport terminals is termed as airline catering. Modern airports have a variety of food and beverage outlets to cater to the increasing number of air passengers. Catering to passengers *en route* is normally contracted out to a flight catering unit of a reputed hotel or to a catering contractor or to the catering unit operated by the airline itself as an independent entity.
1.5.2.2 Railway Catering

Catering to railway passengers both during the journey as well as during halts at different railway stations is called railway catering. Travelling by train for long distances can be very tiring; hence a constant supply of a variety of refreshment choices helps to make the journey less tedious. On-board meal services are also provided on long distance trains.

1.5.2.3 Ship Catering

Ship catering is catering to cargo crew and passenger ship passengers. Ships have kitchens and restaurants on board. The quality of service and facilities offered depends on the class of the ship and the price the passengers are willing to pay. There are cruises to suit every pocket. They range from room service and cocktail bars to speciality dining restaurants.

1.5.2.4 Surface Catering

Catering to passengers traveling by surface transport such as buses and private vehicles is called surface catering. These eating establishments are normally located around a bus terminus or on highways. They may be either government run restaurants, or privately owned establishments.

1.5.3 Outdoor Catering

This catering includes the provision of food and drink away from home base and suppliers. The venue is left to the peoples’ choice. Hotels, restaurants and catering contractors meet this growing demand. The type of food and set up depends entirely on the price agreed upon. Outdoor catering includes catering for functions such as marriages, parties and conventions.

1.5.4 Retail Store Catering

Some retail stores, apart from carrying on their primary activity of retailing their own wares, provide catering as an additional facility. This type of catering evolved when large departmental stores wished to provide food and beverages to their
customers as a part of a retail concept. It is inconvenient and time consuming for customers to take a break from shopping, to have some refreshments at a different location. Thus, arouse a need for some sort of a dining facility in the retail store itself. This style of catering is becoming more popular and varied nowadays.

1.5.5 Club Catering

Club catering refers to the provision of food and beverages to a restrict member clientele. Some examples of clubs for people with similar interests are turf clubs, golf clubs, cricket clubs, etc. The service and food in these clubs tend to be of a fairly good standard and are economically priced. Night clubs are usually situated in large cities that have an affluent urban population. They offer entertainment with good food and expensive drinks.

1.5.6 Welfare Catering

The provision of food and beverages to people to fulfil a social obligation, determined by a recognized authority, is known as welfare catering. This grew out of the welfare state concept, prevalent in western countries. It includes catering in hospitals, schools, colleges, the armed forces and prisons.

1.5.7 Industrial Catering

The provision of food and beverages to ‘people at work,’ in industries and factories at highly subsidized rates is called industrial catering. It is based on the assumption that better fed employees at concessional rates are happy and more productive. Catering for a large workforce may be undertaken by the management itself, or may be contracted out to professional caterers. Depending on the choice of the menu suggested by the management, catering contractors undertake to feed the workforce for a fixed period of time at a predetermined price.

1.5.8 Leisure-Linked Catering

This type of catering refers to the provision of food and beverages to people engaged in ‘rest and recreation’ activities. This includes sale of food and beverages through
different stalls and kiosks at exhibitions, theme parks, galleries and theatres. The increase in the availability of leisure time and a large disposable income for leisure activities has made it a very profitable form of catering.

1.6 RELATIONSHIP BETWEEN CATERING INDUSTRY AND ALL OTHER INDUSTRIES

Food is the sustainer of life regardless of whether they belong to animal kingdom or plant kingdom. All living beings consume food as they come in nature. Subsequently, they may convert the raw natural food into usable form on their own. This transformation never involves the art and science of coking, which is a speciality of human beings alone.

Importance of food for the human beings is amply, accurately and appropriately stated in the following age old sayings: “hungry man is an angry man” and “even the army marches on stomach” where stomach implies food employment of largest number of people in the world in general terms (at home) and in commercial terms (catering) is in food preparation and servicing. Roughly half the world population (women) is actively engaged in the art and science of food production and then alone comes reproduction.

Food production, simply stated, is the transformation of raw food material into palatable, appetizing and easily palatable tasty food. Unlike all other living organisms, man has to “buy” food by paying money. Where does the money come from? It comes only from industries. Any industry in the world has the primary objective of making money. Money so generated by the industrial activity is shared between the employer and the employee, however disproportionate it may be. Money so shared is used to take care of the three important objectives: food, clothing and residence. Whatever left after meeting these primary objectives may go towards acquiring wealth.

As clearly stated above, food is the very basis of existence or survival. To buy food, man needs money. The money comes or must come from industries, all of which have the primary objective of making money and share with those who help generate
it. Since the raw food needs to be transformed into palatable food fit for consumption which is achieved, as already stated, through general cooking (household) or commercial cooking (catering). Therefore, there is no industry in the world which is not directly or indirectly, one way or the other, related to the food (catering) industry. Commercial food industry or the catering industry is the only industry that provides food, at a price, away from home. Various types of catering services available would include general or speciality services such as transport catering, welfare catering, industrial catering, etc.

1.7 LET US SUM UP

The catering industry encompasses those places that provide meals to the customer at cost. Catering industry may be of ‘on-premises’ and ‘off-premises’ types. On-premises catering refers to the preparation and serving of food at the place where the function is held, whereas, off-premises involves producing food at a central kitchen and service provided at the client’s location. The catering industry is divided into three segments: commercial, non-commercial and military.

Catering management may be defined as the task of planning, organizing, controlling and executing in food preparation and serving. Catering can also be classified as social catering and corporate (or business) catering.

The catering establishments are categorised by the nature of the demands they meet. Restaurants, transport catering (airline catering, railway catering, ship catering, surface catering), outdoor catering, retail store catering, club catering, welfare catering, industrial catering and leisure catering are some of the types of catering establishments.

There is no industry in the world which is not directly or indirectly, one way or the other, related to the catering industry. Commercial catering industry is the only industry that provides food, at a price, away from home.
Exercise 1: Find English equivalents to the following words.

Обслуживающий персонал; прибыль; большое количество; разнообразие мест; утомительный; холодные нарезки; ресторанное обслуживание; доставка еды и напитков; включать в себя; конкурентоспособная и рентабельная цена; за дополнительную стоимость; автономная кухня; изотермический контейнер; последние приготовления; удобства.

Exercise 2: Match the word with its definition.

| 1. Bewildering | a) Providing food and services |
| 2. On-premises | b) Elite or top class or special segment |
| 3. Niche | c) Food prepared and served at the place where the function is held |
| 4. Banquet | d) Food prepared in a place away from the place where it is served |
| 5. Cargo crew | e) Grand function including food served for the invited dignitaries |
| 6. Commissary | f) Crew or staff employed on board cargo ships |
| 7. Off-premises | g) Free standing kitchen facility used to prepare food for off-premises catering |
| 8. Catering | i) Incomprehensible |

Exercise 3: Say which of the statements are true. Correct the false ones.

1. Hospitality is certainly one of the largest, employing millions of people in a bewildering array of jobs around the globe.

2. Food service industry is different from catering industry.

3. The food service industry is divided into two general classifications: commercial segment and non-commercial segment.

4. The military segment encompasses all catering activities involved in association with the armed forces and / or diplomatic events.
5. Catering can also be classified as social catering and corporate (or business) catering.
6. Party food caterers supply only the food for an event.
7. Full service caterers do not supply food, it supplies only personnel, equipment and entertainment.
8. The provision of food and beverages to passengers after a journey on trains, aircraft and ships and in buses or private vehicles is termed as transport catering.
9. Surface catering is catering to passengers traveling by such transport as buses and private vehicles.
10. The provision of food and beverages to ‘people at work,’ in industries and factories at highly subsidized rates is called welfare catering.

**Exercise 4: Choose the best variant.**

1. The non-commercial segment encompasses all catering activities involved in association with the armed forces and diplomatic events/ industry accounts, school, college and university catering, health care facilities, recreational food service catering.
2. Off-premise catering takes place on the physical premises of the establishment or facility / in a remote location, such as a client’s home, a park, an art gallery, or even a parking lot, and the staff, food, and decor must be transported to that location.
3. Off-premise catering often involves producing food at a central kitchen, with delivery to and service provided at the client’s location / on the physical premises of the establishment.
4. Hot buffet caterers / Party food caterers / Full-service caterers provide hot foods that are delivered from their commissaries in insulated containers.
5. Each activity influences the preparation and delivery of food, beverage, and related services at the lowest and predetermined / a competitive and profitable price.
6. Outdoor catering includes catering for functions such as at schools, colleges, the armed forces and prisons / marriages, parties and conventions / stalls and kiosks at exhibitions, theme parks, galleries and theatres.

7. The provision of food and beverages to ‘people at work,’ in industries and factories at highly subsidized rates is called retail store catering / welfare catering / industrial catering.

8. Leisure-linked catering includes sale of food and beverages through different stalls and kiosks at exhibitions, theme parks, galleries and theatres / eateries on highways.

Exercise 5: Answer the following questions.

1. What is catering?
2. What segments of catering can you name?
3. What does the commercial segment include?
4. What is the non-commercial catering segment?
5. What does the military segment encompass?
6. What are the two main types of catering?
7. What are two additional types of catering?
8. What catering do we call on-premises catering?
9. What is off-premises catering?
10. What subtypes of off-premises catering can you name?
11. What catering establishment can you name?

Exercise 6: Translate the following sentences from Russian into English.

1. Индустрия общественного питания включает в себя те места, учреждения и компании, которые предоставляют продукты питания, употребляемые вдали от дома.

2. Процедура снабжения продуктами питания может быть определять такие задача как планирование, организацию, контроль и исполнение.
3. Индустрия общественного питания является многогранной сферой, которая предлагает огромное количество работ. Она безгранична в своих возможностях.

4. В индустрии общественного питания можно выделить два типа обслуживания: ресторанное обслуживание на территории предприятия общественного питания и выездное ресторанное обслуживание.

5. Выездное ресторанное обслуживание предусматривает приготовление пищи на центральной кухне и транспортировку блюд к месту заказа, в изотермических контейнерах.

6. Обслуживание типа «Всё включено» не только предоставляют пищу, но часто готовят ее на заказ на месте. Такой тип обслуживания также может предоставить обслуживающий персонал на мероприятии, а также все необходимое оборудование: фарфор, стаканы, мелкую посуду, столовые приборы, столы и стулья, палатки.

7. Термин «ресторан» охватывает большое количество разных мест и разнообразие кухонь.

8. Предоставление продуктов питания и напитков для пассажиров до, во время и после поездки на поездах, самолетах и кораблях и в автобусах называют транспортное питание. Эти услуги также могут быть использованы для широкого круга общественности, который находится в непосредственной близости от транспортных средств.

9. Предоставление продуктов питания и напитков для работников на предприятиях и заводах по льготным ценам называется организацией общественного питания на производстве.
### LESSON 2
### RESTAURANT

#### Focus Vocabulary

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<thead>
<tr>
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<tbody>
<tr>
<td>a commercial outfit – коммерческое предприятие</td>
<td>ambience – обстановка, атмосфера заведения</td>
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<tr>
<td>source of wealth – источник благосостояния</td>
<td>a unifying theme – объединяющая тема</td>
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<tr>
<td>to satisfy the customer`s demands – удовлетворять требованиям клиентов</td>
<td>a patron – гость</td>
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<tr>
<td>small gatherings – небольшие встречи</td>
<td>an attendant – обслуживающий персонал</td>
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<tr>
<td>to restore – восстанавливать</td>
<td>a ready-made portion – готовая порция</td>
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<tr>
<td>highly flavored soup – наваристый суп</td>
<td>to ring up – пробить (чек)</td>
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<td>an inn – трактир, постоянный двор</td>
<td>an institutional cafeteria – столовая на территории предприятия</td>
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<td>a tavern – таверна</td>
<td>an upscale cafeteria – столовая премиального сегмента</td>
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<td>a diversity of styles of cuisine and service – разнообразие стилей кухни и сервиса</td>
<td>a sit-down restaurant – традиционный ресторан (обслуживание за столиками)</td>
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<tr>
<td>potential revenue – потенциальный доход</td>
<td>to distinguish – различать</td>
</tr>
<tr>
<td>pay the bill – платить по счету</td>
<td>disposable container – одноразовый контейнер</td>
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<td>class or posh restaurant – дорогой ресторан</td>
<td>to comprise – включать в себя</td>
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<tr>
<td>a drive-thru window – авто-кафе</td>
<td>moderately-priced food – еда по умеренной цене</td>
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<td>take-out – на вынос</td>
<td>health-conscious food – здоровая еда</td>
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<td>self-service outfit – предприятие самообслуживания</td>
<td>unpretentious setting – простая обстановка</td>
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<td>to perceive - различать</td>
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2.1 INTRODUCTION

Eating is one of life’s pleasure and pride – so is cooking and serving good food to others. A restaurant is a commercial outfit which specializes in the preparation of quality food and to serve them to satisfy the customer’s demands. Their motto is “Customers are our assets and satisfied customers are our source of wealth”. Restaurants do have state of the art kitchens in their premises, where food items are prepared, following a fixed menu to serve the customers. Most restaurants are also equipped with infrastructure facilities, table settings, dining halls of various sizes to cater to needs of small gatherings to grandiose banquets to suit customer demands and above all, trained personnel to provide a satisfactory service.

The term restaurant (from the French word restaurer, to restore) first appeared in the 16th century, meaning “a food which restores”, and referred specifically to a rich, highly flavoured soup. The modern sense of the word was born around 1765 when a Parisian soup-seller named Boulanger opened his establishment. Inns and taverns were known from antiquity, these were establishments aimed at travellers, and in general locals would rarely eat there. The modern formal style of dining, where customers are given a plate with the food already arranged on it, is known as service à la russe, as it is said to have been introduced to France by the Russian Prince Kurakin in the 1810s, from where it spread rapidly to England and beyond.

2.2 RESTAURANT

A restaurant is a retail establishment that serves prepared food to customers. Service is generally for eating on premises, though the term has been used to include take-out establishments and food delivery services. The term covers many types of venues and a diversity of styles of cuisine and service.
Restaurants are sometimes a feature of a larger complex, typically a hotel, where the
dining amenities are provided for the convenience of the residents and, of course,
for the hotel with a singular objective to maximise their potential revenue. Such
restaurants are often also open to non-residents.
Restaurants range from unpretentious lunching or dining places catering to people
working nearby, with simple food and fixed menu served in simple settings at low
prices, to expensive establishments serving expensive speciality food and wines in
a formal setting. In the former case, customers usually wear casual clothing. In the
latter case, depending on culture and local traditions, customers might wear semi-
casual, semi-formal, or even in rare cases formal wear. Typically, customers sit at
tables, their orders are taken by a waiter, who brings the food when it is ready, and
the customers pay the bill before leaving. In class or posh restaurants there will be a
host or hostess or even a maître d’hôtel to welcome customers and to seat them.
Other staff is waiting on customers include busboys and sommeliers.

2.3 CLASSIFICATION OF RESTAURANTS

Restaurants can be classified by whether they provide places to sit, whether they are
served by wait-staff and the quality of the service, the formal atmosphere, and the
price range. Restaurants are generally classified into three groups:

1. Quick Service – Also known as fast-food restaurants. They offer limited
menus that are prepared quickly. They usually have drive-thru windows and
take-out. They may also be self-service outfits.

2. Mid scale – They offer full meals at a medium price that customers perceive
as “good value”. They can be of full service, buffets or limited service with
customers ordering at the counter and having their food brought to them or
self service.

3. Upscale – Offer high quality cuisine at a high end price. They offer full service
and have a high quality of ambience.
2.4 TYPES OF RESTAURANTS

Restaurants often specialize in certain types of food or present a certain unifying, and often entertaining, theme. For example, there are seafood restaurants, vegetarian restaurants or ethnic restaurants. Generally speaking, restaurants selling “local” food are simply called restaurants, while restaurants selling food of foreign origin are called accordingly, for example, a Chinese restaurant and a French restaurant. Depending on local customs and the policy of the establishment, restaurants may or may not serve alcoholic beverages. Restaurants are often prohibited from selling alcohol without a meal by alcohol sale laws; such sale is considered to be activity for bars, which are meant to have more severe restrictions. Some restaurants are licensed to serve alcohol (‘fully licensed’), and / or permit customers to ‘bring your own’ alcohol.

2.4.1 Cafeterias

A cafeteria is a restaurant serving mostly cooked ready to food arranged behind a food-serving counter. There is little or no table service. Typically, a patron takes a tray and pushes it along a track in front of the counter. Depending on the establishment, servings may be ordered from attendants, selected as ready-made portions already on plates, or self-serve of food of their own choice. In some establishments, a few items such as steaks may be ordered specially prepared rare, medium and well done from the attendants. The patron waits for those items to be prepared or is given a number and they are brought to the table. Beverages may be filled from self-service dispensers or ordered from the attendants. At the end of the line a cashier rings up the purchases. At some self-service cafeterias, purchases are priced by weight, rather than by individual item.

The trays filled with selected items of food are taken to a table to eat. Institutional cafeterias may have common tables, but upscale cafeterias provide individual tables as in sit-down restaurants. Upscale cafeterias have traditional cutlery and crockery, and some have servers to carry the trays from the line to the patrons' tables, and / or bus the empty trays and used dishes.
Cafeterias have a wider variety of prepared foods. For example, it may have a variety of roasts (beef, ham, turkey) ready for carving by a server, as well as other cooked entrées, rather than simply an offering of hamburgers or fried chicken.

### 2.4.2 Fast-Food Restaurants

Fast-food restaurants emphasize speed of service and low cost over all other considerations. A common feature of newer fast-food restaurants that distinguishes them from traditional cafeteria is a lack of cutlery or crockery; the customer is expected to eat the food directly from the disposable container it was served in using their fingers.

There are various types of fast-food restaurant:

one collects food from a counter and pays, then sits down and starts eating (as in a self-service restaurant or cafeteria); sub-varieties:

- one collects ready portions,
- one serves oneself from containers,
- one is served at the counter,
- a special procedure is that one first pays at the cash desk, collects a coupon and then goes to the food counter, where one gets the food in exchange for the coupon,
- one orders at the counter; after preparation the food is brought to one's table; paying may be on ordering or after eating,
- a drive-through is a type of fast-food restaurant without seating; diners receive their food in their cars and drive away to eat.

Most fast-food restaurants offer take-out: ready-to-eat hot food in disposable packaging for the customer to eat off-site.

### 2.4.3 Casual Restaurants

A casual dining restaurant is a restaurant that serves moderately-priced food in a casual atmosphere. Except for buffet-style restaurants, casual dining restaurants
typically provide table service. Casual dining comprises of a market segment between fast food establishments and fine dining restaurants.

2.4.4 Fast Casual-Dining Restaurants

A fast casual restaurant is similar to a fast-food restaurant in that it does not offer full table service, but promises a somewhat higher quality of food and atmosphere. Average prices charged are higher than fast-food prices and non-disposable plates and cutlery are usually offered. This category is a growing concept that fills the space between fast food and casual dining.

Counter service accompanied by handmade food (often visible via an open kitchen) is typical. Alcohol may be served. Dishes like steak, which require experience on the part of the cook to get it right, may be offered. The menu is usually limited to an extended over-counter display, and options in the way the food is prepared are emphasized.

Many fast casual-dining restaurants are marketed as health-conscious: healthful items may have a larger number of items than normal portion of the menu and high-quality ingredients such as free-range chicken and freshly made salsas may be advertised. Overall, the quality of the food is presented as a much higher class than conventional factory-made fast food. An obvious ethnic theme may or may not be present in the menu.

2.4.5 Other Restaurants

Most of these establishments can be considered subtypes of fast casual-dining restaurants or casual-dining restaurants.

2.4.5.1 Café

Cafés and coffee shops are informal restaurants offering a range of hot meals and made-to-order sandwiches. Cafés offer table service. Many cafés are open for breakfast and serve full hot breakfasts. In some areas, cafés offer outdoor seating.
2.4.5.2 Coffeehouse

Coffeehouses are casual restaurants without table service that emphasize coffee and other beverages; typically a limited selection of cold foods such as pastries and perhaps sandwiches are offered as well. Their distinguishing feature is that they allow patrons to relax and socialize on their premises for long periods of time without pressure to leave promptly after eating.

2.4.5.3 Pub

A pub (short for public house) is a bar that serves simple food fare. Traditionally, pubs were primarily drinking establishments with food in a decidedly secondary position, whereas the modern pub business relies on food as well, to the point where gastropubs are known for their high-quality pub food. A typical pub has a large selection of beers and ales on tap.

2.4.5.4 Bistros and Brasserie

A brasserie is a café doubling as a restaurant and serving single dishes and other meals in a relaxed setting. A bistro is a familiar name for a café serving moderately priced simple meals in an unpretentious setting. Especially in Paris, bistros have become increasingly popular with tourists. When used in English, the term bistro usually indicates either a fast casual-dining restaurant with a European-influenced menu or a café with a larger menu of food.

2.4.5.5 Family Style

“Family style restaurants” are restaurants that have a fixed menu and fixed price, usually with diners seated at a communal table such as on bench seats. More common in the 19th and early 20th century, they can still be found in rural communities, or as theme restaurants, or in vacation lodges. There is no menu to choose from; rather food is brought out in courses, usually with communal serving dishes, like at a family meal. Typical examples can include crabhouses, German-style beer halls, BBQ restaurants, hunting lodges, etc. Some normal restaurants will
mix elements of family style, such as a table salad or bread bowl that is included as part of the meal.

2.4.5.6 BYO Restaurant

BYO Restaurant are restaurants and bistros which do not have a liquor license.

2.4.5.7 Delicatessens Restaurant

Restaurants offering foods intended for immediate consumption. The main product line is normally luncheon meats and cheeses. They may offer sandwiches, soups, and salads as well. Most foods are precooked prior to delivery. Preparation of food products is generally simple and only involves one or two steps.

2.4.5.8 Ethnic Restaurants

They range from quick-service to upscale. Their menus usually include ethnic dishes and / or authentic ethnic foods. Specialize in a particular multicultural cuisine not specifically accommodated by and other listed categories. Example: Asian cuisine, Chinese cuisine, Indian cuisine, American cuisine etc.

2.4.5.9 Destination Restaurants

A destination restaurant is one that has a strong enough appeal to draw customers from beyond its community. Example: Michelin Guide 3-star restaurant in Europe, which according to the restaurant guides is “worthy of a journey”.

2.5 LET US SUM UP

A restaurant is a retail establishment that serves prepared food to customers. Service is generally for eating on premises, though the term has been used to describe take-out establishments and food delivery services. The term covers many types of venues and a diversity of styles of cuisine and service.

Restaurants often specialize in certain types of food or present a certain unifying, and often entertaining, theme. For example, there are seafood restaurants, vegetarian restaurants or ethnic restaurants. Generally speaking, restaurants selling “local” food
are simply called restaurants, while restaurants selling food of foreign origin are called accordingly, for example, a Chinese restaurant and a French restaurant. Restaurants can be classified by whether they provide places to sit, whether they are served by wait-staff and the quality of the service, the formality of the atmosphere, and the price range.

**Exercise 1: Find English equivalents to the following words.**

Обстановка; маленькие компании; дорогой ресторан; авто-кафе; одноразовый контейнер; на разлив; наваристый суп; потенциальная прибыль; таверна; трактир; коммерческое предприятие; ресторан быстрого обслуживания; клиент; обслуживающий персонал; готовая порция; высокое качество кухни по конечной цене; столовая на территории предприятия; здоровая пища; немедленное потребление; источник богатства.

**Exercise 2: Match types of restaurants with their definitions.**

<table>
<thead>
<tr>
<th>1. Cafeteria</th>
<th>a) It is a type of a restaurant that serves mostly cooked ready to food arranged behind a food-serving counter. There is little or no table service.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Fast-foodrestaurant</td>
<td>b) It is a type of a restaurant where a person can eat fast and at a low price. The customer is expected to eat the food directly from the disposable container using his fingers.</td>
</tr>
<tr>
<td>3. Casual restaurant</td>
<td>c) It is a type of a restaurant that serves moderately-priced food in a casual atmosphere. These restaurants typically provide table service.</td>
</tr>
<tr>
<td>4. Fast casual-dining restaurant</td>
<td>d) It is a type of a restaurant that is very similar to fast-food restaurant, but offers</td>
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<tr>
<td></td>
<td>higher quality of food and atmosphere. The customer is offered non-disposable plates and cutlery.</td>
</tr>
<tr>
<td>5. Café</td>
<td>e) It is a type of a restaurant that offers hot meals and made-to-order sandwiches, offers table service and some of them offer outdoor seating.</td>
</tr>
<tr>
<td>6. Coffeehouse</td>
<td>f) It is a type of a restaurant without table service. Here are offered different beverages and a limited selection of food.</td>
</tr>
<tr>
<td>7. Pub</td>
<td>g) It is a type of a restaurant that is considered to be a drinking establishment, it is specialized in alcoholic drinks but also offered some food to the customers.</td>
</tr>
<tr>
<td>8. Family style restaurant</td>
<td>h) It is a type of a restaurant that has a fixed menu and fixed price, usually with the diners seated at a communal table such as on bench seats.</td>
</tr>
<tr>
<td>9. BYO restaurant</td>
<td>i) It is a type of a restaurant that doesn’t have a liquor license.</td>
</tr>
<tr>
<td>10. Delicatessen restaurant</td>
<td>j) It is a type of a restaurant that offers food interned for immediate consumption. Normally, it is lunchon meals and cheeses.</td>
</tr>
<tr>
<td>11. Ethnic restaurant</td>
<td>k) It is a type of a restaurant that specializes on ethnic dishes and / or authentic ethnic food.</td>
</tr>
</tbody>
</table>
Exercise 3: Say which of the statements are true. Correct the false ones.

