

Food and beverage services

[Food & Diet](#), [Cooking](#)



Possible Questions for Oral Questioning

What is the 3 Bucket Method?

- Washing
- Rinsing
- Sanitizing

What is 3S?

- Scrape
- Segregate
- Stack

What is the basic function of food service attendant (bartender, receptionist, waiter, or any other position)?

How do you handle guest complaint?

- H- hear (listen and identify complaint)
- E - Empathize
- A- Apologize
- R - Respond (inform supervisor)
- T - Take action

What are the types of food service? Explain each service.

- America Service or plated service - food is already prepared in the kitchen in individual plates with garnish and accompaniment and plate is served individually to guests

- Russian service or platter service - food is arranged in a platter and waiter serve the food from the platter to the guests plate using a tong
- French or gueridon service - chef or head waiter prepare the food on the table side with some showmanship.
- Gueridon service for it uses gueridon trolley
- Buffet Service- guests line up to get their food in the buffet table
- Banquet Service - for group of persons and with fixed price
- FamilyService - food are prepared in the kitchen, placed in a platter and served in a platter on the table.
- English Service - private dinner with fine dining set-up and typically with wine service
- Luriat Service - plate of food complete with rice, meat, vegetable and dessert/ plate with complete meal
- Apartment or Blue Plate Service - similar to family Service with difference in location as it is held in an apartment
- Tray Service - food is served with the use of a tray

What are the examples of unsanitary/ sanitary practices?

- Differentiate American Service (Plated) from Russian Service (Platter).

What are the common factors that need to be considered in putting up you own restaurant?

- Capital/ Budget
- Location
- Target Market
- Competitors

- Manning - quality, trained staff
- Knowledgeable about the Business
- Food Costing
- Safety and Sanitation of the Area
- Requirements & Permits
- Equipments
- Product/ Source of Ingredients
- Product Development

Cite examples of the different areas of the restaurant. Tell something about the area.

- Cashier's Area
- Dining Area - where guests are seated to eat,
- Dishwashing Area - where cutleries, dishes and other equipments are washed, rinsed, and sanitized. It is placed inside the kitchen
- Food Preparation Area - aka kitchen
- Dispatching Area
- Bar Counter
- Food Display Counter
- Service Station or Side Stand

What is restaurant? - Types of restaurant.

- Fine Dining
- Coffee shop
- Industrial, Student Canteen/ Cafeteria

What are the procedures in fine dining? How do you rate your self 1-10 base, 10 as the highest, on your demonstration? Did you pass or fail? Why? What are the things needed in preparing the table for service?

- China
- Glasses
- Cloth
- Cutleries

What are the considerations when preparing the table for service? Check equipment, check the table and then sanitize the table.

How do you sanitize your hands?

Wash hands for 20 sec with sanitizer/ soap and water

- Wash up to your elbow
- Rinse hand thoroughly
- Dry hands using single service towel or paper towels

What are the qualification(s) of a good food service attendant?

- Service-oriented, meaning you are knowledgeable of your job roles and functions.

How do you check condition of the table (and utensils) prior to service?

- Actual checking

Types of Kitchen

- Cold - Salad, Dessert
- Hot - Entree, Soup, Appetizer

TIPS - FBS NC II Assessment TIPS

1. Check table, chair and utensils and other items for cracks, chips and stains through actual checking.
2. All forks are placed on the left side, except for the cocktail fork.
3. Pull out unneeded cutleries and china and set-up the needed base on the order of the guest.
4. When guests are already seated, approach the table within 30 seconds.
5. If tied up with other guest, approach and tell the guest you'll get to them in a few seconds.
6. Maintain positive attitude: a. Friendly but not familiar b. No handshake, no pat on the back c. Do not stare
7. Be calm, relaxed and focused on guest.
8. Keep voice on comfortable level, speak slowly.
9. Offer appealing suggestion or suggestive selling before, while and after dinner.
10. Describe menu to guest. Use words such as fresh, fluffy, hand whipped, light, popular, delicious, tender, juicy, homemade
11. When taking the order, code your check if guest is many. | |
12. When taking order of group, move around the table. 1
13. Do not talk over guest.
14. Repeat order, if not sure.
15. Take menu when leaving.
16. Do not touch the napkin or any other item, when still asking for permission.

17. Transfer food ASAP
18. When presenting the check/ bill, never assume and never ask who is paying. Put the check on the table face down. For 2 or more guests, place check in the middle of the table.
19. Do not cross median when placing utensils and order of the guest.
20. For complaints, use your H-E-A-R-T! H- hear (listen and identify complaint) E - Empathize A- Apologize R - Respond (inform supervisor) T - Take action
21. Dispose leftover following the 3S (Scrape, Segregate, Stack)
22. When stocking:
 - Biggest to smallest
 - Do not stock too high
 - By 10s only

When clearing the dining area start with the cruet set, then silverwares, chinaware and finally the water goblet.