1. A restaurant is a commercial outfit which specializes in the preparation of quality food and to serve them to satisfy the customer’s demands.
2. The term restaurant first appeared in the 19th century, meaning “a food which restores”, and referred specifically to a rich, highly flavoured soup.
3. Ancient restaurants such as inns and taverns were establishments aimed at travellers, and in general locals would rarely eat there.
4. Restaurants can be classified by whether they provide places to sit, whether they are served by wait-staff and the quality of the service, the formality of the atmosphere, and the price range.
5. Restaurants are generally classified into four groups: quick service restaurants, mid-scale, upscale and posh.
6. Institutional cafeterias may have common tables, but upscale cafeterias provide individual tables as in sit-down restaurants.
7. A casual dining restaurant is a restaurant that serves moderately-priced food in a casual atmosphere.
8. A fast casual restaurant is similar to a fast-food restaurant in that it does not offer cutlery and crockery, but promises a somewhat higher quality of food and atmosphere.
9. BYO Restaurant are restaurants and bistro which have a liquor license.
10. Restaurants offering foods intended for immediate consumption, the main product line of which is normally luncheon meats and cheeses are called destination restaurants.

Exercise 4: Insert the appropriate words.

1. A … is a restaurant serving mostly cooked ready to food arranged behind a food-serving counter.
2. Depending on the establishment, servings may be ordered from …, selected as … already on plates or … of food of their own choice.
3. In some establishments, a few items such as steaks may be ordered specially prepared …, … and … from the attendants.
4. … may have common tables, but … provide individual tables as in sit-down restaurants.
5. Most fast-food restaurants offer …: ready-to-eat hot food in … from the customer to eat off-site.
6. A … is similar to a fast-food restaurant in that it doesn`t offer …, but promise a somewhat higher quality of food and atmosphere.
7. Cafes and … are informal restaurants offering a range of hot meals and … sandwiches.
8. Coffeehouses are … without … that emphasize coffee and other beverages, typically a limited selection of food is offered as well.
9. … restaurants offer food intended for immediate consumption.
10. The menu of ethnic restaurants includes …
11. The quality of the food in fast casual-dining restaurants is presented as a much higher class than …

Exercise 5: Answer the following questions.

1. What is a restaurant?
2. What is a motto of each restaurant?
3. When did a term “restaurant” appear and what did it mean?
4. What types of antient restaurants can you name?
5. Who attended these eating establishments?
6. How do the restaurants range?
7. What criteria are used in order to classify restaurants?
8. What types of restaurants do you know?
9. What is cafeteria?
10. What are the differences between fast-food, fast casual-dining and casual restaurants.
11. What is a pub?
12. What is a delicatessen restaurant?

13. What is a destination restaurant?

Exercise 6: Translate the following sentences from Russian into English.

1. Ресторан является коммерческим предприятием, которое специализируется на приготовлении и подаче качественных продуктов питания, чтобы удовлетворить потребности клиентов.

2. Большинство ресторанов также оснащены необходимыми инфраструктурными объектами, чтобы удовлетворить потребности как небольших встреч, так и грандиозных банкетов.

3. Несмотря на то, что постоялые дворы и таверны были известны с древности, это были учреждения, предназначенные для путешественников, и местные жители редко там ели.

4. Ресторан – это учреждение розничной торговли, которое обслуживает клиентов готовой пищей.

5. Этот термин охватывает много различных мест и стилей кухни и сервиса.

6. Виды ресторанов варьируются от простых мест для ланча или обеда, которые обслуживают работающих поблизости людей и предлагающих простую еду по низким ценам до дорогих заведений, которые предлагают дорогую еду и напитки.

7. В первоклассном ресторане хозяин или хозяйка встречает гостей и проводит их к столику.

8. Рестораны могут классифицироваться исходя из наличия сидячих мест, наличия официантов, качества сервиса, атмосферы и цены.

9. Рестораны часто специализируются на определенном виде еды или представляют определенную объединяющую тему.

10. Обычно, заказчик берет поднос и двигает его по ленте перед прилавком.

11. Напитки можно налить самим из автомата или заказать у персонала.

12. В конце очереди кассир пробивает покупки.
13. Повседневный (простой) ресторан – это ресторан, в котором подают еду по умеренным ценам в простой обстановке.
14. Большинство ресторанов быстрого питания продают свою еду как полезную для здоровья.
15. Традиционный паб предлагает большой ассортимент пива и эля на разлив.
16. Закусочная – это название кафе, которое предлагает простые блюда по умеренным ценам в простой обстановке.
17. Еда в гастрономических ресторанах простая, ее приготовление осуществляется в несколько шагов.
18. Этнические рестораны варьируются от ресторанов быстрого обслуживания до дорогих.
19. Отличительной чертой новых ресторанов быстрого питания является отсутствие многоразовой посуды, клиент ест свою еду из одноразового контейнера, в котором ему эту еду подали.
LESSON 3

STAFF ORGANISATION

Focus vocabulary

<table>
<thead>
<tr>
<th>English</th>
<th>Russian</th>
</tr>
</thead>
<tbody>
<tr>
<td>supervision - контроль</td>
<td>a duty chart – рабочий график</td>
</tr>
<tr>
<td>an outlet – торговая точка</td>
<td>absenteeism – прогул</td>
</tr>
<tr>
<td>staff – персонал</td>
<td>peak hours – часы пик</td>
</tr>
<tr>
<td>personnel – персонал</td>
<td>valet service - химчистка</td>
</tr>
<tr>
<td>teamwork – командная работа</td>
<td>to settle the bill - расплачиваться</td>
</tr>
<tr>
<td>a watchword – лозунг</td>
<td>designation - название</td>
</tr>
<tr>
<td>a dedicated and committed team – преданная и приверженная идее</td>
<td>to oversee – контролировать</td>
</tr>
<tr>
<td>an ultimate goal – конечная цель</td>
<td>Mise-en-place – мезаплас</td>
</tr>
<tr>
<td>food and beverage manager – менеджер службы питания</td>
<td>(подготовка и удобное расположение всего необходимого)</td>
</tr>
<tr>
<td>human resource management skills – навыки подбора персонала</td>
<td>a booking diary – журнал брони</td>
</tr>
<tr>
<td>relevant legislation and regulations – соответствовать законодательству и нормативно-правовым актам</td>
<td>to allocate – распределять</td>
</tr>
<tr>
<td>Jack-of-all-trades – мастер на все руки</td>
<td>sound knowledge – хорошие знания</td>
</tr>
<tr>
<td>to achieve the estimate profit margins – ожидаемый результат прибыли</td>
<td>to perform the duties – выполнять обязанности</td>
</tr>
<tr>
<td>to compile – составлять</td>
<td>to substitute – заменять</td>
</tr>
<tr>
<td>prevailing trends – преобладающие тренды</td>
<td>to fetch orders – принять</td>
</tr>
<tr>
<td>manpower department – кадры</td>
<td>to stack – комплектовать</td>
</tr>
<tr>
<td>recruitment – прием на работу</td>
<td>reputed establishments – имеющие хорошую репутацию</td>
</tr>
<tr>
<td></td>
<td>a tray – поднос</td>
</tr>
<tr>
<td></td>
<td>to pick up and deliver the order – забирать и приносить заказ</td>
</tr>
<tr>
<td></td>
<td>a carving trolley – тележка для раздельивания мяса</td>
</tr>
</tbody>
</table>
3.1 STAFF ORGANISATION

Staff organization is basically concerned with matters such as the decision of tasks within the restaurant, position of responsibility and authority and the relationship between them. It helps in introducing the concepts of span control, level of management and delegation of power and responsibilities. The typical organization chart of the Restaurants brigade is shown in the Figure 3.1. However smaller organizations may combine a number of responsibilities according to the needs of the particular facility.
The various positions in the Restaurant Brigade are referred to differently in the French, American and English hotel industry. The list below gives the different versions.

Figure 3.1 Organisational Chart of Restaurant Brigade
3.2 DUTIES AND RESPONSIBILITIES OF RESTAURANT STAFF

All types of catering establishments require a variety of staff positions in order to operate effectively and efficiently. The food and beverage service department usually has the largest staff. Able leadership and supervision is required to effectively direct the department and guide the staff. The personnel in the food and beverage service industry require practical knowledge of operations as even a small error can cause displeasure to the guest. Coordination of activities of all outlets is essential to provide the guest with quality service at all times. Teamwork is the watchword in any food and beverage service department. A dedicated and committed team, with able leadership, under ideal working conditions, helps in fulfilling the establishment's ultimate goal of guest satisfaction.

The important duties and responsibilities of the restaurant staffs are discussed in this section.

3.2.1 Food and Beverage Manager

The food and beverage manager is the head of the food and beverage service department, and is responsible for its administrative and operational work. Food and
Beverage Managers direct, plan and control all aspects of food and beverage services.

Food and Beverage Managers require excellent sales and customer service skills, proven human resource management skills, and good communication and leadership skills. Desired knowledge for this position includes knowledge of the products, services, sector, industry and local area, and knowledge of relevant legislation and regulations, as well. Hence it is said that food and beverage manager is a Jack-of-all-trades, as the job covers a wide variety of duties.

In general, food and beverage manager is responsible for:

**Budgeting**

The food and beverage manager is responsible for preparing the budget for the department. He should ensure that each outlet in the department achieves the estimated profit margins.

**Compiling New Menus and Wine Lists**

In consultation with the chef, and based on the availability of ingredients and prevailing trends, the food and beverage manager should update and if necessary, compile new menus. New and updated wine lists should also be introduced regularly.

**Quality Control**

The food and beverage manager should ensure quality control in terms of efficiency in all service areas, by ascertaining that the staffs are adequately trained in keeping with the standards of the unit.

**Manpower Development**

The food and beverage manager is responsible for recruitment, promotions, transfers and dismissals in the department. He should hold regular meetings with section heads, to ensure that both routine as well as projected activities of the department go on as planned. He must also give training, motivate and effectively control staff.
3.2.2 Assistant Food and Beverage Manager

The assistant food and beverage manager assists the food and beverage manager in running the department by being more involved in the actual day-to-day operations. This position exists only in large organisations. An assistant food and beverage manager's job includes:

- Running the department independently in the absence of the food and beverage manager.
- Taking charge of an outlet, when an outlet manager is on leave.
- Assisting section heads during busy periods.
- Setting duty schedules for all the outlet managers and monitoring their performance.

3.2.3 Restaurant Manager

Restaurant Manager is responsible for directing and supervising all activities pertaining to employee relation, food production, sanitation, guest service and operating profits. The restaurant manager is either the coffee shop manager, bar manager or the specialist restaurant manager. The restaurant manager reports directly to the food and beverage manager and has overall responsibility for the organisation and administration of a particular outlet or a section of the food and beverage service department. The restaurant manager's job includes:

- Setting and monitoring the standards of service in the outlets.
- Administrative duties such as setting duty charts, granting leave, monitoring staff positions, recommending staff promotions and handling issues relating to discipline.
- Training the staff by conducting a daily briefing in the outlet.
- Playing a vital role in public relations, meeting guests in the outlets and attending to guest complaints, if any.
- Formulating the sales and expenditure budget for the outlet.
• Planning food festivals to increase the revenue and organising advertisement campaign of the outlet along with the chef and the food and beverage manager.

3.2.4 Room Service Manager

The room service manager reports directly to the food and beverage manager and is responsible for the room service outlet. The room service manager checks that the service rendered to the guests conforms to the standards set by the hotel. He also monitors all operational aspects of the outlet such as service, billing, duty charts, leave and absenteeism, in addition to attending to guest complaints regarding food and service.

The room service manager is also in charge of the sales and expenditure budget. The room service is most liable to have problems. The room service manager should ensure coordination among the room service order taker, the captain and the waiter. It is necessary for the room service manager to be present in the outlet during peak hours to interact with other departments of the hotel and to take regular momentums of all the equipment used. In the event of the hotel offering valet service and the room service manager takes charge of that service as well.

3.2.5 Bar Manager

Bar Manager organises and controls a bar's operations. A bar manager arranges the purchase and pricing of beverages according to budget; selects, trains and supervises bar staff; maintains records of stock levels and financial transactions; makes sure bar staff follow liquor laws and regulations; and checks on customer satisfaction and preferences.

The bar manager should have good interpersonal skills and good memory. He must be efficient and speedy, must enjoy working with people. He should have good cash-handling skills.
3.2.6 Banquet Manager

The banquet manager supervises the banquet operations, sets up break-down service according to the standards established by the hotel. He co-ordinates the banquet service in conjunction with other departments involved and prepares weekly schedules for the banquet personnel.

From the time the bookings are done till the guest settles the bill, the banquet manager is in charge of all aspects of banquet and conference operations. He supervises the work of the banquet sales assistants, who do the banquet bookings and the captains and waiters who perform the food and beverage service activities under his guidance. He is responsible for organising everything right down to the finest detail.

The banquet manager projects the budget of the banquets, and works in close coordination with the chef in preparing menus. He is responsible for making an inventory of all the banquet equipment and maintaining a balance between revenue and expenditure.

Banquet managers may also be designated as assistant managers in the food and beverage service department.

3.2.7 Other Staff Designations at Various Levels

The following are the various designations with their job specifications in the food and beverage department.

Head Waiter Station

The head waiter station has overall responsibility for operations. He prepares the duty charts in consultation with the outlet manager. He oversees the Mise-en-place, cleaning, setting up of the outlet and staffing to ensure that the outlet is always ready for service. The head waiter station receives the guests and hands them over to the captain or station holder. He takes orders from guests if the station head is unable to do so. The head waiter station should be an able organiser and also be prepared to take over the duties of any member of the staff as and when required.
**Head Waiter Reception**

This staff member is responsible for accepting any booking and for keeping the booking diary up-to-date. He / she will reserve tables and allocate these reservations to particular stations. The reception head waiter greets guests on arrival and takes them to the table and seats them.

**Station Head / Captain**

This position exists in large restaurants, as well as in the food and beverage service department of all major hotels. The station head is basically a supervisor and is in charge of a particular section. A restaurant may be divided into sections called Stations, each consisting of 4 to 5 tables or 20 to 24 covers. A station head is responsible for the efficient performance of the staff in his station. A station head should possess a sound knowledge of food and beverage, and be able to discuss the menu with the guests. He should be able to take a guest’s order and be an efficient salesperson. Specialized service such as gueridon work involves a certain degree of skill, and it is the station head who usually takes the responsibility to do this work.

**Waiters / Commis de Rang / Server**

The waiters serve the food and beverage ordered by a guest and is part of a team under a station captain. They should be able to perform duties of a captain to a certain extent and be a substitute for the captain if he is busy or not on duty. They should also be knowledgeable about all types of food and beverages, so that they can effectively take an order from a guest, execute the order and serve the correct dish with its appropriate garnish and accompaniment. They should be able to efficiently coordinate with the other staff in the outlet.

**Trainee**

The trainees work closely with the waiters, fetching orders from the kitchen and the bar, and clearing the side station in a restaurant. They serve water and assist the waiter. They are mainly responsible for the mise-en-place, and stacking the side
board with the necessary equipment for service. The trainee is the “learner”, having just joined the food service staff, and possibly wishing to take up food service as a career.

**Wine Waiter / Sommelier**

Wine waiters have an important role to play in reputed establishments. Their job is to take orders for the service of wine and alcoholic beverages and serve them during the meal. Hence, they should be knowledgeable about wines that accompany a particular dish and the manner in which they should be served. They should also be aware of the licensing laws prevalent in the city and should be efficient sales persons.

**Room Service Waiters**

Room service waiters work in the room service outlet, serving food and beverages to guests in their rooms. The order is placed by the guest on telephone, and is recorded on a Kitchen Order Ticket (K.O.T). It is then passed on to the duty captain. The duty captain in turn places the order in the kitchen or the bar, as the case may be. The room service waiter who has been assigned that order, sets the tray according to the food or beverage ordered, picks up and delivers the order when it is ready.

**Carver**

The carver is responsible for the carving trolley and the carving of joints at the table as required. The carver will plate up each portion with the appropriate accompaniment.

**Floor Service Staff / Floor Waiter**

The floor service staffs are often responsible for an entire floor in an establishment or, depending on the size of the establishment, a number of rooms or suites. Floor service of all meals and breakfast is offered either throughout the day or in a limited time depending on the size of the establishment. The floor service staff would normally work from a floor pantry or from a central kitchen with all food and drink reaching the appropriate floor and the required room by lift and in a heated trolley.
**Lounge staff / Chef de sale**

Lounge staff may deal with lounge service as a specific duty only in a first class establishment. The lounge staff is responsible for the service of morning coffee, afternoon teas, aperitifs and liqueurs before and after both lunch and dinner, and any coffee top ups required after meals. They would be responsible for setting up the lounge in the morning and maintaining its cleanliness and presentation throughout the day.

**Cocktail Bar Staff**

The person who works on the cocktail bar must be responsible, well versed in the skills of shaking and stirring cocktails and should have thorough knowledge of all alcoholic and non-alcoholic drinks, the ingredients necessary for the making of cocktails and of the licensing laws.

**Buffet Assistant / Buffet Chef / Chef de buffet**

The chef de buffet is in charge of the buffet in the room, its presentation, the carving and portioning of food and its service. This staff would normally be a member of the kitchen team. The cashier is responsible for the takings of the food and beverage operation. This may include making up bills from food and drink check or, alternatively, in a cafeteria, for example, charging customers for their selection of items on a tray.

**Counter Assistants**

Counter assistants are found in cafeterias where they would stock the counter and sometimes serve or portion food for customers. Duties may also include some cooking of call order items.

**Tables Clearers**

Table clearers are responsible for clearing tables and trolleys, specially designed for stacking of crockery, glassware, cutlery, etc.
LET US SUM UP

Staff organization is basically concerned with matters such as the decision of tasks within the hotel, position of responsibility and authority and the relation between them. It helps in introducing the concepts of span of control, level of management and delegation.

Teamwork is the watchword in any food and beverage service department. A dedicated and committed team, with able leadership, under ideal working conditions, helps in fulfilling the establishment's ultimate goal of guest satisfaction.

Exercise 1: Find English equivalents to the following words.

Персонал; заведения, имеющие хорошую репутацию; конечная цель; мастер на все руки; увольнение; перевод с должности на должность; поднос; составлять новое меню; превосходное знание чего-либо; расплачиваться; заменять; преданная и приверженная идее команда; лозунг; обладающий солидными знаниями в смешивании; журнал брони; распределять; повседневная работа.

Exercise 2: Divide the functions according to the positions.

a) Food and beverage manager

b) Assistant food and beverage manager

Functions:

1. Prepares the budget for the department.
2. Controls the quality of food and beverages, and the quality of the provided service.
3. Sometimes runs the department independently.
4. Sets duty schedules for all the outlet managers and monitors their performance.
5. Controls that the department achieves the estimated profit margins.
6. Can run an outlet.
7. Compiles new menus and wine lists.
8. Deals with recruitment, transfer, promotion and dismissal of the staff.
9. Assists section heads during busy hours.

**Exercise 3: Choose the right functions.**

1. Head waiter station:
   a) keeps the booking diary up-to-date
   b) prepares duty charts and oversees that the outlet is always ready for service
   c) serves the food
   d) takes orders from guests if captain is unable to do so

2. Head waiter reception:
   a) deals with reservation and keeps the booking diary up-to-date
   b) prepares duty charts and oversees that the outlet is always ready for service
   c) greets guests on arrival and takes them to the table and seats them
   d) fetches orders from the kitchen and bar

3) Head waiter:
   a) is in charge of a particular section
   b) deals with reservation
   c) serves the food
   d) takes guests’ orders

4) Waiter:
   a) is responsible for mise-en-place
   b) serves the food
   c) performs duties of a captain to a certain extent
   d) takes orders for the service of wine and alcoholic beverages

5) Trainee:
   a) fetches orders from the kitchen and bar
   b) cleans the side station in a restaurant
   c) is responsible for the carving trolley
d) is responsible for mise-en-place and stacking the side board with the necessary equipment

**Exercise 4: Match the names of staff with their functions.**

| 1. Food and beverage manager | a) - is responsible for administrative work  
- conducts daily briefings  
- meets guests in the outlet and attends to the guests’ complaints  
- formulates the sales and expenditure budget for the outlet |
| 2. Assistant food and beverage manager | b) - assists section heads during busy hours  
- takes charge of an outlet, when an outlet manager is on leave  
- sets duty schedules and monitors their performance  
- sometimes runs the department |
| 3. Restaurant manager | c) - is responsible for all administrative and operational work  
- is responsible for preparing the budget for the department  
- updates and compiles the menus  
- is responsible for manpower development |
| 4. Room service manager | d) - arranger purchase and pricing of beverages according to the budget  
- selects, trains and supervises bar staff  
- maintains records of stock levels and financial transactions |
| 5. Bar manager |   | - makes sure bar staff follow liquor laws and regulations  
|               | e) | - checks the service rendered to the quests  
|               |    | - monitors all operational aspects such as service, billing, duty charts, leave and absenteeism  
|               |    | - takes charge of the valet service  
| 6. Head waiter station | f) | - oversees Mise-en-place, cleaning, setting up for the outlet  
|                   |    | - greets the guests and hands them over to the captain or station holder  
| 7. Head waiter reception | g) | - fetches orders from the kitchen and the bar  
|                        |    | - serves water and assists waiters  
|                        |    | - is responsible for mise-en-place, and stacking the side board with the necessary equipment for service  
| 8. Trainee | h) | - is responsible for accepting any booking and for keeping the booking diary up-to-date  
|            |    | - greets guests on arrival and takes them to the table and seats them  

**Exercise 5: Say which of the statements are true. Correct the false ones.**

1. Food and beverage manager should be a Jack-of-all-trades.
2. Assistant food and beverage manager updates and, if necessary, compiles new menus.
3. The position of assistant food and beverage manager exists in every establishment.
4. Restaurant manager is responsible for directing and supervising all activities pertaining to employee relation, food production, sanitation, guest service and operating profits.
5. A head waiter formulates the sales and expenditure budget for the outlet.
6. Bar manager does not need to have cash-handling skills.
7. From the time the bookings are done till the guest settles the bill, the banquet manager is in charge of all aspects of banquet and conference operations.
8. A waiter oversees the Mise-en-place, cleaning, setting up of the outlet and staffing to ensure that the outlet is always ready for service.
9. A head waiter should possess a sound knowledge of food and beverage, and be able to discuss the menu with the guests.
10. The trainees work closely with the waiters, fetching orders from the kitchen and the bar, and clearing the side station in a restaurant.
11. Wine waiters should only be knowledgeable about wines that accompany a particular dish.
12. The lounge staff is responsible for the service of morning coffee, afternoon teas, aperitifs and liqueurs before and after both lunch and dinner.
13. The person who works on the cocktail bar must be responsible, well versed in the skills of making up bills.

**Exercise 6: Insert the appropriate words.**

1. Food and beverage manager is the head of food and beverage service department and is responsible for administrative and … work.
2. F & B M directs, plans and … all aspects of food and beverage services.
3. F & B M is responsible for preparing the budget for the department and controls that the department achieves …
4. F & B M in consultation with … and based on … and … compiles new menus and wine lists.
5. F & B M oversees not only the quality of food and beverages but also the quality of …
6. F & B M deals with the recruitment, transfer, … and … of the staff.
7. Such position as assistant food and beverage manager exists only in …
8. The assistant food and beverage manager assists section heads …
9. The assistant food and beverage manager runs the establishment independently …

Exercise 7: Answer the following questions.

1. What skills should any restaurant worker have?
2. Who is a head of food and beverage department?
3. Does this person always have an assistant?
4. What outlets does the food and beverage manager rule?
5. What are the main functions of the food and beverage manager?
6. What is his assistant responsible for?
7. What are the main functions of the restaurant manager?
8. What are the main functions of the room service manager?
9. What are the main functions of the bar manager?
10. What are the main functions of the banquet manager?
11. What are the main functions of the senior manager?
12. What are the main functions of the reception head waiter?
13. What are the main functions of a head waiter?
14. What are the main functions of a waiter?
15. What are the main functions of a trainee?
16. What are the main functions of a wine waiter?
17. What are the main functions of a room service waiter?
18. What are the main functions of a carver?
19. What are the main functions of table cleaners?

Exercise 8: Translate the following sentences from Russian into English.

1. Все виды предприятий общественного питания требуют различных должностей персонала для эффективной и результативной работы.
2. Персонал в сфере общественного питания должен обладать практическими знаниями операций, поскольку даже небольшая ошибка может вызвать недовольство гостя.

3. «Командная работа» — это девиз каждого отдела в сфере общественного питания.

4. Преданная и целесустрениеменная команда, под умелым руководством, в идеальных условиях труда, помогает в достижении конечной цели предприятия, которой является удовлетворение гостей.

5. Менеджер службы питания является главой заведения общественного питания и отвечает за административную и оперативную работу заведения.

6. Менеджерам службы питания необходимо обладать отличными навыками продаж и обслуживания клиентов, проверенными навыками управления персоналом, а также хорошими коммуникативными и лидерскими качествами.

7. Можно сказать, что менеджер службы питания — мастер на все руки, поскольку эта работа охватывает широкий круг обязанностей. Он ответственен за распределение бюджета, составление нового меню и винной карты, за качество еды, напитков и сервиса, а также менеджер ответственен за персонал (принятие на работу, повышение, перевод с должности на должность, увольнение, повышение квалификации).

8. В больших заведениях, менеджеру службы питания помогает ассистент. Он также занимается управлении заведения, более активно участвуя в повседневных операциях.

9. Метродотель, вместе с руководителем отдела, подготавливает рабочие графики, следит, чтобы все было готово к началу работы, следит за уборкой и персоналом.

10. Сотрудник, встречающий и сопровождающий гостей на их места, еще занимается и журналом брони.
11. Старший официант должен обладать хорошими знаниями о еде и напитках и уметь обсудить меню с гостями. Он должен быть в состоянии принять заказ и быть при этом эффективным продавцом.

12. Помощники официантов работают с ними в тесном контакте, они забирают заказы из кухни и бара и убирают станцию в ресторане.

13. Сомелье должен обладать хорошим знанием вин, с какими блюдами и как их следует подавать.
**LESSON 4**

**RESTAURANT OPERATING EQUIPMENTS**

*Focus vocabulary*

<table>
<thead>
<tr>
<th>English</th>
<th>Russian</th>
</tr>
</thead>
<tbody>
<tr>
<td>a linen – скатерть</td>
<td>a goblet – бокал, кубок</td>
</tr>
<tr>
<td>utilitarian – практичный</td>
<td>a chalice – чаша, кубок</td>
</tr>
<tr>
<td>service equipment – вспомогательное оборудование</td>
<td>stem – ножка (бокала)</td>
</tr>
<tr>
<td>service ware – предметы сервировки стола</td>
<td>a snifter – бокал, суженный к верху</td>
</tr>
<tr>
<td>glassware – приборы из стекла</td>
<td>condiment – приправа</td>
</tr>
<tr>
<td>chinaware – фарфровая посуда</td>
<td>a beer keg – пивной бочонок</td>
</tr>
<tr>
<td>tableware – столовая посуда</td>
<td>fragile – хрупкий</td>
</tr>
<tr>
<td>flatware – столовые приборы</td>
<td>to stack – складывать</td>
</tr>
<tr>
<td>cutlery – столовые приборы (режущий инструмент)</td>
<td>breakage – бой посуды</td>
</tr>
<tr>
<td>hollowware – глубокая посуда</td>
<td>base – основание</td>
</tr>
<tr>
<td>rim – ободок бокала</td>
<td>bone chine – английский фарфор</td>
</tr>
<tr>
<td>a tumbler – высокий стакан</td>
<td>porcelain – фарфор</td>
</tr>
<tr>
<td>a jug – кувшин</td>
<td>a pantry – шкаф для посуды</td>
</tr>
<tr>
<td>a pitcher – кувшин</td>
<td>stoneware – глиняная посуда</td>
</tr>
<tr>
<td>namesake – названный в чью либо честь</td>
<td>a casserole – горшок для запекания</td>
</tr>
<tr>
<td>a wheat beer glass – бокал для пшеничного пива</td>
<td>ovenproof – жаростойкий</td>
</tr>
<tr>
<td>curvature – изгиб, закругление</td>
<td>a pile – стопка</td>
</tr>
<tr>
<td>a beer stein – пивная кружка</td>
<td>to topple down – перевернуться (упасть)</td>
</tr>
<tr>
<td>a tankard – высокая пивная кружка с крышкой</td>
<td>germs – бактерии</td>
</tr>
<tr>
<td></td>
<td>chipped and cracked items – треснутые и отколотые предметы</td>
</tr>
<tr>
<td></td>
<td>to dispose – изымать</td>
</tr>
<tr>
<td></td>
<td>a tureen – супница</td>
</tr>
<tr>
<td></td>
<td>a skewer – шампур</td>
</tr>
</tbody>
</table>
4.1 INTRODUCTION

The operating equipments used in hotels / restaurants play an important role in attracting customers. The restaurant operating equipments include service equipments, furnitures, fixtures and linen all of which squarely reflects the standard and style of the restaurant. The atmosphere of a restaurant is largely affected by the kind of furniture used.

The furniture should be utilitarian and elegant to look at. Very often by using different materials, designs and finishes and by careful arrangement, one can change the atmosphere and appearance of the food service area to suit different occasions.

4.2 SERVICE EQUIPMENTS

Elegant and attractive serviceware, colourful and clean dishes, quality plates and glassware add to the decor of a restaurant. However, several factors have to be considered while selecting the equipment.

- Standard of the restaurant
- Types of service
- Décor and theme of the restaurant
- Type of clientele
- Durability of equipment
- Ease of maintenance
- Availability when stocks runout for replacement
- Storage
- Flexibility of use
- Price factors
- Standardization
A hotel / restaurant should be well stocked with appropriate equipment to provide quality service. For multipurpose use and to cut down costs, most hotels / restaurants standardise equipment in terms of size and colour. Food and beverage service equipment may be divided into glassware, chinaware and tableware which are further subdivided into flatware, cutlery and hollowware.

4.3 GLASSWARE

Glassware refers to glass and drinkware items besides tableware, such as dishes, cutlery and flatware, used to set a table for eating a meal. The term usually refers to the drinking vessels, unless the dinnerware is also made of glass. The choice of the right quality glass is a vital element if the cocktail is to be invitingly presented and give satisfaction to the consumer. Well designed glassware combines elegance, strength and stability, and should be fine and smooth rimmed and of clear glass.

4.3.1 Types of Glassware

Many standard patterns and sizes of glassware are available to serve each drink. Most glass drinking vessels are either tumblers, flat-bottomed glasses with no handle, foot, or stem; footed glasses, which have a bowl above a flat base, but no stem; or stemware, which have a bowl on a stem above a flat base. Neither a tumbler, footed, nor a stem, yard (beer) is a very tall, conical beer glass, with a round ball base, usually hung on the wall when empty.

**GLASSWARE**

**Collins Glassware**
A Collins glass is a glass tumbler, holding 240 to 350 ml, used to serve a mixed drink, named after Tom Collins. This glass is somewhat narrower, and holds less than the similar highball glass.
**Highball Glass**
A highball glass is a glass tumbler, holding between 8 and 12 fluid ounces (240 to 350 mL), used to serve a mixed drink, or highball. This glass is taller than an Old-Fashioned glass, and shorter than a Collins glass.

**Shot Glass**
It is a small glass used for measuring or serving up to three ounces of liquor. Modern shot glass holds a thicker base and sides than the whiskey glass.

**Pint Glass**
A pint glass is a drinking vessel holding an imperial pint (568 ml) of liquid and is usually used for beer. Three common shapes of pint glass are found (conical, jug, and flared top), though others are available. Pints are considered good for serving stouts, porters and English ales.

**Pilsner Glass**
A pilsner glass is a glass used to serve many types of light beers, but is intended for its namesake, the pilsner. Pilsner glasses are generally smaller than a pint glass, usually in 250 ml or 330 ml sizes. They are tall, slender and tapered. Wheat beer glasses are often mistakenly referred to as pilsner glasses, but a true
Pilsner glass has an even taper without curvature. Pilsner glasses are made to showcase the color, effervescence, and clarity of the pilsner, as well as to maintain a nice head.

**Beer Stein**
A beer stein is a traditionally-German beer tankard or mug, made of pewter, silver, wood, porcelain, earthenware or glass; usually with a hinged lid and levered thumblift.

**Flute glass**
A flute glass is the preferred serving vessel for Belgian lambics and fruit beers. The narrow shape helps maintain carbonation, while providing a strong aromatic front. Flute glasses display the lively carbonation, sparkling color, and soft lacing of this distinct style.

**Goblet or Chalice**
Chalices and goblets are large, stemmed, bowl-shaped glasses adequate for serving heavy Belgian ales, German bocks, and other big sipping beers. The distinction between goblet and chalice is typically in the glass thickness. Goblets tend to be more delicate and thin, while the chalice is heavy and thick walled.
**Snifters**
Typically used for serving brandy and cognac, a snifter is ideal for capturing the volatiles of aromatic beers, such as Belgian ales, India pale ales, barleywines and wheat wines. The shape helps trap the volatiles, while allowing swirling to agitate them and produce an intense aroma.

**Wheat Beer Glass**
A wheat beer glass is a glass used to serve wheat beer, known also as Weizenbier or Weibbier. The German glass generally holds 500 millilitres with room for foam or "head". It is much taller than a pint glass. It is very narrow at the bottom and slightly wider at the top. In other countries such as Belgium, the glass may hold 250 ml or 330 ml. The tall glass provides room for the often thick, fluffy heads produced by the style, which traps aromas and is visually pleasing.
### Tulip Glass

A tulip glass not only helps trap the aroma, but also aids in maintaining large heads, creating a visual and olfactory sensation. The body is bulbous, but the top flares out to form a lip which helps head retention. It is recommended for serving Scottish ales, barleywines, Belgian ales and other aromatic beers.

### Cocktail Glass

A cocktail glass, martini glass, or champagne glass, or stem cocktail glass, is a drinking glass with a cone-shaped bowl (the tip of the cone forming approximately a 90 degree angle in the cross section) on a stem above a flat base, used to serve a cocktail or champagne. As with other stemware, the stem allows the drinker to hold the glass without affecting the temperature of the drink. One variation is the double martini glass which is taller and wider at the opening than a standard martini glass.
Red Wine Glasses
Glasses for red wine are characterized by their rounder, wider bowl, which gives the wine a chance to breathe. Since most reds are meant to be consumed at room temperature, the wider bowl also allows the wine to cool more quickly after hand contact has warmed it. Red wine glasses can have particular styles of their own, such as:

• Bordeaux glass: Tall with a wide bowl, and is designed for full bodied red wines like Cabernet and Merlot as it directs wine to the back of the mouth.
• Burgundy glass: Larger than the Bordeaux glass, it has a larger bowl to accumulate aromas of more delicate red wines such as Pinot Noir. This style of glass directs wine to the tip of the tongue.

White Wine Glass
White wine glasses are generally narrower, although not as narrow as champagne flutes, with somewhat straight or tulip-shaped sides. The narrowness of the white wine glass allows the chilled wine to retain its temperature for two reasons;
- The reduced surface area of the glass (in comparison to red wine glasses) means less air circulating around the glass and warming the wine.
- The smaller bowl of the glass means less contact between the hand and the glass, and so body heat does not transfer as easily or as fast to the wine.

**Champagne Flutes**
Champagne flutes are characterised by a long stem with a tall, narrow bowl on top. The shape is designed to keep sparkling wine attractive and inviting during its consumption. The glass is designed to be held by the stem to help prevent the heat from the hand warming up the champagne. The bowl itself is designed in a manner to help retain the signature carbonation in the beverage. This is achieved by reducing the surface area at the opening of the bowl. Champagne flutes are often used at formal engagements, such as award ceremonies and weddings.
<table>
<thead>
<tr>
<th><strong>Sherry Glass</strong></th>
<th><img src="image" alt="Sherry Glass" /></th>
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<tbody>
<tr>
<td>A sherry glass is a drinkware generally used for serving aromatic alcoholic beverages, such as sherry, port, aperitifs and liqueurs, and layered shooters. An ISO-standard sized sherry glass is 120 ml. The copita, with its aroma-enhancing narrow taper, is a type of sherry glass.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Coupette Glass</strong></th>
<th><img src="image" alt="Coupette Glass" /></th>
</tr>
</thead>
<tbody>
<tr>
<td>A modified version of the cocktail glass. Used for serving drinks where the rim of the glass is required to be coated in either sugar or salt or any other condiments used to make some of the more exotic drinks such as margaritas.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Pitcher</strong></th>
<th><img src="image" alt="Pitcher" /></th>
</tr>
</thead>
<tbody>
<tr>
<td>This larger container usually has a handle and a lip or spout for pouring the contents into several glasses. Available in glass or plastic. Generally used for serving beer for a beer keg for draft beer.</td>
<td></td>
</tr>
</tbody>
</table>
Old Fashioned Glass
The Old-Fashioned glass, rocks glass, or "lowball", is a short tumbler used for serving liquor "on the rocks", meaning over ice, or cocktails having few ingredients. It is named after the old fashioned cocktail, traditionally served in such a glass. A White Russian is traditionally served in the Old Fashioned Glass.

Yard Glass
A yard (or yard glass) is a very tall glass used for drinking beer; a yard (or yard of ale) also refers to the (variable) quantity of beer held by such a glass. The glass is approximately 1 yard long (hence the name), and holds 2 imperial pints (1.14 litres) of liquid. The glass is shaped with a bulb at the bottom, and a widening shaft which constitutes most of the height. Because the glass is so long and in any case does not usually have a stable flat base, it is hung on the wall when not in use.
Coffee-Mug
Almost a smaller version of the beer mug, made of thick heavy glass and used for coffee.

Irish Coffee Cup
A uniquely shaped glass with a handle that is used to serve any hot beverage such as Spanish coffee or cocoa.

4.3.2 Handling of Glassware

1. Glassware is highly fragile and most delicate and expensive: hence utmost care has to be taken while handling glass equipments.
2. Glasses are normally stored in a glass pantry and should be placed upside down in single rows on paper-lined shelves, to prevent dust settling in them.
3. Tumblers should not be stacked inside one another as this may result in heavy breakages and accidents.
4. The appearance of the drink mainly depends on the glass and therefore, the glass should be sparkling clean and attractive in shape and style.
5. When glassware is machine or hand washed, each individual item must be polished and dried with a glass cloth made of linen, as water leaves stains on the glasses.
6. Glasses whether clean or dirty have to be handled by the base or stem, since the finger prints left on the glass necessitates polishing.
4.4 CHINAWARE

China is a term used for crockery whether bone china (expensive and fine), earthenware (opaque and cheaper) or vitrified (metallised). Most catering crockery used nowadays tends to be vitrified earthenware, which is very durable and have been strengthened. Crockery is also usually given rolled edges to make it more chip resistant.

China ware is made of silica, soda ash, and china clay, glazed to give a fine finish. China ware can be found in different colours and designs which are always coated with glaze. China ware is more resistant to heat than glassware. There are various classification of catering china. They are:

**Porcelain**

Porcelain is a ceramic material made by heating selected and refined materials, which often includes clay of kaolinite clay, to high temperatures. The raw materials for porcelain, when mixed with water, form a plastic body that can be worked to a required shape before firing in a kiln at temperatures between 1200°C and 1400°C. The toughness, strength, and translucence of porcelain arise mainly from the formation of glass at high temperatures and the mineral mullite within the fired body.

**Bone China**

Bone china is porcelain made of clay mixed with bone ash. This is very fine, hard china that is very expensive. The decorations are to be found under the glaze only. The price of bone china puts it out of reach of the majority of everyday caterers, and only a few of the top class hotels and restaurants would use it. The range of design, pattern and colour is very wide and there is something to suit all occasions and situations.

**Earthenware**

Earthenware may sometimes be as thin as bone china and other porcelains, though it is not translucent and is more easily chipped. Earthenware is also less strong, less
tough, and more porous than stoneware, but its low cost and easier working compensate for these deficiencies. Due to its higher porosity, earthenware must usually be glazed in order to be watertight.

**Stoneware**

Stoneware is a hard pottery made from siliceous paste, fired at high temperature to vitrify (make glassy) the body. Stoneware is heavier and more opaque than porcelain. The usual color of fired stoneware tends to be grayish, though there may be a wide range of colors, depending on the clay. It has been produced in China since ancient times and is the forerunner of Chinese porcelain.

4.4.1 Chinaware Serving Items

There are wide ranges of chinaware serving items and their sizes vary according to the manufacturer and the design produced. Recent developments in chinaware include the ovenproof ware (dishes, casserole and cocotte dishes), which allow food to be brought straight from the oven to the table.

![Figure 4.1 Chinaware](image-url)
4.4.2 Handling of Chinaware

Whatever quality of china or crockery is used, the most important thing to ensure is that it is washed, rinsed and dried correctly to ensure that no dirt, stains or streaks appear.

1. Chinaware has a high breakage rate and, therefore, needs careful handling.
2. They should be stored on shelves in piles or stakes of approximately two dozen each. Any higher may result in their toppling down.
3. They should be stored at a convenient height for placing on, and removing from the shelves to avoid accidents.
4. Chinaware should be kept covered to prevent dust and germs settling on it.
5. Chipped and cracked items harbor germs and should, therefore, not be used and disposed off carefully.

4.5 TABLEWARE

Tableware includes the dishes, glassware, cutlery, and flatware eating utensils (knives, forks, and spoons) used to set a table for eating a meal. The nature, variety, and number of objects varies from culture to culture, and may vary from meal to meal as well. Tableware may be categorised as follows:

- **Flatware.** Flatware denotes all forms of spoon and fork. Flatware, especially that used by most people when they eat informally, is usually made of stainless steel.
- **Cutlery.** Cutlery refers to knives and other cutting instruments.
- **Holloware.** Holloware refers to table service items such as sugar bowls, creamers, coffee pots, teapots, soup tureens, hot food covers, water pitchers, platters, butter platters, and other metal items excluding flatware and cutlery.
4.5.1 Special Tableware

There is almost an unlimited range of flatware, cutlery and hollowware in use in the catering industry. Apart from the familiar knife, fork, spoon, vegetable dishes and lids, entrée dishes and lids, soup tureens, teapot, hotwater jugs, sugar basins there are a number of specialist items of equipment available for use with specific dishes. Some common specialist equipments are listed below:

**Silver Tea Tong**

The silver tea tongs (called also silver sugar tongs or silver sugar nips) are used for lifting sugar cubes from the sugar bowls and add to tea cups. The basic forms in which they were made are:

- fire tongs, of two arms joined at one end by a pivot
- scissors tongs, of two arms pivoting at the centre, in the form of a pair of scissors (tea tongs or sugar nips)
  Ends of tongs may be serrated.

**Asparagus Holder**
The asparagus holder is an utensil for a diner to hold a single stalk of asparagus. It is made of a single strip of metal, bent in the form of U-shaped tongs, with a small square plate at each end to grip the stalk.

**Pastry Slicer**
Pastry slicer is used for serving pastries (portion of gâteau)

**Pastry Fork**
Pastry fork is a small fork designed for eating pastries and other desserts while holding a plate. It is typically designed so that it can be used with the right hand, while the left hand holds the plate. It therefore has the left side widened to be used like a knife to cut the food when pressed down on the plate. Left-handed pastry forks have the right side widened instead. This fork may also be used to lift fruit pieces from the plate.
| **Oyster Fork**  
| A fork used for picking up shellfish cocktail or oysters. This fork is shaped like a regular fork, but it slightly smaller and the tines are curved outward. |
| **Lobster Pick**  
| This long, narrow utensil is used to pull every shred of meat from the hard-to-reach cavities (such as the legs) of lobsters and crabs. The tip of a lobster pick can either be pointed or in the shape of a tiny, two-prong fork. |
| **Snail Tong and Snail Fork**  
| Small, spring-operated tongs used to hold hot snail shells while extracting the snail. Unlike most tongs, these open by squeezing the handles. When the pressure is released, the tongs snap securely around the snail shell. |
| **Snail Dish**  
<p>| It is a round dish with two ears having six indentations to hold portion of six snails. |</p>
<table>
<thead>
<tr>
<th><strong>Skewers</strong></th>
<th><img src="image1" alt="Skewers Image" /></th>
</tr>
</thead>
<tbody>
<tr>
<td>A long, thin, pointed rod that comes in various sizes. Skewers are made of metal or wood; the former often has a ring at one end. They're most often used to hold meat in place during cooking/serving, as well as to skewer meat and vegetables to be grilled for shish kebab. The best skewers are square or flat-shaped that hold food securely when moved. Usually made of stainless steel.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Ice-cream Scoop</strong></th>
<th><img src="image2" alt="Ice-cream Scoop Image" /></th>
</tr>
</thead>
<tbody>
<tr>
<td>It is used to remove ice cream from a carton or other container while forming the ice cream into a ball or oval shape. Ice-cream scoops come in several styles and sizes. The simplest is a plain metal scoop- or spade-shaped utensil. Next comes one shaped like a half-globe or oval with a spring-action lever in the handle. When squeezed, the lever moves an arc-shaped blade across the scoop's interior and ejects the ice-cream ball. The nonstick-style scoop has antifreeze sealed inside.</td>
<td></td>
</tr>
<tr>
<td>Nutcracker</td>
<td></td>
</tr>
<tr>
<td>------------</td>
<td></td>
</tr>
<tr>
<td>It is a tool for cracking hard nutshells, usually consisting of two hinged metal arms between which the nut is squeezed.</td>
<td></td>
</tr>
</tbody>
</table>

### 4.5.2 Handling of Tableware

1. Storage of cutlery and flatware is very important. Each item has to be stored in the boxes or drawers lined with baize to prevent the items being scratched.
2. They should be stored in cupboard or room which can be locked.
3. Cutlery and flatware may be stored in cutlery trollies.

### 4.6 TABLES AND CHAIRS

The size and shape of tables depends entirely on the availability of space and the kind of service envisaged. Normally three types of tables are used. They are round, rectangular and square.

The height of the table irrespective of the shape should be 75 cm from the floor level.

The diameter of a round table to seat four people should be approximately 92 cm.

The size of a square table to seat two people should be 76 cm sq and 92 cm square to seat four people. The size of rectangular table to seat four people should be 137 cm x 76 cm. Commercial table tops come in a variety of materials: wood, metal, stone, tile and melamine. Many restaurant table tops are available with edged finishes to prevent scuffs and dents.

In some expensive tables, another table top is placed with revolving facility, on top of which the food is placed where the guests can rotate revolving top and serve himself, if he chooses to.

**Chairs**

Chair are available in various shapes, colours and sizes to suit all occasions. Because of the wide ranges of style, chairs come in varied height and width. However the
dimension of chairs should be relative to table dimensions. The average height of the chair should be 92 cm. The seat should be 46 cm from the floor and 23 cm from the top of the table. This would enable guests to sit and eat comfortably, without their legs touching the underside of the table.

4.7 SIDE STATION / DUMMY WAITER

The side station is also called the dummy waiter or service console. This is a very important piece of furniture in a restaurant. It is used by the service staff for keeping all the service equipment at one place. It is also used as a landing table for the dishes picked up from the kitchen enroute to the table and the dirty dishes from the guest's table to the wash-up area. For the convenience of the service staff, the side station should be strategically located in a restaurant. The side station should be kept clean and presentable as it can be seen by the guests.
The following service equipment can be stored in a side station.

<table>
<thead>
<tr>
<th>Salvers</th>
<th>Creamers</th>
<th>Wine chiller and stand</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coffee pots</td>
<td>Teapots</td>
<td>Ice buckets and tongs</td>
</tr>
<tr>
<td>Finger bowls</td>
<td>Cruet sets</td>
<td>Sugar bowl; and tongs</td>
</tr>
<tr>
<td>Soup ladles</td>
<td>Butter dishes</td>
<td>Bottle and wine openers</td>
</tr>
<tr>
<td>Cigar cutters</td>
<td>Bread baskets</td>
<td>Bud vases</td>
</tr>
<tr>
<td>Candle holders</td>
<td>Wine cradle</td>
<td>Toothpick stand</td>
</tr>
<tr>
<td>Straw stand</td>
<td>Pot holders</td>
<td>Drip bowls</td>
</tr>
</tbody>
</table>

The style and design of the side board varies from establishment to establishment. It depends upon:

- The style of service and menu offered.
- The number of waiters working from one sideboard
- The number of tables to be served from one sideboard
• The amount of equipment it is expected to hold.

It is essential that the side board is of minimum size and portable so that it may be moved, if necessary. If the sideboard is too large for its purpose, then it takes up space which could be used to seat more customers. The top should be of heat resistant material which can be easily washed down. After service, the sideboard is either completely emptied out or restocked for the next service.

4.8 TROLLEYS

The various trolleys used in the food and beverage service outlets are:

4.8.1 Gueridon or Flambe Trolley

A gueridon or flambe trolley is a small trolley that can be placed alongside the guest’s table. It consists of one or two burners, a gas cylinder and a work and storage space for plates and cooking equipment. Using this trolley, the food is flambed at the guest’s table. Only skilled and well trained waiters are allowed to handle this service as there is the risk of spoiling food by overcooking it, and of the flame causing a fire in the premises.

4.8.2 Room Service Trolley

This trolley is known for its versatility. It is used for the service to guests in their rooms. The waiter sets up the meal and covers on the trolley and wheels it into the guest’s room. This trolley may also be used as a dining table in the privacy of the guest’s room. Beneath the trolley top, provision is made for mounting a hot case to keep the food warm.

4.8.3 Dessert Trolley

This trolley serves as a visual aid to selling desserts. Guests are more likely to order a dessert if they can see what is available, particularly if it is well presented. Some dessert trolleys are refrigerated. This trolley has several shelves and the bottom shelf is reserved for plates, cutlery, linen and other service equipment. A glass or transparent trolley top makes it easy for guests to select a dessert of their choice.
4.8.4 Hors d'oeuvre / Appetizer Trolley

A hors d'oeuvre is the first course of a menu usually consisting of a selection of small items of egg, fish, meat, fruit and vegetables in pungent dressings. This hors d'oeuvre trolley is used to carry variety of appetizers. This trolley can be used to popularise the special dishes that are introduced in the restaurant from time to time.

4.8.5 Carving Trolley

It is used for carving joints of meat at a guest's table.

4.9 LINEN

Linens are fabric goods, such as tablecloths, napkins and slip cloths. Linen is a material made from the fibers of the flax plant. Originally, many, such as bed sheets and tablecloths, were made of linen. Today, the term "linen" has come to be applied to all related products even though most are made of cotton, various synthetic materials, or blends. The main items of linen normally found in a restaurant are: tablecloths; slipcloths; buffet cloths; trolley and sideboard cloths; and waiter’s cloths or service cloths.

4.9.1 Table Cloths

Table linens made from cotton or linen are not only more absorbent but also last longer. The fibers don't pill or pile as easy as with synthetic table linens and they don't become shiny when exposed to an iron's heat. Egyptian cotton and Irish linen are considered the finest materials for table linens because of their long, durable fibers. White is the most popular color for table linens because it's considered formal. Table linens in off white or ivory are also acceptable. A damask (woven) or embroidered pattern is a perfectly acceptable table cloth. Table cloths should be large enough to cover the top as well as a portion of the legs of a table without interfering with the guest’s comfort while he is seated at the table. The size of the tablecloth varies according to the size of the table it is required to cover.
4.9.2 Slip Cloths or Naperones

These are designed to be laid over the tablecloth to protect it from spillage and give it a longer life. Using a slip cloth reduces the number of tablecloths used and thus reduces the cost of inventory and laundry. Slip cloths may measure one meter square approximately.

4.9.3. Napkins or Serviettes

A napkin or serviette is a rectangle cloth or paper used at the table for wiping the mouth while eating. It is usually small and folded. Conventionally, the napkin is folded and placed to the left of the place setting, outside the outermost fork. In an ambitious restaurant setting, it may be folded into elaborate shapes and displayed on the empty plate. A napkin may also be held together in a bundle (with cutlery) by a napkin ring. Alternatively, paper napkins may be contained with a napkin holder. Napkins may be of the same colour as tablecloths, or in a colour that blends with the décor of the restaurant. Napkins should be spotlessly clean and well-pressed. The ideal size for a napkin is between 46 to 50 cm sq.

4.9.4 Buffet Cloths

For a buffet table, the minimum size of the tablecloth required is 2 m x 4 m.

4.9.5 Trolley Cloths and Sideboard Cloths

These are usually made from tablecloths well worn and not suitable for use on tables, mended by the housekeeping department and folded to fit a sideboard or trolley.

4.9.6 Waiter’s Cloths or Service Cloths

A service cloth is a very important part of service equipment as well as being part of the food server’s uniform. It must be kept clean and ironed at all times and only used as a service cloth for certain activities such as:

- Carrying hot plates
- Final polishing of plates
- Wiping small spills
• Brushing crumbs onto a service plate
• Wiping the undersides of the plates before placing plates on the table.

Service cloths are also used by every waiter as protection against heat and to keep uniforms clean.

4.10 EQUIPMENT HANDLING

Management invests substantial amount in supplies and equipment. Service staffs are, therefore, expected that these equipment are handled gently and carefully. Staff should be sanitation and safety conscious. Equipment should be handled in the right spot stemmed glass by the stem, tumblers by the base, flatware by the handle. Bowls should never be held by the rim, use appropriate underliners. The thumb should never show on the plate. When setting up cutleries, as well as glasswares, avoid leaving finger marks by using trays or by securing them inside a cloth napkin.

To prevent breakage, be conscious of the rules of equipment handling. Breakages are usually caused by the following factors:

1. **Mechanical Impact** – results from object-to-object collision. This is induced by stacking of glasswares and chinawares, picking of glasses in bouquet, overloading of buspans and trays, putting cutleries inside glasses.

2. **Thermal Shock** – result of sudden change of temperature. This happens when hot water is placed inside a chilled / cold glass and vice versa, abrupt use of glasswares after coming of the dishwashing machines, heating chilled bowl in a microwave.

3. **Improper Handling and Misuse of Equipment** – using the equipment for a purpose it was not intended for such as using a glass to scoop ice, using knives for opening cans, etc.

4. **Inattentiveness or Absent-mindedness** – accidents often occur when service personnel are absent-minded or are inattentive in executing services especially when they are carrying breakable equipment.

5. **Environmental Factors** – greasy / wet floor, slippery floor, broken tiles, blind doors.
4.10.1 Measures to Avoid Breakages

- Use trays when serving and bussing.
- Proper system should be followed in stacking and storing equipment.
- Use appropriate door for entry and exit. A separate door for entering and exiting should be installed to prevent collision.
- Use appropriate glass racks. Make sure that the glasses are conveniently, but not tightly inserted in each rack.
- Buss out glasses separately from chinaware.
- Avoid overloading trays and buspans.

4.10.2 Do's and Do not's of Equipment Handling

1. Dump ice out of the glass; preheat the glass before pouring hot water. Do not pour hot drinks in chilled or cold glasses.
2. Stack dishes according to size and kind. Never stack too high.
3. Handle stemmed glasses by the stem and tumblers by the base. Never handle glasses in bouquet.
4. Remove glass / china from buspan one at a time. Do not unload china, glasses at random.
5. Use ice scooper for scooping ice. Never use the glass for scooping ice.
6. Never put cutlery into glasses, put them in appropriate containers.
7. Make sure of an adequate back-up supply of glassware for rush periods.
8. Always be on the lookout for cracked or chipped glassware and remove them.
9. Never allow glass-to-glass contact on overhead racks, keep distant from each other.
10. Never overload the tray / buspan. Load only what it can conveniently accommodate.
11. Never buss glasses in the sink. Buss them directly onto divider racks.
12. Never stack glasses. Use trays and avoid overcrowding them to prevent breakage.
4.10.3 Sanitation Standards in Handling Service Equipment

1. Use clean and sanitized glasses, flatware, chinaware and other equipment for service.
2. All service equipment must be wiped dry with clean cloths to avoid watermarks. The cloths used for this purpose must be segregated from other wiping cloths.
3. Bowls should be underlined with appropriate underliner and never to be served with the finger touching the rim.
4. When serving straw serve them with their wrappers or in their respective dispensers.
5. When serving additional utensils or napkin, place them in a small plate to avoid direct contact with hand.
6. The thumb should be kept away from the plate to avoid touching the sauce, meat or dish.
7. When setting up flatware and glasses, avoid leaving finger marks; carry them in trays or with a cloth napkin.
8. Never serve food using cutleries that have fallen on the floor.
9. To avoid contamination, food must be covered when it is not served immediately.
10. Never serve utensils, cups, glasses or plates that are oily, wet or with fingermarks, spots or lipstick mark.

4.11 LET US SUM UP

The operating equipments used in hotels / restaurants play an important role in attracting customers. The restaurant operating equipments include service equipments, furnitures, fixtures and linen all of which squarely reflect the standard and style of the restaurant.

Service equipments include attractive serviceware, clean dishes, plates and glassware. Glassware refers to glass and drinkware items besides tableware, such as dishes, cutlery and flatware, used to set a table for eating a meal. Many standard
patterns and sizes of glassware are available to serve each drink which includes Collins glassware, highball glass, shot glass, pint glass, pilsner glass, beer stein, flute glass, goblet, snifters, wheat beer glass, tulip glass, cocktail glass, red wine glass, white wine glass, champagne flute, sherry glass, coupette glass, coffee-mug, Irish coffee cup, pitcher, old fashioned glass, yard glass, etc. Chinaware is made of silica, soda ash, and china clay, glazed to give a fine finish. Chinaware is more resistant to heat than glassware. There are various classifications of chinaware which include porcelain, clay mixed with bone ash, earthenware, stoneware, etc. Tableware includes the dishes, glassware, cutlery, and flatware eating utensils (knives, forks, and spoons) used to set a table for eating a meal. Special table ware include asparagus holder, pastry slicer, pastry fork, oyster fork, lobster pick, snail tong and snail fork, snail dish, skewers, ice-cream scoop, nutcracker, etc. Stainless steel flatware and culery are available in a variety of grades. Many different sizes and shapes of tables are used. They are generally round, rectangular and square. Chair are available in various shapes, colours and sizes to suit all occasions. The side station is also called the dummy waiter or service console. This is a very important piece of furniture in a restaurant. Various trolleys used in the food and beverage service outlets are: gueridon or flambe trolley, room service trolley, dessert trolley, hors d'oeuvre trolley, carving trolley, etc. Linens are fabric goods, such as tablecloths, napkins and slip cloths. Linen is a material made from the fibers of the flax plant. The main items of linen normally found in a restaurant are: tablecloths; slipcloths; buffet cloths; trolley and sideboard cloths; and waiter’s cloths or service cloths.

**Exercise 1: Find English equivalents to the following words.**

Практичный; скатерть; в форме луковицы; хрупкий; бокал для коньяка; ножка бокала; основание стакана; кувшин; названный в чью-либо честь; бой (посуды); фарфор; треснутые и отколотые предметы; шкаф для посуды;
Exercise 2: Match the names of glassware with their description.

<table>
<thead>
<tr>
<th>1. Collins glassware</th>
<th>a. A glass, holding 240 to 350 ml, used to serve a mixed drink.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Shot glass</td>
<td>b. A glass used for measuring or serving up liquor.</td>
</tr>
<tr>
<td>3. Pilsner glass</td>
<td>c. A glass used to serve many types of light beers. Holds from 250 to 330 ml.</td>
</tr>
<tr>
<td>4. Beer stein</td>
<td>d. A traditionally German beer tankard or mug made of silver, wood, porcelain and so on.</td>
</tr>
<tr>
<td>5. Snifter</td>
<td>e. Is ideal for capturing the volatiles of aromatic beers. Traditionally used for serving cognac and brandy.</td>
</tr>
<tr>
<td>6. Champagne flute</td>
<td>f. The shape of this glass is designed to keep sparkling wine attractive and inviting during the consumption. The glass is designed to be held by the stem to help prevent the heat from the hand warming up the drink.</td>
</tr>
<tr>
<td>7. Coupette glass</td>
<td>g. A modified version of the cocktail glass. Used for serving drinks where the rim of the glass is required to be coated in either sugar or salt or any other condiments.</td>
</tr>
<tr>
<td>8. Old fashioned glass</td>
<td>h. A short tumbler used for serving liquor or cocktails having few</td>
</tr>
</tbody>
</table>
ingredients. Whiskey is also served in such glasses.

| 9. Red wine glass | i. Is characterized by its rounder, wider bowl which gives the vine a chance to breathe. The wider bowl allows the wine to cool more quickly after hard contact has warmed it. |

Exercise 3: Say which glassware should be used for drinking the following beverages.

Cognac, Moxito, Martini, Beer, Brandy, Champagne, Fruit beer, Margarita, Tequila, Vodka, Juice, Water, Xeres, Vermouth, Belgian ale, White Russian, Coffee, Rom, Whisky.

Exercise 4: Say which of the statements are true. Correct the false ones.

1. A Collins glass is a glass tumbler, holding 240 to 350 ml, used to serve a mixed drink, named after Tom Collins.
2. Pint Glass it is a small glass used for measuring or serving up to three ounces of liquor.
3. Pilsner glasses are generally bigger than pint glasses, usually in 250 ml or 330 ml sizes.
4. A beer stein is a traditionally-German beer tankard or mug, made of pewter, silver, wood, porcelain, earthenware or glass; usually with a hinged lid and levered thumblift.
5. A wheat beer glass is a glass used to serve wheat beer, known also as Weizenbier or Weibbier.
6. A tulip glass does not only help to trap the aroma, but also aids in maintaining large heads, creating a visual and olfactory sensation.
7. A champagne flute is a drinking glass with a cone-shaped bowl (the tip of the cone forming approximately a 90-degree angle in the cross section) on a stem above a flat base, used to serve a cocktail or champagne.

8. A pitcher usually has a handle and a lip or spout for pouring the contents into several glasses.

9. A yard (or yard glass) is a very short glass used for drinking beer; a yard (or yard of ale) also refers to the (variable) quantity of beer held by such a glass.

10. A coffee-mug is almost a smaller version of a beer mug, made of thick heavy glass and used for coffee.

11. An Irish coffee cup is a uniquely shaped glass with a handle that is used to serve any cold beverage.

12. Porcelain is the cheapest type of china.

13. Stoneware is the most expensive type of china.

14. Chinaware has a high breakage rate and, therefore, needs careful handling.

15. Cutlery refers to knives and other cutting instruments.

16. The silver tea tongs are used for lifting tea bags from the tea box and add to tea cups.

17. The side station is also called the dummy waiter or service console. This is a very important piece of furniture in a restaurant. It is used by the service staff for keeping all the service equipment at one place.

18. There are 3 main types of trolleys used in restaurants: gueridon trolley, room service trolley and hors d'oeuvre trolley.

19. Turkish cotton and Greek linen are considered the finest materials for table linens because of their long, durable fibers.

20. Breakages of serving equipment are usually caused by the 3 main factors, such as thermal shock, improper handling and misuse of equipment, environmental factors.
Exercise 5: Insert the appropriate words.

1. Glassware is highly …, most delicate and expensive, so almost care has to be taken while handling glass equipment.
2. Glasses are normally stored in a … and should be placed upside down in … rows on … shelves, to prevent …
3. Tumblers shouldn’t be … as it may result in heavy … and accidents.
4. The appearance of the drink mainly depends on the glass and therefore, the glass should be … and attractive in shape and style.
5. When glassware is machine or hand washed, each individual item must be … and … with a glass cloth made of linen, as water leaves stains on the glasses.
6. Glasses whether clean or dirty have to be handled by the … or … since the finger prints left on the glass necessitates …
7. Chinaware should be stored on shelves in … or stakes of approximately … each. Any higher may result in their toppling down.
8. … items harbor germs and should not be used and disposed off carefully.
9. Chinaware should be stored at a … height for placing on, and removing from the shelves to avoid accidents.
10. Chinaware should be … to prevent … and germs settling on it.

Exercise 6: Answer the following questions.

1. What 4 groups of operating equipment can you name?
2. What factors should be taken into consideration while selecting service equipment?
3. What groups of service equipment can be named?
4. What are the main rules of handling glassware?
5. What materials of catering crockery are used nowadays?
6. What are the main rules of handling chinaware?
7. What groups does tableware include?
8. What is the service equipment that can be stored in a side station?
9. What types of trolley are there in restaurants? What are they used for?
10. What are linens?
11. What materials are considered to be the best for linen?
12. What are the main items of linen found in a restaurant?
13. What are the main factors of service equipment breakages?
14. What are the most important do` s and do not` s of equipment handling?

**Exercise 7: Translate the following sentences from Russian into English.**

1. Стеклянная посуда очень хрупкая, она должна храниться в шкафу для посуды в перевёрнутом виде.
2. Нельзя ставить высокие стаканы один в один, потому что это может привести к тому, что они разобьются.
3. Столовая посуда включает в себя приборы из стекла, режущие приборы, специальные столовые приборы.
4. Большинство посуды для напитков представляет собой стаканы с плоским дном без ручки, высокие стаканы.
5. Выделяют разные виды стаканов для напитков: снифтер, шот, коллинз, хайбол, пилснер, пивная кружка.
6. К специальным столовым приборам можно отнести вилку для устриц, блюдо для улиток, а также вилку и щипцы, щипцы для орехов, шампура.
7. «Станция» (или фиктивный официант) – это важный элемент в ресторане, в котором хранится оборудование для обслуживания.
8. Чтобы предотвратить поломку посуды, нужно избегать механического воздействия, термического шока и неправильного обращения.
9. Тележку для разделяния используют для нарезания мяса перед гостями.
10. В ресторанах высокого уровня каждый стол должен быть обязательно засервирован как обычными, так и специальными столовыми приборами, скатертью и салфетками.
LESSON 5

STYLES OF SERVICE

Focus vocabulary

<table>
<thead>
<tr>
<th>English</th>
<th>Russian</th>
</tr>
</thead>
<tbody>
<tr>
<td>a style of service – a style of service – тип сервиса</td>
<td>to refer to – относиться к</td>
</tr>
<tr>
<td>elaborate – изысканный</td>
<td>to be neatly arranged – аккуратно</td>
</tr>
<tr>
<td>a gueridon or a pedestal table – стол-</td>
<td>располагать</td>
</tr>
<tr>
<td>тумба</td>
<td>a platter – большое плоское блюдо</td>
</tr>
<tr>
<td>a cart – тележка</td>
<td>a chafing dish – жаровня</td>
</tr>
<tr>
<td>technical expertise – техническое</td>
<td>a latecomer – опоздавший</td>
</tr>
<tr>
<td>expertise – профессиональные</td>
<td>to be fully prepared and pre-cut – быть</td>
</tr>
<tr>
<td>знания</td>
<td>полостью приготовленным и</td>
</tr>
<tr>
<td>showmanship – умение произвести</td>
<td>нарезанным</td>
</tr>
<tr>
<td>эффект</td>
<td>a side table – приставной</td>
</tr>
<tr>
<td>to command high price – предопределять высокую цену</td>
<td>инструментальный столик</td>
</tr>
</tbody>
</table>

5.1 INTRODUCTION

Service is a term that is used to describe the manner and method in which food is served to guests in foodservice operations. In former times, this often constituted an elaborate and convoluted protocol, much of which is no longer in vogue, not with standing that some technical terms are still in use today.

When food is placed directly on plates and served to guests at the table, this is referred to as service a lassiette. When guests serve themselves from the dish on the table with serving spoons, this is referred to a service a la francaise. When the waiter places the food on the diner’s plate this is referred to as service in the a la anglaise style. In service a la russe, which is also known as au gueridon, the dish is first offered to guest for viewing or approval, and then food is served onto the diner’s plate at a pedestal table or gueridon, which is located close to or besides the dinning table.
5.2 STYLES OF SERVICE

Five styles of services are internationally recognized:

1. French service or guerdion service
2. American service or plate service
3. English service
4. Russian service
5. Buffet service

5.2.1 French Service

French service differs from others in that all food is served from the gueridon. This is a rolling cart the same height as the guest's table. The gueridon is covered with a cloth and is placed side-by-side with the table. It is equipped with a small alcohol stove, or rechaud, that is used to keep the food warm for the preparation of different sauces and other special dishes. This service is very elaborate and elegant. The food is partially prepared in the kitchen and completed by the Chef or Head Waiter in full view of the customer. Service of this type requires not only technical expertise on food preparation but also a good showmanship. The Chef carries out certain activities like carving meats, preparing flambe, etc. with flair and showmanship.

Advantages:

1. The guests given personalized attention making him feel important.
2. It makes the guest feel that he is receiving a royal treatment.
3. The service is elegant and entertaining.
4. It commands higher price than other forms of service (pay for the service).

Disadvantages:

1. It is a slow service.
2. It is expensive because it requires large professional staff.
3. It requires a bigger dining room space to make service and food preparation convenient.
5.2.2 American Service

This is usually called “plate service” because the food is already placed in the plate in the kitchen ready to be served to the guests. This type of service is used in coffee shops where there is a demand for quick and simple service. It requires minimal training for the staff.

Advantages:

1. It is a fast and simple service.
2. It is inexpensive. One waiter or waitress can serve many guests and no special service equipment is necessary.
3. It does not require highly trained technical staff that demands for higher pay.

Disadvantages:

1. Less showmanship.
2. Reduced personalized attention.

5.2.3 English Service

This type of service is also known as “family style” service. In this service, the soup tureen is placed before the host alongside with preheated soup plates and hands them to the waiter, indicating the person to be served. The same procedure is followed with the main entree. If so desired, the partly filled dinner plate is presented to the hostess who serves the vegetables from large serving dishes placed before her. Then the waiter places the plate before the guests. This type of service is usually found in coffee shops, family restaurants, counter service, etc.

Advantages:

1. It is fast. Plates of food are served immediately at the proper temperature.
2. It is inexpensive.
3. It requires no special equipment.
Disadvantages:

1. Less showmanship.
2. Reduced personalized attention to the customer.

5.2.4 Russian Service

This type of service is the same as that of French service. However, in Russian service, the food is fully prepared and pre-cut in the kitchen and then neatly arranged on silver platters by the Chef. The waiter then shows the platter to the guest as a polite gesture and serves the food to the individual plates of the guests using serving cutleries.

Advantages:

1. Only one waiter is needed to each station.
2. Elegant and entertaining.
3. No extra space is needed for the equipment (except for the side stand).
4. It guarantees equal portions because the food is pre-cut and already served.
5. Gives the guests personal attention.

Disadvantages:

1. It requires a big initial investment in silver equipment.
2. If many guests are served from one platter, the last one to be served may see a rather less attractive display.
3. If every guest in a party orders a different dish like steak or fish, the waiter must carry very heavily loaded tray / trays to the dining room.

5.2.5 Buffet Service

This is also called self service and is normally used in banquet functions and in some restaurants. Food is attractively arranged on a long table, classified and arranged according to proper sequence, from appetizers to desserts. Soup is placed on a soup tureen and the hot entrees in chaffing dishes to keep them warm. Some equipment like dinner plates and saucers are laid down right on the buffet table. Instead of the
waiter serving the guests, the guests go to the buffet table pick up plates, china, cutlery and napkin and all other items and serve themselves of their own choice.

**Advantages:**

1. It is a fast service.
2. It requires less staff to render the service needed.
3. The presentation of the different dishes can be appetizing.

**Disadvantages:**

1. It may result in shortage of food especially when the early ones may serve themselves more; thus very little food is left for the latecomers.

**5.8 LET US SUM UP**

Service is a term that is used to describe the manner and method in which food is served to guests in foodservice operations. Five styles of services are internationally recognized which include French service or guerdion service, American service or plate service, English service, Russian service and Buffet service. French service differs from others in that all food is served from the gueridon. American service is usually called “plate service” because the food is already placed in the plate in the kitchen ready to be served to the guests. English service is known as “family style” service. In Russian service, the food is fully prepared and pre-cut in the kitchen and then neatly arranged on silver platters by the Chef. Buffet service is also called self service and is normally used in banquet functions and in some restaurants. During service the right and left hands have distinct functions. The left hand carries while the right hand works. Serving food with one hand technique is used only for platter service and involves the so-called long grip. Serving food with both hands technique is used when working at a side table or a buffet.

**Exercise 1: Find English equivalents to the following words.**

Изысканный и элегантный сервис; профессиональные навыки; умение произвести эффект; королевское обслуживание; серебряные блюда; шведский
Exercise 2: What style of service is it?

1. This type of service differs from others as all food is served from the gueridon.
2. In this service food is already placed in plates in the kitchen ready to be served to the guests.
3. In this type of service instead of waiter serving the guests, the guests serve themselves of their own choice.
4. This type of service is also known as “family style” service.
5. After the dish is arranged by the chef, the waiter shows the platter to the guests and serves the food to the individual plates of the guests.
6. The food in this service is partially prepared in the kitchen and completed by the chef or head waiter in full view of the customer.
7. In this type of service food is attractively arranged on a long table, classified and arranged to proper sequence, from appetizers to desserts.
8. The cheapest type of service.
9. This type of service is very similar to French service, but has some difference.
10. The most expensive style of service.
11. This type of service is used in coffee shops where there is a demand for quick and simple service.
12. In this service the soup tureen is placed before the host alongside with preheated soup plates and hands them to the waiter indicating the person to be served.
13. This type of service is usually called self-service.
14. This type of service is very fast, plates of food are served immediately at the proper temperature.
15. In this type of service, the food is fully prepared and pre-cut in the kitchen and then neatly arranged on silver plates by the chef.
Exercise 3: Say which of the statements are true. Correct the false ones.

1. Service is a term that is used to describe the manner and method in which food is served to guests in foodservice operations.
2. There are 7 styles of service that are internationally recognized.
3. French service differs from others in that all food is served from the carving trolley.
4. A gueridon is equipped with a small alcohol stove, or rechaud, that is used to keep the food warm for the preparation of different sauces and other special dishes.
5. Service of this type requires not only technical expertise on food preparation but also a good showmanship.
6. French service is not so expensive as other styles.
7. American service is usually called “pan service”.
8. American type of service is used in coffee shops where there is a demand for quick and simple service. It requires minimal training for the staff.
9. English type of service is also known as “family style” service.
10. In English service, the soup tureen is placed before the host alongside with preheated soup plates and hands them to the waiter, indicating the person to be served.
11. Russian service does not differ from French service.
12. In Russian service no extra space is needed for the equipment (except for the side stand) and it guarantees equal portions because the food is pre-cut and already served.
13. Buffet service is also called self service and is normally used in some fast-food restaurants.
14. Buffet service may result in shortage of food especially when the early ones may serve themselves more; thus very little food is left for the latecomers.
Exercise 4: Name advantages and disadvantages of the following styles of service.

1. French service or guerdion service
2. American service or plate service
3. English service
4. Russian service
5. Buffet service

Exercise 5: Translate the following sentences from Russian into English.

1. Французский сервис отличается от других тем, что еду накладывают с геридона (стола-тумбы).
2. Французский сервис очень изысканный и элегантный. Еда частично готовится на кухне, а завершается приготовление шеф-поваром непосредственно перед гостями.
3. Французский сервис достаточно дорогой, так как он предполагает большое количество хорошо обученного персонала и достаточно пространства в зале для дополнительного оборудования.
4. При французском сервисе еда подготавливается на кухне, а ее приготовление завершается перед гостями. Шеф-повар готовит различные соусы, разрезает блюдо и подает гостям.
5. Американский сервис еще называют сервисом подачи еды на персональной тарелке, так как она заранее раскладывается на персональной тарелке и уже официант разложит эту еду по тарелкам гостям.
6. Английский сервис, который еще называют семейным, можно назвать дешевым, быстрым и не требует определенного оборудования.
7. Русский сервис очень схож с французским. Разница заключается в том, что при русском сервисе еда подготавливается и нарезается заранее на кухне и выносится на больших серебряных блюдах. И уже официант разложит эту еду по тарелкам гостей.
8. Преимуществом русского сервиса является то, что все гости получат равные порции блюда.
9. Минус русского стиля в том, что, если все гости за столом заказут разные блюда, официант вынужден будет принести достаточно тяжелый, нагруженный блюдами поднос.
10. Такой сервис, как шведский стол еще известен, как сервис самообслуживания.
11. Такой сервис быстрый, не требует большого количества персонала, а также выставленные блюда будут выглядеть очень аппетитно.
12. Минус заключается в том, что если гости опоздают, то для них может оставаться совсем мало еды.
**LESSON 6**

**THE MENU**

**Focus vocabulary**

<table>
<thead>
<tr>
<th>English</th>
<th>Translation</th>
</tr>
</thead>
<tbody>
<tr>
<td>to be based on consumer demand –</td>
<td>быть основанным на потребности клиента</td>
</tr>
<tr>
<td>to cater for – предназначаться для</td>
<td></td>
</tr>
<tr>
<td>to lead to consumer satisfaction –</td>
<td>вести к удовлетворению клиентов</td>
</tr>
<tr>
<td>compilation of a menu – составление меню</td>
<td></td>
</tr>
<tr>
<td>a bill of fare – меню</td>
<td></td>
</tr>
<tr>
<td>plain or artistic in its presentation –</td>
<td>простой или художественный вид</td>
</tr>
<tr>
<td>multiple choice menu – меню с большим выбором блюд</td>
<td></td>
</tr>
<tr>
<td>an extensive menu – обширное меню</td>
<td></td>
</tr>
<tr>
<td>limited choices are charged at a fixed price – лимитированный выбор по фиксированной цене</td>
<td></td>
</tr>
<tr>
<td>varieties of ingredients and the garnishes – разнообразие ингредиентов и гарниров</td>
<td></td>
</tr>
<tr>
<td>haute cuisine – высокая кухня</td>
<td></td>
</tr>
<tr>
<td>an appetizer – закуска</td>
<td></td>
</tr>
<tr>
<td>low-calorie foods – низкокалорийная еда</td>
<td></td>
</tr>
<tr>
<td>seasonal items – сезонные предложения</td>
<td></td>
</tr>
<tr>
<td>a complete meal at a predetermined price –</td>
<td>полное блюдо по заранее установленной цене</td>
</tr>
<tr>
<td>well planned and balanced – хорошо спланированный и сбалансированный</td>
<td></td>
</tr>
<tr>
<td>to act as an appetite stimulant –</td>
<td>выступать стимулятором аппетита</td>
</tr>
<tr>
<td>heavy and hard to digest – тяжелый для переваривания</td>
<td></td>
</tr>
<tr>
<td>a huge amount of mise-en-place –</td>
<td>большое количество подготовки к обслуживанию</td>
</tr>
<tr>
<td>an array of dishes – разнообразие блюд</td>
<td></td>
</tr>
<tr>
<td>conference packages – сухпаек</td>
<td></td>
</tr>
</tbody>
</table>

**6.1 INTRODUCTION**

Menu is the statement of food and beverage items available or provided by food establishments primarily based on consumer demand and designed to achieve organizational objectives. It represents the focal point around which components of
food service systems are based. The menu is designed carefully what the outlet wants to cater for, keeping in mind the type of clients. The main advantage of a well-planned menu is that it leads to consumer satisfaction. It also helps to motivate the employees for a responsible and successful service.

A successful menu depends upon composition—the right combination of foods, prepared perfectly, to the entire satisfaction of the customer. So claimed Antonin Careme (1784-1833), the French chef who is considered the founder of classical cuisine. Menu is a document that controls an outlet’s operations and is considered the prime selling instruments of the restaurant.

6.2 MENU

In a restaurant, a menu is the list of dishes to be served or available for a diner to select from. The items that are available for the diner to choose from are broken down into various categories, depending on the time of day or the event.

The compilation of a menu is the most important part of a caterer's work. It is regarded as an art, acquired only through experience and study. The menu is a link between the guest and the establishment, hence it should be carefully planned by the establishment's professionals, namely the executive chef, the food and beverage manager and the food and beverage controller.

The word menu dates back to 1718, but the custom of making such a list is much older. In earlier times, the escriteau (bill of fare) or menu of ceremonial meals was displayed on the wall loadable with the kitchen staff to follow the order in which the dishes were to be served. It is said that in olden times, menus were like a large dictionary with sections covering a variety of dishes. As time progressed the lengthy single copy menu became smaller but increased in number allowing a number of copies placed in table increased. Depending on the establishment and the occasion, the menu may be plain or artistic in its presentation.
6.3 TYPES OF MENU

In a restaurant, there are two different types of menus which are differentiated by the manner in which they are served and priced. A menu may be a la carte or table d'hôte.

6.3.1 A La Carte Menu

An “A La Carte Menu”, is a multiple choice menu, with each dish priced separately. If a guest wishes to place an order, an a la carte is offered, from which one can choose the items one wants to eat.

Traditionally, the original menus that offered consumers choices were prepared on a small chalkboard, a la carte in French; so foods chosen from a bill of fare are described as à la carte, “according to the board.”

In an a la carte menu all items are cooked to order including the sauces that are made with wine, cream or mustard. Depending on the dish chosen by the guest, the cooking time will vary. It is necessary to inform the guests about the time the preparation might take. An extensive a la carte menu is impressive but involves a huge amount of mise-en-place.

6.3.2 Table D'hôte

Table d'hôte is a French phrase which literally means “host's table”. It is used to indicate a fixed menu where multi-course meals with limited choices are charged at a fixed price. Such a menu may also be called prix fixe (“fixed price”). It usually includes three or five courses meal available at a fixed price. It is also referred to as a fixed menu. Because the menu is set, the cutlery on the table may also already be set for all of the courses, with the first course cutlery on the outside, working in towards the plate as the courses progress.

In olden days, when the inns or dining establishments offering a limited choice in the menu was not preferred by the guests, they started offering an a la carte menu for guests to select the type of food they wanted to eat.
Fixed menus or table d'hote menus are still used in various forms such as buffet menus, conference packages and on special occasions. A table d'hote menu comprises a complete meal at a predetermined price. It is sometimes printed on a menu card or as in the case of banquets, it is agreed upon by the host of the party. A banquet style of fixed menu has more elaborate choices ranging from the soup to the dessert. For the banquets, the hosts invariably fixes or selects the menu in consultation with the hotel staff in advance.

Western style fixed menus normally provide the choice of a starter or soup, a main course, and finally a dessert. In each course there could be a choice of dishes to suit the tastes of individual guests.

Table d'hote menus should be well planned and balanced. As the guest is not given a chance to plan his own meal, the meal should be interesting, without any similarity in the colour and taste of the courses as well as being palatable, delicious and well presented.

If the main course is heavy, then the first course should be lighter, and act as an appetite stimulant for the courses to follow. Dishes that are heavy and hard to digest should be avoided. The colour, varieties of ingredients used, and the garnishes should, if possible, be different for each course.

Fixed menus are prevalent in transport catering which include air, rail, and sea passengers. The guests have a variety of fixed or table d'hote menus, with virtually no choice offered to the passengers (except the first class air passengers). Cruise liners may have elaborate fixed menus with multiple choices built into each course.

6.3.3 Difference Between A La Carte and Table D’hote

<table>
<thead>
<tr>
<th>A’ La Carte</th>
<th>Table D’Hote</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food is kept in a semi-prepared form and takes time to serve.</td>
<td>Food is kept in fully prepared form and can be served immediately.</td>
</tr>
<tr>
<td>Food items are individually served and guests pay for what they order.</td>
<td>Menu is collectively priced and the customer has to pay for the full menu</td>
</tr>
<tr>
<td>Whether he consumes a certain dish or not.</td>
<td>There is a vast choice. The menu is elaborate.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Silver is laid according to the dishes ordered.</td>
<td>Silver for the whole menu is laid in advance as the menu is known in advance.</td>
</tr>
</tbody>
</table>

### 6.4 MENU FORMAT

In many cases, especially in restaurants, serving haute cuisine, the part or table d'hote menu is beautifully handwritten to emphasize the traditional character of the restaurant. In less fancy restaurants, a modern variant that is similar but simpler is often used: the blackboard, on which are written recommendations concerning the day's specialties.

In general, however, the table d'hote or a part menu, which changes daily or cyclically, is prepared in-house (on a typewriter or computer) and duplicated as necessary. A separate menu listing the daily specials might also be prepared. In many restaurants the table d'hôtel or a part menu and the daily specials contain only a fraction of what is offered. Often an a la carte menu, from which the guests can select from an array of dishes that are always available, is also provided. If an a la carte menu is offered, the other menus are inserted in or clipped to its folder. The daily menus may also be placed at every seat, but in most establishments they are offered by the service staff along with the regular a la carte menu.

### 6.5 BASIC PRINCIPLES OF ORGANIZING A MENU

1. Cold and warm dishes are listed separately.
2. Appetizers, soups, seafood and main courses are listed in separate groups.
3. In every group the lighter dishes are listed before the richer ones.
4. Salads should be highlighted.
5. If offered, low-calorie foods should be specially indicated, and the number of calories should be stated.

6. If foods are prepared with organically grown ingredients, this fact should be highlighted to the discriminating customer.

7. Every dish should be described clearly and simply, in an appetizing way, without being too flowery.

8. House specialties and seasonal items should correspond to the season and should change accordingly. Use a clip-on menu or special insert to attract attention to them.

9. The dessert selection should be listed on a separate attractive card. The menu should inform the guests that such a card is available.

10. The numbering of menu items can save time and confusion, especially with many of the new computerized cash registers. Numbering, however, discourages communication between guests and the service staff and thus does not help promote sales. For an easy compromise, place one numbered menu at the register or where orders are relayed to the kitchen so that one can punch in the guest's order by number; the guest, however, orders the actual foods with words, not number.

**6.6 FRENCH CLASSICAL MENU**

The classical French menu contains thirteen courses. Today, a menu of this size is hardly ever offered. But even today's shorter menus follow the structure of the classical French menus as far as succession of courses is concerned. They always start with something light to stimulate the appetite, build up to the main course, and then become lighter toward the end of the meal. The thirteen courses of the Classic Menu for French Cuisine are given below:

<table>
<thead>
<tr>
<th>Course</th>
<th>French</th>
<th>English</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hors d'oeuvre</td>
<td>Appetizer</td>
</tr>
<tr>
<td>2</td>
<td>Potage</td>
<td>Soup</td>
</tr>
</tbody>
</table>
1) **Hors D'oeuvre**

Being of a highly seasoned and piquant in nature, this course is used to manipulate the appetite for the dishes that are to follow. In recent years, hors d’oeuvres have gained in popularity, and now appear even on simple menus in modest eating places. Although the actual term “hors d’oeuvres” applies to the service of various cold salads and morsels of anchovy, sardines, olives, prawns, etc., it also covers whatever items are served before the soup.

2) **Potage**

The French have three separate words for soup. Consommé is a clear, thin broth. Soupe refers to a thick, hearty mélange with chunks of food. Potage falls somewhere between the two in texture, content and thickness. A potage is usually puréed and is often thick, well-seasoned meat or vegetable soup, usually containing barley or other cereal or a pulse (e.g. lentils). Today, the words *soupe* and *potage* are often used interchangeably. On good-class à la carte menus, a fish soup is also usually offered for selection.
3) Oeufs

Oeufs are the dishes made from egg. The omelette is the most popular item, but there are other styles of cooking and preparation of eggs such as boiled, en cocotte, poached or scrambled. This course is not included in the dinner menu.

4) Farineux

This is Italy's contribution to the courses of the menu. It includes different kinds of rice and pasta. Pasta dishes are spaghetti, lasagne and gnocchi. Pasta is made from durum wheat semolina or milled durum wheat to which water is added to form a dough. It can be coloured and flavoured in various ways. There are more than 200 varieties of pasta. The ingredients, size, shape and colour determine the type of pasta.

5) Poisson

Poisson are the dishes made from fish. Fish, being soft-fibred, prepares the palate for the heavier meats that follow. Deep-fried or grilled fish dishes do not generally occupy a place on the “classical dinner menu,” but are freely offered on the shorter-coursed luncheon menu. This also applies to the coarser members of the fish family, and the dinner menu is usually comprised of the finer fish prepared and cooked in the more classical manners. Ideal fish for dinner menu compilation are: Sole, Salmon, Halibut, Escallop, etc. Rarely seen on a menu for the evening meal are: Cod, Bass, Haddock, Brill, Hake, and Plaice.

6) Entrée

This is the first of the meat courses on a menu. It is always a complete dish in itself. It is despatched from the kitchen garnished and sauced in the manner in which it is intended to be served. The “entrée” is always cooked and garnished in an artistic manner and usually served with a rich sauce. The “entrée” can be devised of almost anything light. This course consists of all the small cuts of butcher’s meats, usually sautéed, but never grilled. Grilled steaks, cutlets and chops invariably replace the joints as the roast (roti) course.
In first-class hotels and restaurants, all entrées are cooked, garnished and presented for service by the sauce cook (saucier).

7) **Relevé**

This is the main meat course on the menu, and is commonly known as the “piece de resistance.” It may consist of joint of any of the following: lamb, chicken, beef, duck, veal, ham, pork, tongue. These joints would be cooked by the sauce cook in a first-class hotel or restaurant, by any method except roasting. They are usually cooked on casserole, braise or poêle. Generally cooked in a sauce and served with it.

8) **Sorbet**

This course is a rest between courses. It counteracts the previous dishes, and rejuvenates the appetite for those that are to follow. Normally served between the relevé / remove and the roti, it is a water and crushed ice slush flavored as a rule with champagne and served in a glass. A frozen dessert made primarily of fruit juice, sugar, and water, and also containing milk, egg white, or gelatin. Russian or Egyptian cigarettes are often passed around during this course.

9) **Roti - Roast**

This course normally consists of game or poultry and is often included in the entree. Each dish is accompanied with its own particular sauce and salad.

10) **Legumes**

These are vegetable dishes that can be served separately as an individual course or may be included along - with the entrée, relevé or roast courses.

11) **Entremets**

Entremets on a menu refers to desserts. This could include hot or cold sweets, gateaux, soufflés or ice-cream. Some examples are Apple pie,
12) Savoureuse

A dish of pungent taste, such as anchovies on toast or pickled fruit. They are served hot on toast or as savoury soufflé. Cheese is an alternative to the outdated savoury course, and may be served before or after the sweet course. It is usually served with butter, crackers and occasionally celery.

13) Desservir

Dessert is a course that typically comes at the end of a meal. The French word desservir mean “to clear the table”. This is the fruit course usually presented in a basket and placed on the table, as part of the table decor, and served at the end of the meal. All forms of fresh fruit and nuts may be served in this course. Common desserts include cakes, cookies, fruits, pastries and candies.

6.6.1 The Order of Courses for a Dinner Menu

A full-course dinner is seldom served today, but the sequence of courses should be respected even if some are omitted. The general standard at present is for a four- or five-course meal to be served for dinner. Theoretically, however, all the courses of a full-dinner menu must be studied and learnt by heart so that perfect compilation of menus can be achieved.

Three-Course Dinner Menu:

1. Hors d’oeuvre or soup
2. Main course with vegetables and potatoes or salad
3. Sweet or savory

Four-Course Dinner Menu:

1. Hors d’oeuvre or soup
2. Fish course
3. Main course with vegetables and potatoes or salad
4. Sweet or savory
Five-Course Dinner Menu:

1. Hors d’oeuvre or soup
2. Fish course
3. Main course with vegetables and potatoes or salad
4. Sweet
5. Savory

Six-Course Dinner Menu:

1. Hors d’oeuvre or soup (potage)
2. Fish (poisson)
3. Entrée
4. Main (releve or remove) with (pommes et legumes ou salade)
5. Sweet (entremets)
6. Savory (savoureux ou bonne bouche)

Seven-Course Dinner Menu:

1. Hors d’oeuvres or soup
2. Potage
3. Poisson
4. Entrée
5. Releve / Remove - Pommes et Legumes
6. Roast (roti) - Salade
7. Entremets or Bonne / Bonne Bouche

Eight-Course Dinner Menu:

1. Hors d’oeuvres
2. Postage
3. Poisson
4. Entrée
5. Releve / Remove - Pommes et Legumes
6. Roti–Salade
7. Entremets
8. Savories / Bonne Bouche

6.7 FOOD AND THEIR USUAL ACCOMPANIMENTS

Accompaniments are highly flavoured seasonings of various kinds offered with certain dishes. The object of offering accompaniments with certain dishes is to improve the flavor of the food or to counteract its richness, eg. apple sauce with roast pork.

Many dishes have separate accompaniments and as they are not always mentioned on the menu, the waiter must know them. He should always have specific accompaniments ready for service at the right time. Hot adjuncts come with the dish from the kitchen, but cold sauces are often to be found at the buffet or sideboard. They should be served directly with a dish to which they belong. They should be served from the guest’s left on to the top right of his plate (not on the rim). While serving from a sauceboat, the boat should be on an underdish or small plate, carried on the palm of the left hand. In serving, the sauceboat, lip should point towards the guest’s plate. The spoon, or ladle, should be passed over the lip. Sauces are not to be poured from a boat.

6.8 LET US SUM UP

Menu is the statement of food and beverage items available or provided by food establishments, primarily based on consumer demand and designed to achieve organizational objectives. A successful menu depends upon composition; the right combination of foods, prepared perfectly, to the entire satisfaction of the customer. In a restaurant, there are two different types of menus which are differentiated by the manner in which they are priced. A menu may be a la carte or table d'hôte. An “A La Carte Menu”, is a multiple choice menu, with each dish priced separately. A table d'hôte is a fixed menu where multi-course meals with limited choices are charged at a fixed price.
In many cases, especially in restaurants, serving haute cuisine, the part or table d'hote menu is beautifully handwritten to emphasize the traditional character of the restaurant. In less fancy restaurants, a modern variant that is similar but simpler is often used: the blackboard, on which are written recommendations concerning the day's specialties. In general, however, the table d'hote or a part menu, which changes daily or cyclically, is prepared in-house (on a typewriter or computer) and duplicated as necessary.

The classical French menu contains thirteen courses which includes hors d'oeuvre, potage, oeufs, farineux, poisson, entrée, relevé, sorbet, roti – roast, legumes, entremets, savoureux and desservir. Dinner menus can be of three-course dinner menu, four-course dinner menu, five-course dinner menu, six-course dinner menu, seven-course dinner menu and eight-course dinner menu. Accompaniments are highly flavoured seasonings of various kinds offered with certain dishes. Eg. apple sauce with roast pork. Many dishes have separate accompaniments and as they are not always mentioned on the menu, the waiter must know them.

**Exercise 1: Find English equivalents to the following words.**

Меню (2 слова); разнообразие блюд; меню с большим выбором блюд; обширное меню; разнообразие ингредиентов и гарниров; большое количество подготовки перед обслуживанием; фиксированное меню по заранее установленной цене; хорошо спланированное и сбалансированное меню; высокая кухня; составление меню; закуска; сухпак; сезонные предложения; выступать стимулятором аппетита; тяжелый для переваривания; густой суп; кусочки еды; бульон; замороженный десерт с фруктами; основное блюдо.

**Exercise 2: Match the parts of the sentences.**

| 1. Cold and warm dishes                  | a. are listed before the richer ones |
| 2. Appetizers, soups, seafood and main courses | b. should be listed on a separate attractive card |
3. In every group the lighter dishes c. in an appetizing way, without being too flowery
4. Low calorie foods should be specially indicated d. this fact should be highlighted to the customer
5. If foods are prepared with organically grown ingredients e. are listed into separate groups
6. Every dish should be described clearly and simply f. the number of calories should be stated
7. The dessert selection g. are listed separately

Exercise 3: Say which of the statements are true. Correct the false ones.

1. In a restaurant, a menu is the list of dishes to be served or available for a dinner to select from.
2. In earlier times, a menu was called ceremonial list and was displayed on the wall loadable with the kitchen staff to follow the order in which the dishes were to be served.
3. There are two types of menus: a la carte or table d'hôte.
4. Table d'hote is a multiple choice menu, with each dish priced separately. If a guest wishes to place an order, an a la carte is offered, from which one can choose the items one wants to eat.
5. A la carte menu is a fixed menu where multi-course meals with limited choices are charged at a fixed price.
6. A la carte menu may also be called prix fixe (“fixed price”).
7. Table d'hote menus should be well planned and balanced as the guest is not given a chance to plan his own meal, the meal should be interesting, without any similarity in the colour and taste of the courses as well as being palatable, delicious and well presented.
8. The classical French menu contains ten courses.
9. French menues always start with something light to stimulate the appetite, build up to the main course, and then become lighter toward the end of the meal.

**Exercise 4: Insert the following words in the sentences.**

Manipulate the appetite
A la carte
The list of dishes
The dishes were to de served
Table d’hote
Elaborate
Appetizer
The bill of fare
Prix fixe
Savory
Entrée
Chunks of food
Potage
Consommé
Soupe
Potage
Sorbet
Pungent taste
Rejuvenates the appetite

1. In a restaurant a menu is … to be served or available for a dinner to select from …
2. In earlier times, … was displayed on the wall loadable with the kitchen staff to follow the order in which …
3. … is a multiple choice menu with each dish priced separately.
4. … is used to indicate a fixed menu where multi-course meals with limited choices are changed at a fixed price. That’s why it also can be called …
5. There is a vast choice in a la carte menu, the menu is …
6. … is used to … for dishes that are to follow.
7. The French have 3 separate words for soup: … – a clear, thin broth, … – a thick, hearty mélange with … and … – something between the 2 in texture, content and thickness.
8. … is also cooked and garnished in an artistic manner and usually served with a rich sauce.
9. … counteracts the previous dishes and … for those that are to follow.
10. …is a dish … such as anchovies on toast or pickled fruit.

Exercise 5: Answer the following questions.

1. What menu do we call a la carte menu?
2. What menu do we call table d’hote menu?
3. What are the main principles of organizing a menu?
4. What type of menu do we call a classical one?
5. How many courses are there in the French menu? What are they?
6. What is the main principle of organizing the French menu?
7. What 3 names of soups do you know?
8. What type of menu requires much mise-en-place?
9. What type of menu should be well planned and well balanced? Why?
10. How many courses are there in a table d’hote menu?

Exercise 6: Translate the following sentences from Russian into English.

1. Составление меню очень важная часть работы, так как меню – это непосредственная связь гостей с заведением.
2. В ресторанах используются два различных типа меню, которые различаются по манере подачи и цене.
3. В старые времена, когда таверны, предлагающие ограниченный выбор меню, перестали пользоваться спросом у гостей, они стали предлагать порционное меню, чтобы гости могли сами выбрать то, что они хотят съесть.

4. Фиксированное меню должно быть хорошо спланированным и сбалансированным, так как гость не может сам спланировать свои блюда, они должны быть интересными и не похожими по вкусу и цвету один на одного.

5. Омлет является самым популярным в этой группе, но существуют и другие типы приготовления яиц, такие как вареные, в кокотнице, пашот и всмятку.

6. В порционном меню еда находится в полу-приготовленном виде и это займет время, чтобы подать ее.

7. В фиксированном меню еда полностью готова и может подаваться сразу же.

8. К закускам относятся различные холодные салаты, кусочки анчоусов, сардин, оливки, креветки и т.д.

9. Классическое французское меню состоит из 13 блюд, но на сегодняшний день меню именно такого объема вряд ли можно встретить.
LESSON 7
BREAKFAST

Focus vocabulary

<table>
<thead>
<tr>
<th>English</th>
<th>Russian</th>
</tr>
</thead>
<tbody>
<tr>
<td>to derive from an idea – происходить от идеи</td>
<td>hash browns – блинчики из тертого картофеля, типа драников</td>
</tr>
<tr>
<td>break the involuntary fast - прервать ненамеренное голодание (fast – голодание)</td>
<td>sauté potatoes – жареный картофель</td>
</tr>
<tr>
<td>erosion of cooked breakfast – разрушение понятия приготовленного завтрака</td>
<td>scone – ячменная или пшеничная лепешка</td>
</tr>
<tr>
<td>ongoing trend – существующий тренд</td>
<td>quite substantial breakfast – достаточно плотный завтрак</td>
</tr>
<tr>
<td>to offer breakfast as complimentary (bed and breakfast tariff) – предлагать завтрак как бесплатную услугу/услугу, включенную в стоимость номера</td>
<td>comprise of … courses – состоять из … блюд</td>
</tr>
<tr>
<td>continental breakfast – континентальный / легкий завтрак</td>
<td>savory omelette – острый омлет</td>
</tr>
<tr>
<td>a croissant – круассан</td>
<td>assemblage – комплекс</td>
</tr>
<tr>
<td>a brioche – бриошь, сдобная булочка</td>
<td>gravy – подлива</td>
</tr>
<tr>
<td>stewed fruit – компот</td>
<td>chutney – индийская кисло-сладкая фруктово-овощная приправа к мясу</td>
</tr>
<tr>
<td>prune – чернослив</td>
<td>paratha – парата, пресный хлеб в Индии</td>
</tr>
<tr>
<td>Weetabix – печенье из хлопьев</td>
<td>jalebi – индийская сладость</td>
</tr>
<tr>
<td>bran flakes – хлопьевидные отруби</td>
<td>paneer cheese – панир (сорт домашнего индийского сыра)</td>
</tr>
<tr>
<td>kedgeree – индийское блюдо из риса, рыбы и карри</td>
<td>a classic look with a little touch of thought – классический вид с маленькой толикой заботы</td>
</tr>
<tr>
<td>gammon – окорок</td>
<td>cruet – графинчик для масла или уксуса</td>
</tr>
<tr>
<td></td>
<td>cover – сервировка</td>
</tr>
</tbody>
</table>
7.1 INTRODUCTION

Breakfast is the first meal of the day, typically eaten in the morning. The word derives from the idea of breaking the involuntary fast due to sleep. Breakfast is considered by many food experts to be a most important meal of the day.

Traditionally, breakfast is a large cooked meal eaten before work and designed to carry people through a large part of the day. The erosion of the cooked breakfast has been an ongoing trend in the Western world, since at least the early 20th century, coinciding with late waking times than when most Westerners had agricultural occupations, starting early in the morning.

Breakfast in hotels may be served in the hotel restaurant or dining room, in a breakfast room set aside for this one meal, or in the guest's bedroom or suite. The current trend is that most of the hotels are offering breakfast as complementary (bed and breakfast tariff).

7.2 TYPES OF BREAKFAST

The following are some of the basic types of breakfast:

1. Continental breakfast
2. English breakfast
3. American breakfast
4. Indian breakfast

7.2.1 Continental Breakfast or Café Complete

Continental breakfast is an institutional meal plan based on lighter Mediterranean breakfast traditions. It is a light meal meant to satisfy breakfaster until lunch. A typical Continental breakfast consists of the following:

<table>
<thead>
<tr>
<th>Juice</th>
<th>Mango juice, pineapple juice, tomato juice, orange juice or grapefruit juice</th>
</tr>
</thead>
</table>
Bread
Toast (white bread / brown bread), rolls, croissant, brioche, muffins, doughnuts, Danish pastry served with preserves, jam, honey, marmalade and butter

Beverage
Hot beverages such as tea or coffee.

The continental breakfast may also include sliced cold meats, such as salami or ham, and yogurt or cereal. Some countries of Europe, such as The Netherlands and those in Scandinavia, add a bit of fruit and cheese to the breakfast menu, occasionally even a boiled egg or a little salami.

If tea is served as a beverage with the above breakfast then it is known as ‘The Complete’. If coffee is served with the above breakfast then it is known as ‘Café Complete’.

On the other hand, if the guest exclusively takes coffee alone (with nothing to eat), then it is known as ‘Café Simple’. If the guest takes tea alone then it is known as ‘The Simplé’.

The current trend in the continental breakfast menu includes a wide variety of choice of food items as detailed below:

<table>
<thead>
<tr>
<th>Juice</th>
<th>Mango, pineapple, orange, apple fresh, stewed fruit, strawberries, lychees, melon, tomato juice, grapefruit, figs, prunes.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cereals</td>
<td>Cornflakes, Weetabix, muesli, bran flakes, rice crispies, porridge.</td>
</tr>
<tr>
<td>Yoghurts</td>
<td>Natural or fruit, regular or low fat</td>
</tr>
<tr>
<td>Fish</td>
<td>Fried or grilled kippers, poached smoked haddock (sometimes with poached eggs), grilled herring, fried or</td>
</tr>
<tr>
<td>Category</td>
<td>Options</td>
</tr>
<tr>
<td>--------------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Eggs</td>
<td>Fried, poached, scrambled, boiled, plain or savory filled omelette, eggs</td>
</tr>
<tr>
<td></td>
<td>benefit</td>
</tr>
<tr>
<td>Meats</td>
<td>Bacon in various styles, various sausages, kidney, steak, gammon.</td>
</tr>
<tr>
<td>Potatoes and Vegetables</td>
<td>Hash browns, sauté potatoes, home fries, mushrooms, baked beans fresh or</td>
</tr>
<tr>
<td></td>
<td>frilled tomato.</td>
</tr>
<tr>
<td>Pancakes and waffles</td>
<td>Regular pancakes or waffles, with maple syrup or other toppings, blueberry</td>
</tr>
<tr>
<td></td>
<td>pancakes.</td>
</tr>
<tr>
<td>Cold buffet</td>
<td>Hams, tongue, chicken, smoked cold meats, salamis, cheeses</td>
</tr>
<tr>
<td>Bread items</td>
<td>Toast, rolls, croissants, brioches, crisp breads, plain sliced white or</td>
</tr>
<tr>
<td></td>
<td>brown bread, Danish pastries, American muffins, English muffins, spiced</td>
</tr>
<tr>
<td></td>
<td>scones, tea cakes, doughnuts.</td>
</tr>
<tr>
<td>Preserves</td>
<td>Jams, marmalade, honey.</td>
</tr>
<tr>
<td>Beverages</td>
<td>Tea, coffee (including decaffeinated), chocolate, beverages, milk, mineral</td>
</tr>
<tr>
<td></td>
<td>waters.</td>
</tr>
</tbody>
</table>

The Continental Breakfast concept is not limited to Europe, as evidenced by the numerous hotel chains that offer this service worldwide.
7.2.2 **English Breakfast or Full Breakfast**

Somerset Maugham once said, “The only way to eat well in England is to have breakfast three times a day”.

An English breakfast is an elaborate breakfast quite substantial in size and variety. The traditional English breakfast comprises of ten courses.

<table>
<thead>
<tr>
<th>Juice</th>
<th>Chilled fruit juices - Pineapple, Orange, Apple, Grapefruit, Tomato.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stewed fruits</td>
<td>Apples, Prunes, Figs, Pears etc. are cut into small pieces and cooked in sugar syrup flavoured with clove and cinnamon. It is served in a cocktail cup with a quarter plate as underliner and the cutlery provided is a teaspoon.</td>
</tr>
<tr>
<td>Cereals</td>
<td>Oatmeal (meal), cornflakes, wheat flakes, rice crispies, porridge are served with cold or hot milk in a soup bowl with a quarter plate as underliner and a dessert spoon is provided as cutlery.</td>
</tr>
<tr>
<td>Fish</td>
<td>Herring, Haddock, Kedgres, Sardines are served.</td>
</tr>
<tr>
<td>Eggs</td>
<td>Boiled, Fried, Poached, Scrambled, Plain or Savoury Omelette.</td>
</tr>
<tr>
<td>Meat</td>
<td>Fried or Grilled bacon, sausages, ham, salami, kidney or liver.</td>
</tr>
<tr>
<td>Rolls and toast</td>
<td>Toast white or brown or rolls like croissant, muffins, brioche, doughnuts, Danish pastry.</td>
</tr>
</tbody>
</table>
Butter and preserves  Butter, jam, jelly, marmalade, honey, maple syrup.

Fruits  Fresh fruits like melon, papaya, mango, orange, grapefruit, pears.

Beverages  Tea, coffee or hot beverages like Bournvita, Milo, Horlicks, Ovaltine, Cocco.

This traditional cooked breakfast has largely been replaced by simple, light foods and much varied choices have been added to suit today’s customers. The course also varies from two to ten depending on the customer and the establishment.

English breakfast is much heavier than a continental breakfast.

### 7.2.3 American Breakfast

Traditional breakfasts in the United States and Canada derive from the full English breakfast and feature predominantly sweet or mild-flavored foods, mostly hot. Restaurants that serve breakfast typically base their menus around egg dishes and meats such as sausage and bacon. Pancakes and waffles are also popular. An assemblage commonly known as a country breakfast in restaurants consists of eggs or omelette, sausage or bacon, hash browns, gravy, coffee, biscuits or toast with jam or jelly, and fruit juice.

The American breakfast comprises of the following courses:

<table>
<thead>
<tr>
<th>Juice</th>
<th>Mango, Pineapple, Orange, Grapefruit, Tomato.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cereals</td>
<td>Oatmeal (meal), cornflakes, wheat flakes, rice crispies, porridge are served with cold or hot milk.</td>
</tr>
<tr>
<td>Eggs</td>
<td>Boiled, Fried, Poached, Scrambled, Omelette, served with bacon, ham or sausages.</td>
</tr>
<tr>
<td>Breads</td>
<td>Toast white or brown, rolls, brioch croissant, with preserves like butter, jam, jelly, marmalade and honey.</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Beverages</td>
<td>Tea, coffee or hot beverages like Bournvita, Milo, Horlicks, Ovaltine.</td>
</tr>
</tbody>
</table>

American breakfast usually consists of fewer courses than English breakfast.

### 7.2.4 Indian Breakfast

An Indian breakfast varies from region to region and is mostly vegetarian. In East India (Orissa, Bengal) the most popular breakfast are Idly, Bara, Puri and Upma. These are served with Ghuguni (Peas curry) or potato curry and also sweets like Rasogula, chenapoda etc. In South India, the most popular breakfast is an assortment with several possible main dishes, such as idlis, vadas, dosas and chapatis. These are most often served with hot sambar and one or two kinds of chutney items in Tamil Nadu.

The usual North Indian breakfast consists of stuffed paratha breads or unstuffed parathas (they resemble oily milee crepes) with fresh butter, cooked spicy vegetables especially aloo sabzi. Popular accompaniments include sweets like jalebi, halwa, and sweetened milk. In Maharashtra, Poha, Upma or Shira (similar to Kesaribath) is frequently eaten for breakfast. In urban areas, omlettes and simple butter sandwiches are becoming a popular breakfast food.

<table>
<thead>
<tr>
<th>Juice</th>
<th>Mango, Pineapple, Orange, Grapes, Tomato.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fruit salad</td>
<td>Fresh, seasonal fruit accompanied with yoghurt or honey.</td>
</tr>
<tr>
<td>Sweet dishes</td>
<td>Rava Kesari, Basmati rice, sweet porridge jalebi, halwa, and sweetened milk.</td>
</tr>
<tr>
<td>Eggs</td>
<td>Boiled egg, omelette, scrambled eggs on white or whole meal bread toast served with crumbled homemade paneer cheese and chopped spinach.</td>
</tr>
<tr>
<td>------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Breads</td>
<td>Toast or plain white / brown breads, butter sandwiches.</td>
</tr>
<tr>
<td>Indian speciality breakfast items</td>
<td>Idlis, vadas, dosas and chapatis served with sambar and chutneys. Bara, Puri and Upma, Pongal, Poha, or Shira. Stuffed paratha breads or unstuffed parathas with cooked spicy vegetables especially aloo sabzi.</td>
</tr>
<tr>
<td>Beverages</td>
<td>Tea, coffee or hot beverages like Bournvita, Milo, Horlicks, Ovaltine.</td>
</tr>
</tbody>
</table>

7.3 BREAKFAST TABLE SETTING

Table setting is an art. A meal however simple or elaborate, the laying of a table can make a whole lot of difference. Each meal can have a classy look with a little touch of thought. A basic table setting, suitable for breakfast should be arranged as follows:
Figure 7.1 Breakfast Table Setting

- A plate placed in the center (allow at least 24 inches for each place setting).
- A bread and butter plate placed at the top left of the plate.
- A soup / salad bowl can be placed on top of the plate (as needed).
- A fork placed on the direct left of the plate.
- A knife and soup spoon placed on the direct right of the plate (the cutting edge of the knife should face the plate).
- A napkin folded to the left of the fork.
- A drinking glass placed directly above the spoon and knife.
- A coffee / tea cup and saucer to the right of the drinking glass.

7.4 BREAKFAST COVER

The area or space for all the utensils (including salt, pepper cruets and ashtrays) for each guest is called cover.

The breakfast cover may be divided into two types:

1. Full breakfast cover.
2. Continental breakfast cover.

7.4.1 Full English Breakfast Cover

The full English breakfast consists of a number of courses; usually three or four, with a choice dishes from within each course. The cover includes some or all of the following:

- Side plate and side knife.
- Fish knife and fork.
- Joint knife and fork.
- Soup spoon and fork.
- Tea or breakfast cereal cup, saucer and teaspoon.
- Slop basin.
- Tea strainer.
• Jug of cold milk (if tea bags used - no need for stainers).
• Sugar cubes bowl and tongs or individual sugar packets in a bowl, cream or coffee mate pouches.
• Butter dish on doily on an underplate with a butter knife.
• Preserve dish on a doily on an underplate with a preserve spoon.
• Cruet: salt, pepper, mustard and mustard spoon.
• Serviette: either laid flat between the joint knife and fork or placed on the sideplate under the side knife.
• Toast rack on an underplate.
• Bread boat containing the croissant or brioche in a serviette to keep them warm.
• Stands or underplates for teapot / coffee pot and hot water jug / hot milk jug, salt and pepper, caster,sugar in shakers.
• Ashtray (depending on smoking policy).
• Table number display.

7.4.2 Continental Breakfast Cover

For a continental breakfast consisting of hot croissant / brioches or hot toast, butter, preserves and coffee or tea, the cover would be as follows:

• Stands or underplates for coffee / tea pot and hot milk / hot water jug or pouches of tea or instant coffee.
• Side plate with side knife.
• Sugar cubes basin and tongs or individual sugar and creamer packets in a bowl.
• Tea or breakfast cup and saucer and a teaspoon.
• If the beverage is tea, then the following additional items will be needed: slop basin and tea strainer.
• Napkin.
• Ashtray (depending on smoking policy of the establishment).
The majority of the items listed above for the two types of breakfast are often placed on the table as part of the mise-en-place, before the customer is seated. A number of items are then placed on the table after the customer is seated and makes his choice of breakfast known. These include:

- butter dish with butter and alternatives,
- preserve dish with preserves,
- jug of cold milk,
- toast rack with toast and / or bread basket with hot rolls,
- tea pot / coffee pot / hot or cold milk / hot water jug.

### 7.5 ORDER OF SERVICE FOR BREAKFAST

Pleasing and good breakfast service is important because guests are not always at their best in the morning. Foods served for breakfast must be palatable, freshly prepared and served at correct temperature. Often breakfast should be served in courses unless it is requested by the client as a whole. Cooked food and beverages should be brought to the guests directly from the serving station and under no circumstances food be allowed to remain on the serving stand to cool off while the customer finishes a preceding course.

**Order of Service for Breakfast**

- When fresh fruit or fruit juice is ordered, it is desirable to serve it first, and then to remove the soiled dishes before placing the toast and coffee.
- When customers order a combination of cooked fruit, toast and coffee, they may ask to have the whole order be served in one go. Place the fruit dish, set on an underliner. In the centre of the cover, place the plate of toast at the left of the forks and the coffee at the right of the teaspoons.
- When the breakfast order includes cereal and a hot dish, the service procedure may be as follows:
  - Place the fruit course in the center of the cover.
  - Remove the soiled fruit dish.
✓ Place the cereal bowl, set an underliner, in the center of the cover. Cut the individual boxes of cereal partway through the side near the top so that the guest may open them easily.
✓ Remove the soiled cereal dish.
✓ Place the breakfast plates of eggs, meat or other hot food in the center of the cover. Place the plate of toast at the left of the forks. Place the coffee service at the right of the spoons.
✓ Remove the breakfast and bread plates.
✓ Place the finger bowl with a slice of lime or lemon, one third full of warm water. At times the finger bowl is placed after the fruit course when fruits that may soil the finger have been served.

7.6 LET US SUM UP

Breakfast is the first meal of the day, eaten in the morning. Traditionally, breakfast is a large cooked meal eaten before work and designed to carry people through a large part of the day. Breakfast in hotels may be served in the hotel / restaurant dining room or in the guest's bedroom. Some of the basic types of breakfast are: Continental breakfast, English breakfast, American breakfast and Indian breakfast.

A typical Continental breakfast consists of juice, bread and beverage. The continental breakfast may also include sliced cold meats, such as salami or ham, and yogurt or cereal. The current trend in the continental breakfast menu includes a wide variety of choice of food items such as juice, cereals, yoghurts, fish, eggs, meats, potatoes and vegetables, pancakes and wafers, cold buffet, preserves, beverages, etc. The traditional English breakfast comprises of ten courses: juice, stewed fruits, cereals, fish, eggs, meats, rolls and tasts, butter and preserves, fruits and beverages. The American breakfast comprises of courses such as juice, cereals, eggs, breads and beverages.

An Indian breakfast varies from region to region and is mostly vegetarian. In East India, the most popular breakfast are idly, bara, puri and upma. In South India, the most popular breakfast is an assortment with several possible main dishes, such as
idlis, vadas, dosas and chapatis, served with hot sambar and chutney. The usual North Indian breakfast consists of stuffed paratha or unstuffed parathas with fresh butter, cooked spicy vegetables. In urban areas, omlettes and simple butter sandwiches are becoming a popular breakfast food. Other popular Indian urban breakfast include juice, fruit salad, sweet dishes, eggs, breads, beverages, etc.

Table setting is an art. The area or space for all the utensils for each guest is called cover. The breakfast cover may be divided into full breakfast cover and continental breakfast cover.

**Exercise 1: Find English equivalents to the following words.**

Прервать намеренное голодание; существующий тренд; предлагать завтрак как бесплатную услугу / услугу, включенную в стоимость номера; финики; яйца пашот; сдобная булочка; блинчики из картофеля; кисло-сладкая подлива к мясу; подлива; лепешка; сладкое молоко; острый омлет; чернослив; компот; графин для масла; пепельница; сервировка.

**Exercise 2: Match the food with the right type of breakfast.**

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2. English breakfast</td>
<td>b. Tea, brioche with marmalade and honey, orange juice</td>
</tr>
<tr>
<td>3. American breakfast</td>
<td>c. Tea with milk, scrambled eggs, bacon, baked beans, pancakes with jam, yoghurt.</td>
</tr>
<tr>
<td>4. Indian breakfast</td>
<td>d. Grapefruit juice, coffee, cornflakes with milk, omelette with ham, hash browns, toast with peanut butter.</td>
</tr>
</tbody>
</table>
Exercise 3: Say which of the statements are true. Correct the false ones.

1. The word “breakfast” derives from the idea of breaking the involuntary fast due to sleep.
2. If tea is served as a beverage with the continental breakfast then it is known as ‘The Simple’.
3. If the guest exclusively takes coffee alone (with nothing to eat), then it is known as ‘Café Simple’.
4. The current trend in the continental breakfast menu includes a wide variety of choice of food items.
5. An English breakfast is an elaborate breakfast quite substantial in size and variety and consists of 5 courses.
6. American breakfast usually consists of fewer courses than English breakfast but it is heavier than English one.
7. An Indian breakfast varies from region to region and is mostly vegetarian.
8. The breakfast cover may be divided into 2 types: continental breakfast cover and full American breakfast cover.
9. Full breakfast consists of a number of courses, usually from 3 to 4.
10. Continental breakfast usually consists of tea or coffee, porridge with milk, toast with butter and fish or meat.
11. Depending on the smoking policy of a restaurant ashtrays can be found in both covers.
12. In the continental breakfast cover it is impossible to find fish knife and fork, joint knife and fork and soup spoon and fork.
13. Such utensils as teapot, milk jug, saucer, tea stainer, slop basin, sugar cubes bowls and tongs are found in the both covers.
14. The majority of utensils for the both types of breakfast are often placed on the table as a part of mise-en-place, before the customer is seated.
15. The items that are placed on the table after the customer is seated and makes his choice are napkins, ashtrays, sugar bowls with tongs.
16. When fresh fruit or fruit juice is ordered it is desirable to serve at first coffee with toast or rolls and then fruit or juice.

Exercise 4: Answer the following questions.

1. What is breakfast?
2. What types of breakfast can you name?
3. What dishes does the continental breakfast consist of?
4. What is the Simple and the Complete?
5. What is Tea Simple and Coffee Complete?
6. What is the current trend in the continental breakfast menu?
7. How many courses does a traditional English breakfast comprise of? What are they?
8. What are the most popular ingredients (dishes) of the American breakfast?
9. What are the most popular dishes of Indian breakfast?
10. What is the most traditional breakfast?
11. What is the heaviest breakfast?
12. What is the lightest breakfast?
13. What is the most exotic breakfast?
14. What dishes does the continental breakfast consist of?
15. What two types of breakfast covers can you name?
16. What is the difference between the cover types?

Exercise 5: Translate the following sentences from Russian into English.

1. Завтрак — это первый прием пищи за день, который мы принимаем с утра.
2. Выделяют четыре основных типа завтраков: английский, американский, континентальный и индийский.
3. Континентальный завтрак считается самым легким и включает в себя чашку чая или кофе, стакан сока и булочку на выбор.
4. Английский завтрак – достаточно плотный с широким выбором разнообразных блюд. Традиционный завтрак состоит из десяти позиций.

5. Традиционными блюдами на английский завтрак являются чай с молоком, каша или хлопья с молоком, яйца (вареные, пашот, всмятку и т.д.), бекон, жареные бобы, тосты с мармеладом или медом.

6. Американский завтрак схож с английским, но содержит в себе меньше блюд и содержит больше жирной пищи.

7. Традиционными блюдами на американский завтрак являются блины из тертого картофеля, омлет, сосиски, подлива, вафли с кленовым сиропом и чашка кофе.

8. Индийский завтрак считается самым экзотическим и в большинстве своем вегетарианским.


10. Существуют два типа серировки стола: полная английская сервировка и континентальная сервировка. Полная сервировка включает в себя большее количество посуды и приборов.
Lesson 8

Beverages

Focus vocabulary

<table>
<thead>
<tr>
<th>English</th>
<th>Russian</th>
</tr>
</thead>
<tbody>
<tr>
<td>potable drinks – напитки пригодные для питья</td>
<td>an intake of spirits – прием алкогольных напитков</td>
</tr>
<tr>
<td>thirst-quenching, refreshing, stimulating and nourishing qualities – жаждоутилающие, освежающие, стимулирующие и питательные качества</td>
<td>liquid – жидкость</td>
</tr>
<tr>
<td>replenishment of fluid loss – пополнение потерянной жидкости</td>
<td>consumption – употребление</td>
</tr>
<tr>
<td>fermented alcoholic beverages – ферментированные алкогольные напитки</td>
<td>to dissolve – растворять</td>
</tr>
<tr>
<td>distilled alcoholic beverages – дистиллированные алкогольные напитки</td>
<td>concentrate diluted with water – концентрат, разбавленный водой</td>
</tr>
<tr>
<td>to squeeze – выжимать</td>
<td>sparkling water – газированная вода</td>
</tr>
<tr>
<td>aerated – насыщенный кислородом, газированный</td>
<td>highly-sweetened concentrate – очень сладкий концентрат</td>
</tr>
<tr>
<td>spring water – родниковая вода</td>
<td>an evergreen shrub – вечнозеленый кустарник</td>
</tr>
<tr>
<td>squash – фруктовая мякоть с водой</td>
<td>to cultivate – выращивать</td>
</tr>
<tr>
<td></td>
<td>to roast – жарить</td>
</tr>
<tr>
<td></td>
<td>astringent flavor – терпкий вкус</td>
</tr>
<tr>
<td></td>
<td>brewed coffee – сваренный кофе</td>
</tr>
<tr>
<td></td>
<td>ground coffee – молотый кофе</td>
</tr>
<tr>
<td></td>
<td>soluble – растворимый</td>
</tr>
<tr>
<td></td>
<td>grinding/milling – перемалывание</td>
</tr>
<tr>
<td></td>
<td>instant coffee – растворимый кофе</td>
</tr>
</tbody>
</table>

8.1 Introduction

Beverages are potable drinks which have thirst-quenching, refreshing, stimulating and nourishing qualities. By refreshing, one means the replenishment of fluid loss from the body due to perspiration. Simulation results in increase of the heart beat and blood pressure. This is due to the intake of spirits (alcohol) or tea (thein) and
coffee (coffein). Nourishment is provided by the nutrients in the beverages, especially fruit juices.

Most of the beverages supply energy in the form of sugar or alcohol. They also provide other nutrients like mineral salts and vitamins. For example, milk gives calcium and citrus fruits give vitamin C.

Generally, people drink for one or more of six reasons; to quench thirst, to get drunk, to enjoy a social setting (social drinking), to enjoy the taste of the beverage, to feed an addiction (alcoholism), or as part of a religious or traditional ceremony or custom (proposing toast).

8.2 BEVERAGES AND THEIR CLASSIFICATION

A beverage is a liquid formulation specifically prepared for human consumption. The word “Beverage” has been derived from the Latin word “bever” meaning rest from work. After work, one tends to feel thirsty due to fluid loss through perspiration and one is inclined to drink water or other potable beverages to compensate fluid loss.

Beverages can be broadly classified into two. They are Alcoholic Beverages and Non-alcoholic Beverages. The following chart shows the classification of beverages.

8.3 ALCOHOLIC BEVERAGES

An alcoholic beverage is a drink containing ethanol, commonly known as alcohol. Ethanol is a psychoactive drug, with a depressant effect. Significant blood alcohol content may be considered legal drunkenness as it reduces attention and slows reaction speed. Ethanol being a psychoactive drug, with a depressant effect, many societies regulate or restrict its sale and consumption.

Alcohol has been widely consumed since prehistoric times by people around the world, as a component of the standard diet, for hygienic or medical reasons, for its relaxant and euphoric effects, for recreational purposes, for artistic inspiration, as aphrodisiacs, and for other reasons. Some drinks have been invested with symbolic or religious significance suggesting the mystical use of alcohol. However Alcoholic
beverages can be addictive and the state of addiction to ethanol is known as alcoholism.

8.3.1 Fermented Alcoholic Beverages

In fermentation process, certain yeasts decompose sugars, in the feed stock in the absence of oxygen, to form alcohol and carbon dioxide; method for production of ethanol, wine, and beer. Low-alcohol-content drinks are produced by fermentation of sugar or starch-containing products, and high-alcohol ones are produced by distillation of these low alcohol products.

**Beer.** Beer is alcoholic beverage made by brewing of fermenting cereals mash, especially malted barley, usually with the addition of hops as a flavoring agent (bitter taste) and as a stabilizer. A great many beers are brewed across the globe. Local traditions will give beers different names, giving the impression of a multitude of different styles. However, the basics of brewing beer are shared across national and cultural boundaries. Ale and Lager are two main types of Beer. These are clear and sparkling. Another beer is stout which is stronger and coloured.

**Wine.** Wine is an alcoholic beverage produced through the partial or total fermentation of grapes. Other fruits and plants, such as berries, apples, cherries, dandelions, elder-berries, palm, honey and rice can also be fermented. Some popular type of wine are Table wine, Sangria, Sparkling wine, Champagne, Fortified wine, Port, Sherry, Vermouth etc.

8.3.2 Distilled Alcoholic Beverages

A distilled beverage is a consumable liquid containing ethyl alcohol (ethanol) purified / enriched by distillation from a fermented feed stock such as fruits, vegetables, or cereal grains. The word spirits generally refers to distilled beverages low in sugars and containing at least 35% alcohol by volume. Popular spirits include Absinthe, baijiu, brandy, grappa, rum, tequila, vodka, whisky, sake and traditional German schnapps. Short description of these are presented below.
Whiskey. Whiskey refers to a broad category of alcoholic beverages that are distilled from fermented grain mash and aged in wooden casks (generally oak). Different grains are used for different varieties, including: barley, malted barley, rye, malted rye, wheat, and maize (corn).

Brandy. Brandy is a general term for distilled wine, usually containing 40–60% ethyl alcohol by volume. In addition to wine, this spirit can also be made from grape, pomace, or fermented fruit juice. It is normally consumed as an after-dinner drink. Brandy made from wine is generally coloured with caramel to imitate the effect of long aging in wooden casks; pomace and fruit brandies are generally drunk unaged, and are not usually coloured.

Rum. Rum is a distilled beverage made from sugarcane by-products such as molasses and sugarcane juice by a process of fermentation and distillation. The distillate, a clear liquid, is then usually aged in oak and other barrels. Rum is produced in a variety of styles. Light rums are commonly used in cocktails, while golden and dark rums are appropriate for use in cooking as well as cocktails. Premium brands of rum are also available that are made to be consumed neat or on the rocks.

Vodka. Vodka is one of the world's most popular distilled beverages. It is a clear liquid containing water and ethanol purified by distillation from a fermented substance such as potatoes, grain or sugar beet molasses, and an insignificant amount of other substances: impurities and possibly flavourings. Except for various types of flavourings, vodka is a colourless liquid. Vodka usually has an alcohol content of 35% to 50% by volume. Vodka is a Russian delight.

Sake. It is a Japanese wine made from rice and is very strong.

8.3.3 Compound Beverages

Distilled beverages with added flavorings and relatively high sugar content are generally referred to as compound beverages.

Liqueur. A liqueur is a sweet alcoholic beverage, often flavored with fruits, herbs, spices, flowers, seeds, roots, plants, barks, and sometimes cream. The word liqueur comes from the Latin word liquifacere which means “to dissolve”. This refers to the
dissolving of the flavorings used to make the liqueur. Liqueurs are not usually aged for long periods, but may have resting periods during their production to allow flavors to blend. There are many categories of liqueurs including: fruit liqueur, cream liqueur, coffee liqueur, chocolate liqueur, schnapps liqueur, brandy liqueur, anise liqueur, nut-flavoured liqueur, and herbal liqueur, depending upon the flavouring agents used.

**Gin.** Gin is a spirit flavoured with juniper berries. Distilled gin is made by redistilling white grain spirit which has been flavoured with juniper berries. Compound gin is made by flavouring neutral grain spirit with juniper berries without redistilling and can be considered flavoured vodka. The most common style of gin, typically used for mixed drinks, is London dry gin.

### 8.4 NON-ALCOHOLIC BEVERAGES

A non-alcoholic beverage is a beverage that contains no alcohol. Such drinks are generally drunk for refreshment, or to quench people's thirst. Non-alcoholic beverages can be mainly classified as hot and cold beverages.

#### 8.4.1 Cold Drinks

**Aerated.** These beverages are charged or aerated with carbonic gas. The charging with carbonic gas imparts the pleasant effervescent characteristic of these beverages. Carbonation occurs when carbon dioxide is dissolved in water or an aqueous solution. This process yields the “fizz” to carbonated water and sparkling mineral water. Example: soda water, dry ginger, fizzy lemonade, ginger beer, coca-cola, pepsi, and others.

**Spring water.** Spring water is the water derived from underground.

**Mineral water** formation from which water flows naturally (artesian) to the surface of the earth. Minerals become dissolved in the water as it moves through the underground rocks. This may give the water flavor and even carbon dioxide bubbles, depending upon the nature of the geology through which it passes. This is why spring water is often bottled and sold as mineral water.
Mineral water is the water containing minerals or other dissolved substances that alter its taste or gives it therapeutic value. Salts, sulfur compounds, and gases are among the substances that can be dissolved in the water. Mineral water can often be effervescent. Mineral water can be prepared or can occur naturally.

**Squash.** Squash is a highly-sweetened (and often fruit-based) concentrate, which is diluted with a liquid, most commonly water, before drinking. Typically, squash is created by mixing one part concentrate with four or five parts of water (depending on concentration and personal taste) directly into a glass or mug or into a jug. Squashes are also mixed with spirits or cocktails. The most common flavours are orange, apple and blackcurrant, lemon, peppermint, mixed fruit, summer fruits, and lemon-lime. Other flavours include peach, strawberry, passion fruit, custard apple and kiwi fruit.

**Juice.** Juice is prepared by mechanically squeezing or macerating fresh fruits or vegetables without the application of heat or solvents. Popular juices include, but are not limited to, apple, orange, prune, lemon, grapefruit, cherry, pineapple, tomato, carrot, grape, strawberry, cranberry, pomegranate guava, sapota and celery. It has become increasingly popular to combine a variety of fruits into single juice drinks. Popular blends include cran-apple (cranberry and apple) and apple and blackcurrant. Juices are also used for cocktails and mixing with spirits.

**Syrup.** Syrup is a thick, viscous liquid, containing a large amount of dissolved sugars (60 to 65% brix), but showing little tendency for crystalisation of dissolved sugar. The main use of these concentrated sweet fruit flavourings is as a base for cocktails, fruit cups or mixed with soda water as a long drink. Some examples of syrup are orgeat (almond), cassis (blackcurrant), citronelle (lemon), (raspberry) and cerise (cherry).

**8.4.2 Hot Drinks**

**Tea.** Tea is one of the most widely-consumed stimulant beverage in the world. It has a cooling, slightly bitter, astringent flavor. It has almost no carbohydrates, fat, or
protein. Tea is a natural source of the amino acid theanine, methylxanthines such as caffeine and theobromine, and polyphenolic antioxidant catechins.

**Coffee.** Coffee is a widely consumed stimulant beverage prepared from roasted seeds, commonly called coffee beans, of the coffee plant. Once brewed, coffee may be presented in a variety of ways. Drip brewed, percolated, or French-pressed / cafetière coffee may be served with no additives (colloquially known as black) or with either sugar, milk or cream, or both. When served cold, it is called iced coffee.

**Cocoa.** It is a powder made from cacao seeds (bean) after they have been fermented, roasted, shelled, ground, and freed of most of their fat. A beverage is made by mixing this powder with sugar in hot water or milk. It is a rich source stimulant.

### 8.5 TEA

The most popular non-alcoholic beverage, tea is a stimulating and refreshing drink. All tea comes from the “Camellia sinensis”, an evergreen shrub that may grow up to 60 feet in the wild. When cultivated for harvest, the tea bushes are kept to a height of about three feet. There are over 3000 varieties of tea each with their own specific characteristics. Tea leaves have a characteristic oval shape and serrated edge. Younger the leaves better the quality of the tea. The kind of tea obtained is determined by the manufacturing process and treatment. The principle flavour components of tea are caffeine, tannin yielding compounds and small amounts of essential oils. Caffeine provides the stimulating effect, tannin the colour, body and taste to the extract and the essential oils contribute the characteristic aroma. It is predominantly grown in India, Ceylon, China and Japan. Chinese tea contains less tannin than the other varieties.

Tea is mostly named after the region in which they are cultivated. Example: Assam tea is named after the Assam region in India, and Keemun is named after the Keemun region of China.
8.5.1 Types of Tea

The climate, soil conditions where the tea is grown, and how the tea is processed, determines the flavor characteristics of the tea. Tea is harvested after each flush - the sprouting of the top two leaves and bud. Tea pickers’ motto is ‘two leaf and a bud’. The top two leaves and bud are hand plucked and then processed into any of the four types of tea, which are Black, Green, Oolong, and White.

**Black tea.** The leaves are withered, then rolled till they become soft and massy. This is done to break up the fiber and cells of the leaf to liberate the constituents so that their extraction is easy. The leaves are then fermented. During the process of fermentation some of the acid in the leaves oxidizes and is converted into less soluble forms while more essential oils develop. After fermentation is complete, the leaves are fired in a drying machine.

**Green tea.** Skips the oxidizing step. It is simply withered and then dried. It has a more delicate taste and is pale green / golden in color. The chief difference between black tea and green tea is the former is fermented while the latter is not. Since the purpose of fermentation is to make tannin less soluble, an infusion of green tea has more tannin in it, astringent and slightly bitter to taste.

**Oolong tea** is popular in China, it is withered, partially oxidized, and dried. Oolong is a cross between black and green tea in color and taste.

**White tea** is the least processed. A very rare tea from China, White tea is not oxidized or rolled, but simply withered and dried by steaming. The best tea generally produces a pale-coloured infusion and the depth of colour is not necessarily a 'sign of strength’. Freshly infused tea is harmless to normal digestion; continued infusion extracts the tannin, a bitter substance which is harmful.

8.5.2 Storage of Dried Tea

1. Tea easily absorbs moisture and odors and so it is essential that it is kept in a cool dry place away from any strong smelling items.
2. Tea must be stored in an airtight container not exposed to light and used within a reasonable time. Because light breaks down the quality (photo-oxidation) of tea, glass containers are not suitable for the storage of tea unless stored away from light.

3. If the tea in chest, they should be kept off the ground and at 16 cm or 6 inches away from the wafts. This allows a current of air to circulate round the tea chest and averts dampness.

4. Once a chest is opened it is advisable to put a close-fitting lid over it.

8.5.3 Preparation of Tea

Tea brewing or preparation is an art that is simple to perform but which also requires some care to do well. While essentially tea is brewed by adding boiling water to the dry leaf, the quantity of leaves, the temperature of the water and timing is of vital concern. The following is a guide for the preparation of tea. The basic rule of thumb to start is 'one teaspoon of loose-leaf tea per cup'.

1. Warm your empty tea pot by filling it with hot water. This will prevent the hot water from cooling too quickly when leaves are added.

2. Boil freshly drawn tap water. If the quality of your tap water is poor, try using filtered or bottled spring water. For black tea, use the water when it comes to a boil. Water left boiling too long will de-aerate. This will result in a flat tasting tea. For green tea, the water should be heated to a lower temperature (usually approximately 80 degrees Celsius), which may vary from tea to tea.

3. Empty the hot water from your tea pot and add 2.25g or one rounded teaspoon of tea leaves for each cup of water (or one heaping teaspoon per mug), placing the tea directly into the bottom of the pot or using a basket infuser. Tea ball strainers, while convenient, often yield poorer tasting tea as they are often too small to allow all of the leaves to fully unravel its contents. If you do use a tea ball, be sure to use one that is sufficiently large to pack the tea loosely.

4. Add the freshly boiled water over the leaves in the tea pot.
5. Brew tea for the appropriate length of time. Time needed to brew tea varies depending on the leaves being used and the drinker's individual taste. Careful timing is essential for brewing tea. A very general rule to follow is the smaller the leaf, the less time required for brewing. Broken grades of tea leaves usually need only 3-4 minutes to brew. Whole-leaf teas often need 4-5 minutes. All teas, however, will become bitter due to higher tannin extraction if brewed for longer than 5 or 6 minutes. When brewing tea, time with a timer, and not with your eyes. It is a common mistake to brew the tea until it looks a particular color or shade. The color of tea is a poor indicator of the tea's taste.

6. If you use a basket infuser or a tea ball, remove these promptly when the brewing time has expired. If you placed the tea directly into the pot, pour the tea into the cups through a strainer to catch the leaves. In this instance, if you do not wish to serve your tea immediately, pour your tea through a strainer into another pre-heated tea pot.

7. Tea sometimes is brewed with spices like fresh ginger, dried ginger powder or cardoms to enrich the flavor.

Milk and sugar should be added according to individual taste. Adding of milk first or last does not make any significant difference in the taste of tea – but many people have their choice some like to add milk first and some afterwards. Sugar must be added last.

Tea is also taken hot with sugar and slices of lemon. This is known as Russian Tea. For preparing iced tea: prepare strong tea. Pour over crushed ice on which placed a sprig of mint and topped with lemon slices.

Instant tea: Of late completely water soluble tea powder is getting popular. Another convenient method of preparing tea is to use tea bags.

8.6 COFFEE

Coffee berries, which contain the coffee bean, are produced by several species of small evergreen bush of the genus Coffea. The two most commonly grown species
are Coffea canephora (also known as Coffea robusta) and Coffea arabica. These are cultivated in India, Latin America, Southeast Asia, and Africa. Once ripe, coffee berries are picked, processed to remove the mesocarp, and dried. The seeds are then roasted, undergoing several physical and chemical changes. They are roasted to various degrees, depending on the desired flavor. They are then ground and brewed to produce liquid coffee which is also known as coffee decoction. Coffee can be prepared and presented by a variety of methods to cater the need of local palate. Coffee is always brewed by the user immediately before drinking. In most areas, coffee may be purchased unprocessed, or already roasted, or already roasted and ground. Coffee is often vacuum packed to prevent oxidation and lengthen its shelf life.

8.6.1 Processing of Coffee Beans

Coffee preparation is the process of turning coffee beans into a beverage. While the specific steps needed vary with the type of coffee desired and with the raw material being utilized, the process is composed of four basic steps; raw coffee beans must be roasted, the roasted coffee beans must then be ground, the ground coffee must then be mixed with hot water for a certain time (brewed), and finally the liquid coffee must be filtered off from the spent powder.

**Roasting.** Roasting coffee transforms the chemical and physical properties of green coffee beans into roasted coffee products. The roasting process is integral to producing a savory cup of coffee. When roasted, the green coffee bean expands to nearly double its original size, changing in color and density. As the bean absorbs heat, the color shifts to yellow and then to a light “cinnamon” brown then to a dark and oily color. During roasting, oils appear on the surface of the bean. The roast will continue to darken until it is removed from the heat source. Coffee can be roasted with ordinary kitchen equipment (frying pan, grill, oven) or by specialised appliances. Some times, butter fat (melted butter / ghee) is added during roasting to enhance the flavour of the resultant powder.
Grinding. The whole roasted coffee beans are ground, which is also known as milling, to facilitate the brewing process. The fineness of grind strongly affects brewing, and must be matched to the brewing method for best results. Brewing methods which expose coffee grounds to heated water for longer require a coarser grind than faster brewing methods. Uniformly ground coffee is better than the mixture of sizes produced by a mill with chopping blades. Many coffee drinkers grind the beans themselves immediately before brewing. There are four methods of grinding coffee for brewing: burr-grinding, chopping, pounding, and roller grinding.

8.6.2 Methods of Preparation of Coffee

General methods of preparation of coffee is given below. This is followed by specific methods of brewing coffee which is given under appropriate headings.

Brewing. Coffee can be brewed in several different ways, but these methods fall into two main groups depending upon how the water is introduced to the coffee grounds.

- If the method allows the water to pass only once through the grounds, the resulting brew will contain mainly the more soluble components (including caffeine).
- If the water is repeatedly cycled through the beans (as with the common percolator), the brew will also contain more of the relatively less soluble, and bitter-tasting, compounds found in the bean, but for this coarse ground coffee will be required.

Boiling. Despite the name, care should be taken not to actually boil coffee for more than an instant because the decoction becomes bitter.

- The simplest method is to put the ground coffee in a cup, pour in hot water and let it cool while the grounds sink to the bottom. This is a traditional method for making a cup of coffee (known as “mud coffee”)
- “Cowboy coffee” is made by simply heating coarse grounds with water in a pot, letting the grounds settle and pouring off the liquid to drink, sometimes filtering it to remove fine grounds.
The above methods are sometimes used with hot milk instead of water.

Water temperature is crucial to the proper extraction of flavor from the ground coffee. The recommended brewing temperature of coffee is 93°C (199.4°F). If cooler, some of the solubles that make up the flavor will not be extracted. If the water is too hot, some undesirable, bitter, components will be extracted, adversely affecting the taste. If coffee is heated to boiling point only very briefly, the taste will be little affected; the longer it is kept at a high temperature the worse the taste becomes.

**Steeping.** A cafetière (or French press) is a tall, narrow cylinder with a plunger that includes a metal or nylon mesh filter. Coffee is placed in the cylinder and boiling water is poured on. The coffee and hot water are left in the cylinder for a few minutes (typically 4'-7’) and the plunger is pushed down leaving the filter immediately above the grounds, allowing the coffee to be poured out while the filter retains the grounds. Depending on the type of filter, it is important to pay attention to the grind of the coffee beans, though a rather coarse grind is almost always called for. A plain glass cylinder may be used, or a vacuum flask arrangement to keep the coffee hot.

**Drip Brew.** Drip brew (also known as filter or American coffee) is made by letting hot water drip onto coffee grounds held in a coffee filter (paper or perforated metal). Strength varies according to the ratio of water to coffee and the fineness of the grind, but is typically weaker than espresso, though the final product contains more caffeine. By convention, regular coffee brewed by this method is served in a brown or black pot (or a pot with a brown or black handle), while decaffeinated coffee is served in an orange pot (or a pot with an orange handle).

**8.6.3 Moka Pot Method**

There is an art to making coffee in a moka pot that includes the amount of water, the amount and grind of the coffee, the compactness of the coffee grounds in the filter and the heat of the water used to brew it. It is possible to make excellent coffee without any acidity or bitterness in a moka pot if you follow simple procedures listed below:
1. Place your kettle of cold water on your stove burner and heat water until hot. Depending on the quality of your water, you may find that using filtered water significantly improves the taste of your coffee.

2. Grind your coffee. Grind just a little coarser than for an espresso machine (fine, espresso grind of dark roasted coffee). Just coarse enough so it does not go through the upper filter holes or block them.

3. Place hot water in the bottom section of the pot up to the level of the safety valve.

4. Insert the filter basket. Fill the filter basket with ground coffee until it is level and then level off with a knife. Do not compact the coffee, because as the water reaches the grounds they will expand effectively tamping your coffee for you.

5. Make sure the filter disk and gasket are in place in the top portion of the pot. Screw the top section onto the bottom section of the pot and tighten to obtain a perfect seal. If using a stovetop moka pot, place it on the stove on medium to medium-high heat. When hot, the air and water trapped inside the bottom tank expand due to the heat being applied the device. As this happens, it pushes the hot water up a tube, through the coffee grinds, and out of the spout into the top chamber of the pot.

6. When the water in the tank has been exhausted, that's when you hear the ‘gurgle’, that signifies the drink is ready to pour (approximately 4-5 minutes). Brewing is completed when all the water has been percolated into the top chamber. Remove the moka pot from the stove.

Do not put the pot in the dishwasher. Wash the pot in mild detergent and water and dry thoroughly after each use. Always keep your moka pot scrupulously clean. Disassemble the moka pot after every use and clean the filter and top pot, being sure that you clean the underside of the top pot. Every few weeks, run some vinegar through the moka pot as if you were brewing coffee to get rid of any mineral deposits left behind by hard water.
8.6.4 Pot Method

1. Warm an earthenware pot or jug. Put in 3 level teaspoons of fresh coffee powder (coarse grind) for each 250 ml cup.
2. Pour water which has started to boil over the powder and stir. Cover the pot and let it stand near the fire for 5 to 7 minutes.
3. Pour the coffee through a fine meshed sieve or cloth. Add milk and sugar to taste.

8.6.5 Filter Method

Several types of filters are available. Stainless steel or brass filters are the best, but the latter should be properly tinned, or else the coffee will be spoilt. Glass or china containers are good but are fragile. Copper should not be used because of possible copper poisoning.

1. Put in 3 level teaspoons of coffee powder (fine or medium grind) to each 250 ml. or 8 oz. cup. Press the plunger down lightly over the powder.
2. Pour water which has just come to boil over the plunger in a circular motion. Let it stand for 5 to 7 minutes.
3. Coffee can be poured out straight from the lower vessel and milk and sugar added as required.

8.6.7 Espresso or Caffè Espresso

Espresso is a concentrated coffee beverage brewed by forcing very hot, but not boiling water under high pressure through coffee that has been ground to a consistency between extremely fine and powder.

The defining characteristics of espresso include a thicker consistency than drip coffee, a higher amount of dissolved solids than drip coffee per relative volume, and a serving size that is usually measured in shots, which are between 25 and 30 ml (30ml=1 fluid ounce) in size. Espresso is chemically complex and volatile, with many of its chemical components quickly degrading due to oxidation or loss of temperature. Properly brewed espresso has three major parts: the heart, body, and
the most distinguishing factor, the presence of crema, reddish-brown foam that floats on the surface of the espresso. It is composed of vegetable oils, proteins and sugars. Crema has elements of both emulsion and foam colloid.

8.6.8 Instant Coffee

A thick coffee decoction is prepared first and then it is either spray dried to a fine powder or freeze dried to granules. When added to hot water it dissolves completely leaving no residue.

8.6.9 Turkish Coffee

It is heavily laced with cardomom and is quite thick in consistency. It is a traditional after meal drink in many Arab countries.

8.6.10 General Rules for Storing and for Making Coffee

- Coffee loses aroma and flavour with storage, as the volatile components evaporate. It should be roasted and ground immediately before brewing for the best possible drink.
- Roasted coffee bean can be stored for some time, and can be re-roasted briefly immediately before use. Ground coffee should be used within two or three days of grinding.
- Vacuum-packing extends storage life much. Roasted coffee, whether ground or not, can be kept in an airtight container in a freezer to lengthen shelf life.
- Fresh coffee is the best; so buy quantities to last not more than a week.
- Use the exact quantity of powder required.
- Use freshly drawn and freshly boiled water.
- The coffee-maker must be rinsed with hot water before each use and thoroughly washed and dried before being put away. Never brew less than three-fourths of the coffee maker's capacity; use a smaller one instead.
8.7 COCOA

Cocoa, besides being a stimulant, is also a food. It is prepared from the seeds (beans) of a tree called theobromina cacao, grown in South and Central America, the West and East Indies and along the Gold Coast and adjacent areas in Africa. Common commercial varieties are criolo (fine quality) and trinitario (medium quality). The pods are gathered in heaps and cut open with sharp rounded knives. The cocoa beans which are covered with a moist, glistening sweet white pulp (mucilage) are scooped out. Oxidation begins almost at once causing the beans to become brown. Therefore, as soon as possible, they must be placed on fermenting heaps and are spread in the sun to remove the moisture so that spoilage does not set in.

However, fermentation is necessary to get the finest possible flavor. This is accompanied by a rise in temperature and the transformation of natural sugars to acetic and other acids. After several days, this operation is complete and the beans are allowed to dry. They are then ready to be packed and shipped.

Cocoa contains theobromine and caffeine as well as starch, fat, nitrogenous compounds and salts. So, apart from being a stimulating drink, it is also a food. Cocoa can be prepared in milk only, or in milk and water, mixed to suit the taste of the individual. The powder is mixed with sugar to avoid lumping. A little cold milk is added and a thick even paste made. Either hot milk or hot milk and water are poured over. The preparation is then allowed to boil for a few minutes which improves the flavour. A pinch of salt added at the beginning enhances the flavour.

8.9 LET US SUM UP

Beverages are potable drinks which have thirst-quenching, refreshing, stimulating and nourishing qualities. Most of the beverages supply energy in the form of sugar or alcohol. Beverages can be broadly classified into two: alcoholic beverages and non-alcoholic beverages.

An alcoholic beverage is a drink containing ethanol, commonly known as alcohol. Low-alcohol-content drinks (beer and wine) are produced by fermentation of sugar or starch-containing products, and high-alcohol ones (brandy, rum, vodka, whisky,
etc.) are produced by distillation of these low alcohol products. Distilled beverages with added flavorings and relatively high sugar content are generally referred to as compound beverages. Eg. Liqueur, gin, etc. A non-alcoholic beverage is a beverage that contains no alcohol. Such drinks are generally drunk for refreshment, or to quench people's thirst. Non-alcoholic beverages can be mainly classified as hot and cold beverages. Eg. for non-alcoholic beverages (cold) include beverages aerated with carbonic gas, spring water, mineral water, squash, juice, syrup, etc. Eg. for non-alcoholic beverages (hot) include tea, coffee, cocoa, etc.
The most popular non-alcoholic beverage, tea, is a stimulating and refreshing drink. The principle flavour components of tea are caffeine, tannin yielding compounds and small amounts of essential oils. Caffeine provides the stimulating effect, tannin the colour, body and taste. The four types of tea are: black, green, oolong and white.
Next to tea, coffee is most popular non-alcoholic beverage in many parts of the world. Coffee is always brewed by the user immediately before drinking. Cocoa, besides being a stimulant, is also a food. Cocoa contains theobromine and caffeine as well as starch fat, nitrogenous compounds and salts. The beverages provide refreshment and nourishment and act as stimulants, soothing agents and appetizers.

Exercise 1: Find Russian equivalents to the following words.

Напитки, пригодные для питья; жаждоутоляющие, освежающие, стимулирующие и питательные качества; пополнение потерянной жидкости; жидкость; выжимать; насыщенный кислородом; употребление; газированная вода; концентрат, разбавленный водой; растворять; родниковая вода; фруктовая мякоть, разбавленная водой; часто-потребляемый стимулирующий напиток; выращивать; жарить; молоть; варить; терпкий вкус; жареные семена; растворимый кофе; какао.

Exercise 2: Say which of the statements are true. Correct the false ones.

1. The word “Beverage” has been derived from the Greek word “bever” meaning hard work.
2. Alcohol has been widely consumed since prehistoric times by people around the world, as a component of the standard diet, for hygienic or medical reasons, for its relaxant and euphoric effects, for recreational purposes, for artistic inspiration, as aphrodisiacs, and for other reasons.

3. Most of the beverages supply energy in the form of sugar or alcohol. They also provide other nutrients like mineral salts and vitamins.

4. Alcoholic beverages are divided into 2 groups: fermented alcoholic beverages and distilled alcoholic beverages.

5. Fermented beverages with added flavorings and relatively high sugar content are generally referred to as compound beverages.

6. A non-alcoholic beverage is a beverage that contains very little amount of alcohol. Such drinks are generally drunk for religious purposes.

7. Among cold non-alcoholic beverages are such types as: aerated, spring water, mineral water, squash, juice and syrup.

8. There are over 3000 varieties of tea each with their own specific characteristics.

9. Younger the leaves better the quality of the tea.

10. The lighter colour of the coffee beans the stronger is the coffee.

11. Cocoa, besides being a stimulant, is also a food.

**Exercise 3: Insert the missing information.**

1. Generally, people drink for one or more of six reasons …

2. Beverages can be broadly classified into two groups:

3. Among alcoholic beverages there are such groups as …

4. Among hot non-alcoholic beverages there are such groups as …

5. Among cold non-alcoholic beverages there are such groups as …

6. The principle flavour components of tea are …

7. There are 5 main types of tea: …

8. Two main species of coffee are … which are cultivated in …

9. There are four methods of grinding coffee for brewing: …
10. “Mud coffee” is the easiest method of coffee preparation, the ground coffee
 is …
11. “Cowboy coffee” is made by …
12. Cocoa is prepared from … and is grown …

Exercise 4: Answer the following questions.

1. How can we define the word “beverage”?
2. Why do people consume different types of beverages?
3. What are two main groups of beverages?
4. What groups of alcoholic beverages can you name? What beverages can we
 refer to each group?
5. What groups of non-alcoholic beverages can you name?
6. What are the most popular hot drinks?
7. What types of tea exist?
8. Where is tea cultivated?
9. What are the basic rules of tea preparation?
10. What are two most commonly grown species of coffee?
11. Where is coffee cultivated?
12. What methods of coffee preparation are used all over the world?
13. What are general rules for storing and making coffee?
14. Where is cocoa cultivated?

Exercise 5: Translate the following sentences from Russian into English.

1. Напитки – это пригодные для питья жидкости, которые обладают жажду
 утолительными, освежающими, стимулирующими и питательными свойствами.
2. Большинство напитков снабжают тело энергией в виде сахара или 
 алкоголя.
3. Люди пьют по одной из шести причин: утолить жажду, напиться, 
 насладиться окружением, насладиться вкусом напитка, приглушить
зависимость или как часть религии или традиционной церемонии или обряда.

4. Слово “напиток” заимствуется от латинского слова “bever” и означает отдых от работы.

5. В целом, все напитки можно разделить на две группы: алкогольные и безалкогольные.

6. Алкогольные напитки, в свою очередь, можно разделить на ферментированные, дистиллированные и смешанные.

7. Безалкогольные делятся на холодные, к которым относятся сок, минеральная, родниковая и газированная вода, сироп и фруктовый концентрат, и горячие: чай, кофе, какао.

8. Чай, в основном, получает свое название от региона, где он выращивается.

9. Существуют 5 видов чая: черный, зеленый, белый, красный и улун.

10. Приготовление кофе — это процесс превращения кофейных зерен в напиток.

11. Для того, чтобы приготовить кофе необходимо выполнить следующие действия: сырые кофейные зерна необходимо поджарить, обжаренные зерна смолоть, смолотую массу надо смешать с горячей водой и дать напитку постоять определенной время и, наконец-то, получившийся напиток надо профильтровать.

12. Какао, кроме того, что является стимулирующим напитком, еще можно употреблять и в качестве еды.

13. Какао можно варить как на молоке, так и на воде, а чтобы усилить вкус необходимо добавить в самом начале щепотку соли.
LESSON 9

ORDER TAKING PROCEDURES IN A RESTAURANT

Focus vocabulary

<table>
<thead>
<tr>
<th>English Expression</th>
<th>Russian Translation</th>
</tr>
</thead>
<tbody>
<tr>
<td>order taking procedure – процедура приема заказа</td>
<td></td>
</tr>
<tr>
<td>to reflect the efficiency of the waiter – отображать профессионализм официанта</td>
<td></td>
</tr>
<tr>
<td>to handle array of customers – обслужить большое количество клиентов</td>
<td></td>
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<tr>
<td>in a lucid manner – в понятной форме</td>
<td></td>
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<tr>
<td>to possess rapid writing skills – владеть быстрыми навыками письма</td>
<td></td>
</tr>
<tr>
<td>to execute an order – выполнять заказ</td>
<td></td>
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<tr>
<td>to receive guests – принимать гостей</td>
<td></td>
</tr>
<tr>
<td>to attend an order – выполнять заказ</td>
<td></td>
</tr>
<tr>
<td>to accompany guests to the table – сопроводить гостей к их столику</td>
<td></td>
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<tr>
<td>to record an order – записать заказ</td>
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<tr>
<td>an order sheet – бланк заказа</td>
<td></td>
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<tr>
<td>a supply point – распределительный пункт</td>
<td></td>
</tr>
<tr>
<td>billing – выставление счета</td>
<td></td>
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<tr>
<td>door knob – круглая дверная ручка</td>
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<tr>
<td>fast and discreet service – быстрое и ненавязчивое обслуживание</td>
<td></td>
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<tr>
<td>to remove plastic films – снимать пластиковые крышки</td>
<td></td>
</tr>
<tr>
<td>to clear away the tray – очищать подносы</td>
<td></td>
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</tbody>
</table>

9.1 INTRODUCTION

Order taking is a skillful art that reflects the efficiency of both the waiter and the establishment. The order taker (waiter) should be skillful to handle array of customers efficiently. He should have a very good memory. He should have good oral communication skills. Knowledge about food and beverage, their garnishes and accompaniments, matching wines and spirits, cooking time and serving time, description of dishes in a lucid manner are other important qualities of order taker. He should also possess a rapid writing skill legible enough so that other subordinates can understand and execute the order.
9.2 ORDER TAKING PROCEDURE

The order taking procedure in a hotel industry is discussed in detail in the following paragraphs.

9.2.1 Receiving the Guest

1. The welcoming of the guests represents the most important step to his final satisfaction and reflects the level and quality of the service of an establishment.
2. Guests must be welcomed from the entrance of the restaurant; they should not wait by themselves for more than 10 seconds at the entrance.
3. The first impression received by the guest is most important. It is not necessary to execute the whole welcoming procedure with each guest (it is not always possible in case of affluence), however, it is indispensable to show him that he has been taken into consideration, if it is only by eye contact.
4. If the hostess or the maître d' are occupied, the head waiter or the assistant waiter must show the guests that they have been taken into consideration.
5. If there is an overbooking problem (more tables have been reserved than the restaurant can welcome), guests should not be left at the entrance but invited to sit down at the bar and take care of the problem away from their presence.
6. The hostess must try to seat the guests if he / she has to modify the planning of reservations at the moment of the guests arrival.
7. The hostess or the head waiter will accompany the guests to his table and pull out the chair for him / her to sit.
8. The head waiter or the assistant waiter will immediately present himself to the table to show the guests that he has been taken into consideration.

9.2.2 Attending an Order

1. The waiter will approach the guest from the left, place the menus, ensuring they are clean, in front of him and enquire: “May I have your order please, sir / madam?”.
2. He should wait patiently, facing the guests, until (after any necessary advice has been asked for and given) the order is completed as fast as and including the main course.

3. When the menus are long and varied, it is advisable to allow customers a few minutes before asking the order.

4. When it is apparent that there is a host, take his instructions first, otherwise receive orders as soon as the guests are ready.

5. If the waiter is busy and cannot attend to a customer at once, he should inform him that he will attend to him shortly or “in a moment”.

6. When two tables are occupied at approximately the same time, the waiter must take the order of the first party first. Customers are apt to note with annoyance any failure to a “first come, first served” sequence.

7. Waiter must be aware not only of the speciality of the day but also reasonable dishes to recommend. He should know the following things as far as possible:
   - Knowing which dishes are ready for quick service to guests in a hurry.
   - Items suitable for children.
   - Salad, vegetable and potato suggestions for grills, roasts and main courses for a la carte guests.

**9.2.3 Recording an Order**

1. The Head Waiter should write in the corner of the order sheet; the table number and the number of persons being served. He also notes the time at which the order has been taken.

2. He takes the order for the appetizer; he indicates the number of guests for each appetizer opted.

3. He takes the order for the main dish. He writes the special notes at the right (example: choice of spice and hotness). He repeats the same for all the guests.

4. He takes the order for all other items.

5. He affixes his signature and hands it over to his back waiter.
9.3 SAMPLE PROCEDURE FOR ORDER TAKING

1. The front waiter presents himself to the table.

   *Table No:*
   *Covers:*

2. He indicates on the voucher the table number and the number of persons.

   *Table No: AS*
   *Covers: 4*

3. He writes down the time at which the order has been taken.

   *Table No: AS*
   *Covers: 4*
   *12h30m*

4. He takes the order for the first appetizer. He indicates the number of the guest corresponding to that order.

   *Table No: AS*
   *Covers: 4*
   *12h30m*
   *Shrimp Cocktail (1)*

5. If the order of the second appetizer is identical, the head waiter will only indicate the chair number corresponding to the second guest.

   *Table No: AS*
   *Covers: 4*
   *12h30m*
   *Shrimp Cocktail (1,4)*

6. If a guest does not take an appetizer, the head waiter will write on the voucher “no appetizer” and the chair number corresponding to the guest, so that there is no confusion in the kitchen.

   *Table No: AS*
   *Covers: 4*
   *12h30m*
Shrimp Cocktail (1,4)
No (3)

7. The head waiter takes the order of the last appetizer.

Table No: AS
Covers: 4
12h30m
Shrimp Cocktail (1,4)
No (3)
Bisque (2)

8. When the order of appetizers is finished, the head waiter writes the total number of dishes ordered.

Table No: AS
Covers: 4
12h30m
2 Shrimp Cocktail (1,4)
1 No (3)
2 Bisque (2)

9. The head waiter takes the order of the main dish. The first guest does not take a main dish, the head waiter writes it down on the voucher.

Table No: AS
Covers: 4
12h30m
2 Shrimp Cocktail (1,4)
1 No (3)
2 Bisque (2)
No (1)

10. He takes the order of the second dish.

Table No: AS
Covers: 4
12h30m
2 Shrimp Cocktail (1,4)
1 No (3)
2 Bisque (2)
No (1)
Tournedos (3R)

11. He asks the guest how he would like his meat cooked. He indicates this information on the right side of the voucher.

Table No: AS
Covers: 4
12h30m
2 Shrimp Cocktail (1,4)
1 No (3)
2 Bisque (2)
No (1)
Tournedos (3R)

12. He takes the order for the third guest.

Table No: AS
Covers: 4
12h30m
2 Shrimp Cocktail (1,4)
1 No (3)
2 Bisque (2)
No (1)
Tournedos (3R)

2wd

13. He takes the order of the fourth guest.

Table No: AS
Covers: 4
12h30m
2 Shrimp Cocktail (1,4)
1 No (3
2 Bisque (2
No (1
Tournedos (3R
    2wd
Homard (4

14. He writes down the total number of dishes ordered.
Table No: AS
Covers: 4
12h30m
2 Shrimp Cocktail (1,4
1 No (3
2 Bisque (2
No (1
Tournedos (3R
    2wd
1 Homard (4

15. He separates the different headings. He writes down the date and appends his initials in the right inferior part of the voucher. He transfers the voucher to his back waiter.
Table No: AS
Covers: 4
12h30m
2 Shrimp Cocktail (1,4
1 No (3
2 Bisque (2
No (1
Tournedos (3R
    2wd
9.4 METHODS OF TAKING FOOD AND BEVERAGE ORDER

Essentially there are four methods of taking food and beverage orders from customers. All order taking methods are based upon these four concepts.

<table>
<thead>
<tr>
<th>Method</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Triplicate Method</td>
<td>Order is taken, top copy goes to the supply point, second copy is sent to the cashier for billing; third copy is retained by the server as a means of reference during service.</td>
</tr>
<tr>
<td>Duplicate Method</td>
<td>Order is taken; top copy goes to the supply point, second copy is retained for service and billing purposes.</td>
</tr>
<tr>
<td>Service with Order Method</td>
<td>Order is taken; customer is served and payment received according to that order, for example, bar service or take-away methods.</td>
</tr>
</tbody>
</table>
| Pre-Ordered Method         | • Individually (example room service breakfast)  
                              • Hospital tray system  
                              • Functions |

9.5 ROOM SERVICE

Room Service generally includes the same dishes offered in the restaurant. A three star category hotel should be able to serve at least breakfast in the rooms. Room service is part of the food and beverage department and not of housekeeping. The room service can also be responsible, after the closing of the hotel bar, to serve beverages in the rooms and manage the mini-bar.
Waiter will use trays (carried high over the shoulder with the left hand) or rolling tables for the meals. Every element should be covered (film paper, carton, bells) during transportation and uncovered when entered the room.

The Room Service is often situated inside the kitchen, and close to the service elevator. In this way hot preparations can be served as fast as possible. Inside this service, the following are found:

- Working station
- Toaster
- Sink
- Coffee / tea machine
- Products shelves (cereals, sugar...)
- Tray shelf
- Refrigerator
- Order taking office / desk

9.5.1 Room Service Order Taking

One can order room service in two ways:

- By “door hanger”
- By “telephone”

1. By Door Hanger

It is a document that the guest places on the exterior room door knob. The night audit picks up all the documents during the night. This system allows the room service employees to be ready and serve the guests on time.

This document is often made up of two faces written down in two languages and is placed by housekeeping on the head of the bed. The information found in this document are the following:

1. The service hour desired by the guest, leaving a margin of a quarter of hour (for example between 8:00 and 8:15 a.m.)
2. The name of the guest.
3. The number of people.
4. The room number.
5. The detailed order of breakfast desired (filled in cases).
6. A choice of newspaper proposed by the establishment.

2. By Telephone

The room service order is placed through telephone. In fact, it is very difficult to take an order correctly by telephone. One must be fast, not to forget any important information and try to sell the maximum to the guest.

For a maximum efficiency, the Room-service personnel use digital telephones that indicate the name of the person and the room number, and the possibility to display the room number of the previous call in case they forget.

The room service order is written down manually or computerized and it should include the following information:

1. Room number
2. Name of the guest
3. Number of persons
4. Detailed order
5. Hour the order is taken
6. Service hour

The service should be fast and discrete. The service procedure is as follows:

1. Verify the guest's name on the bill.
2. Knock on the door.
3. Announce “room service”.
4. Remove plastic films from the food.
5. Wait until the guest invites the waiter to come in.
6. Express wishes “good morning, good afternoon, good evening”, call the guest by his last name (good morning mister X).
7. Ask where to place the tray.
8. List the different food items ordered by the guest.
9. Ask the guest to sign the bill.

10. Thank the guest and explain the procedure to take away the tray.

It is to the room service to clear away the tray when the guests have finished, either by asking them to place their tray outside of their room when they have finished, and to clear it 20 minutes after the service or by asking the guest to call them to come clear away the tray, which is more delicate because the waiter must come in the guest's intimacy the least possible. It is the object of conflict between housekeeping and the room service departments. In fact, there is nothing worst than a floor where there is dirty trays lying on the floor. One should consider that the job of the room service is finished only when all trays have been cleared away.

The room service employee must have general knowledge about the hotel premises. The room service employee is often the only one to be in direct contact with the guest during his stay. The guest often asks questions concerning the technical equipment of the rooms, the hotel premises, or any other information, and the waiter must be able to answer to any need.

9.7 LET US SUM UP

Order taking is a skillful art that reflects the efficiency of both the waiter and the establishment. The order taking procedure include welcoming of the guests, attending an order and recording an order.

Essentially there are four methods of taking food and beverage orders from customers. All order taking methods are based upon these four concepts: triplicate method, duplicate method, service with order method and pre-ordered method.

Room Service generally includes the same dishes offered in the restaurant. Room service is the responsibility of the food and beverage department and not of housekeeping. Waiter will use trays or rolling tables for the meals. Every items should be covered during transportation and uncovered when entered the room. One can order room service in two ways: by door hanger and by telephone.
Exercise 1: Find Russian equivalents to the following words.

Оформление заказа; профессиональность официантов; обслуживать большое
количество клиентов; необходимо досконально знать меню, сочетаемость
вин и крепких спиртных напитков с едой; наличие гарниров; время
приготовления и сервировки, умение описывать позиции меню в доступной и
понятной форме; бланк заказа; выставление счета; двойная выписка счета;
тройная выписка счета; метод единовременного обслуживания;
предварительный заказ; меню-подвеска; круглая дверная ручка; быстрое и
ненавязчивое обслуживание; снимать пластиковые крышки; очищать
подносы.

Exercise 2: Say which of the statements are true. Correct the false ones.

1. Order taking is a really useless thing while serving a guest, because only the
décor and the food reflects the efficiency of the establishment.
2. The order taker (waiter) should be skillful to handle array of customers
efficiently.
3. The welcoming of the guests is not so important step as order taking.
4. Guests must be welcomed from the entrance of the restaurant and then they
should find their table by themselves.
5. The first impression received by a guest is very important. So, it is
indispensable to show a guest that he has been taken into consideration, if it
is only by eye contact.
6. If the hostess is occupied, the guests should wait at the entrance.
7. The hostess must try to seat the guests if he / she has to modify the planning
of reservation at the moment of the guests` arrival.
8. The hostess or the head waiter will accompany the guests to their table and
pull out chairs for them to sit.
9. The head waiter or the assistant waiter should wait for 5 or 10 minutes before
presenting himself to the table in order to give guests some time to make their
choice.
10. When the menus are long and varied, it is advisable for a waiter not to leave the customers, but to tell about all the dishes and then ask the order.
11. Essentially there are two methods of taking food and beverage orders from customers: a duplicate method and a triplicate method.
12. While an order is taken by telephone, it is very difficult to take an order correctly by telephone. One must be fast, not to forget any important information and try to sell the maximum to the guest.

**Exercise 3: Insert the missing information.**

1. The order taker (waiter) should be skillful to handle array of customers efficiently and he should have …
2. If there is an overbooking problem, guests …
3. The waiter will approach the guest from …
4. He should patiently, facing the guests …
5. When it is apparent that there is a host …
6. If the waiter is busy and can’t attend to a customer at once …
7. When 2 tables are occupied at approximately the same time …
8. Waiter must be aware …
9. The order taking procedure in a hotel industry includes 3 steps: …
10. Methods of taking food and beverage order are: …
11. One can order room service in 2 ways: by … and by …
12. Door hanger is a document …

**Exercise 4: Answer the following questions.**

1. What does the procedure of taking orders include?
2. What knowledge should a waiter / order taker possess to be skillful in taking orders?
3. How to please the guests from the very beginning so that the 1st impression will be positive?
4. How to attend an order successfully?
5. How should a menu be presented? What knowledge is required to present a menu in a helpful way?
6. Does the waiter act as a salesperson?
7. When is it time for the waiter to take orders?
8. How to record an order in a legible for everyone manner?
9. How to avoid missing information while taking orders?
10. What steps does the procedure of order taking include?
11. What is a triplicate method?
12. What is a duplicate method?
13. What is a service with order method?
14. What is a pre-ordered method?
15. In what way are room service and restaurant service of taking orders connected?
16. In what 2 ways can the guest order room service?
17. What is a door hanger?
18. What information should be written down in the door hanger?
19. What information should be written down by the hotel staff while taking an order by telephone?
20. Why this method is considered to be very difficult?

**Exercise 5: Translate the following sentences from Russian into English.**

1. Оформление заказа – это искусство, требующее подлинного мастерства, которое отражает как эффективность самого официанта, так и заведения.
2. Официант, принимающий заказ, должен быть настолько опытным, чтобы уметь обслужить наиболее эффективно большое количество посетителей.
3. Не достаточно просто иметь хорошую память и прекрасные навыки общения, необходимо знать досконально меню, сочетаемость вин и крепких спиртных напитков с едой, наличие гарниров, дополнительных
блюд, время приготовления и сервировки, а так же уметь описывать позиции меню в доступной и понятной форме и писать разборчиво.

4. Работа официанта упреждающая, по сути, и нацелена на предвосхищение событий и умение провоцировать определённые ситуации.

5. Немаловажной оказывается и процедура приветствия гостя, так как первое общее впечатление, как и удовлетворение качеством сервиса, в целом, зависит от того, смог ли официант или метрдотель уделить должное внимание каждому гостю, разместить и обслужить согласно установленной очередности «первый пришёл, первый был обслужен».

6. Момент вручения меню лучше всего подходит для рекомендации-продажи сопутствующих или дополнительных позиций меню, а так же фирменных блюд и гарниров, которые не включены в него.

7. Метод агрессивных продаж в таком случае не является эффективным.

8. Процедура записи заказа тоже варьируется, так например, существует система тройной выписки счёта, используемая, в основном, в крупных ресторанах, и система двойной выписки счёта, при которой чеки в большинстве случаев предварительно напечатаны и удобны при ограниченном выборе блюд меню, и поэтому используются в ресторанах быстрого питания.

9. Обслуживание клиента может так же проходить при помощи предварительного заказа, как, например, доставка завтрака при обслуживании номеров, или непосредственно сразу после оформления заказа и его оплаты, как например, в ресторанах, предлагающих еду на вынос – это так называемый метод единовременного обслуживания заказа.

10. Система выписки чеков при любой форме оформления заказов позволяет ресторанам вести учет затрат и прибыли, запасов еды и напитков, проводить анализ совершаемых продаж и статистических данных.
11. При необходимости проводить подобный учет быстро и при этом получать самую последнюю информацию о предварительных заказах столовиковых рестораны используют автоматизированную систему контроля.

12. Следующим важным аспектом работы официанта является сервировка столовых приборов в соответствии с заказом, которая производится после того, как информация о заказе поступила на кухню.

13. Посетители начинают использовать столовые приборы, которые располагаются дальше всего от тарелки для первого блюда и двигаются при смене приборов ближе к тарелке, например, когда им требуются приборы для основного блюда.

14. Столовые приборы для десерта и сыра подаются после того, как помощник официанта уберёт грязную посуду после основного блюда и непосредственно перед подачей самих десертных блюд.

15. Официанты никогда не касаются столовых приборов, они используют сервировочную тарелку для подачи любых столовых приборов.

16. В целом, основные правила обслуживания клиентов следующие:
- каждый посетитель имеет свои столовые приборы,
- официанты начинают сервировать стол с правой стороны от человека, принимающего гостей, на котором и заканчивается приём заказов.
- официант двигается против часовой стрелки и сервирует соответствующие столовые приборы, предварительно убирая те, в которых уже нет необходимости.
- столовые приборы подаются при помощи указательного и большого пальцев, которые фиксируют предмет у основания рукоятки и не оставляют отпечатков пальцев на приборах.

17. Если речь идёт о ресторане отеля, то обслуживание номеров включает доставку тех же блюд, что можно заказать и в ресторане.

18. Обслуживание номеров находится под ответственностью отдела по снабжению продуктов питания и напитков, а не хозяйственного отдела.
19. Золотое правило обслуживания номеров заключается в том, что всё, что официант доставляет в номер должно быть покрыто во время транспортировки и открыто в момент, когда официант заходит в номер.  
20. Обслуживание номеров осуществляется по телефону или при помощи меню – подвески, которое оставляется на дверной ручке, что позволяет оказываемому сервису быть быстрым и ненавязчивым.
REFERENCES