- When cutleries are touched in critical area, replace and apologize to the guest.
- When guest ordered 2 salad/ soup/ appetizer/ entree/ beverage/ dessert, ask the guest which one do they prefer to be served first.
- When serving the food/ beverage, mention the name of the food/ beverage.

Critical Mistakes in FBS:

- Failing to Link

- Serving the wrong food
- Wrong cutlery set up
- Failing to repeat order
- No suggestive selling
- Forgetting to give copy of receipt to guest

When cutleries are touched in critical area, replace and apologize to the guest.

- Right side of the guest:
 - Beverages
 - Dishing out
 - Presentation of the Bill
- Left side of the guest:
 - Presentation of menu list (hold menu list with left hand with the menu facing out)
 - Taking orders
 - Delivery of food
 - On Fine Dining, no table napking wrapped around the pitcher.
 - Avoid transferring tray from one hand to the other to avoid accidents.
 - On Fine Dining, when guest did not order for soup nor salad get the table napkin and place on the left side of the guest and dish out the show plate.

On suggestive selling, start w/ main dish especially if asked " what is your specialty? "

- Colored teapot - for black coffee
- White teapot - for hot water

Dishing out, 3x only:

- Cruet set
- Plates and cutleries
- Water goblet
- Mese-en-place in 5 minutes only

During set-up/ mese-en-place, 4 deliveries only:

- Cruet set
- Cutleries and bread plate (6 pcs)
- Show plate and folded napkin
- Water goblet
- In-room service, on the trolley
- First Layer (Top):
 - o Cruet set
 - o Paper napkin holder w/ paper napkin
 - o Toothpick
 - o Water goblet w/ cover
 - o Collin glass w/ cover (Bottled water)
 - o Water container/ pitcher
 - o Teapot
 - o Cup and saucer
 - o Extra table napkin
 - o Cutleries covered w/ table napkin

- o Food w/ cover (if space is enough)
- Second Layer o Bill tray Third Layer
 - o Table cloth
 - o Sanitizing agent and wiping cloth
- In room service, do not give copy of receipt if guest paid using 'charged to room". Just let the guest sign the receipt.
- In room service, if guest ordered for bread place the butter spreader next to the dinner fork.
- In suggestive selling (room service), do not ask questions answerable by " yes" or " no. " e. g. We serve fresh fruits like orange, apple, mango.
- In room service:
 - Suggestive selling
 - Additional request
 - Good for how many.... then repeat order
 - When wiping table, counter clockwise direction.
- In Fine Dining, when guest have no reservation and paid thru signing privilege do not forget to get the name of the guest and the name of the company and its address. Verify at the counter.
- In fine dining, when guest ordered for additional rice place it in the bread plate and place on the bread plate position.
- Leave on the trolley, place the food and beverage according to proper clocking.

Table Skirting Tips:

- Be playful with colors. Careful some colors do not go well.

- Communicate with your supervisor, caterer and clients.
- Cater or follow your guest specifications and wants.
- Typically, the presidential and buffet table are the only table with skirting.

Food and Beverage Services (FBS) NC II

Free Reviewer Types of Services Banquet (Bukcet) Service • For group of person • Fixed price • e. g. typical function Family Service • Food are prepared in the kitchen and served in platter in the table • Started by head of the family English Service Private dinner • Typical private dinner • Fine dining set-up • w/ Wine service Luriat Service • A plate with rice, meat, vegetable & dessert • Big plate with complete meal Apartment/ Blue Plate Service • Similar with family service, difference is location • Located in apartment

Tray Service Types of Menu

1. A la Carte - combo meal
2. Table d' Hote - Specific Menu w/ specific price

Classes of Menu

1. Special party - e. g. weddings, baptismal
2. Cycle - preparation of food is combination of lunch and dinner

Menu Functions

1. Breakfast
2. Morning/ A. M. Snack
3. Brunch (Breakfast + Lunch)

4. Lunch
5. Afternoon/ P. M. Snack (2 - 3 P. M.)
6. Merienda Cena (5 P. M.)
7. Dinner
8. Midnight

Snack Food Sequence

1. Appetizer
2. Soup
3. Salad
4. Main Course/ Entree
5. Dessert
6. Beverages

Silverwares: Spoon

SPOONS

- Sugar spoon - a piece of cutlery used for serving granulated sugar. This type of spoon resembles a teaspoon except that the bowl is deeper and often molded in the shape of a sea shell, giving it the name sugar shell. Sugar spoons are sometimes called " sugar shovels" because of their rectangular shape and deep bowl.
- Ice Cream Spoon
- Dessert spoon — intermediate in size between a teaspoon and a tablespoon, used in eating dessert and sometimes soup or cereals.
- Teaspoon — small, suitable for stirring and sipping tea or coffee, standard capacity one third of a tablespoon. Examples: o Grapefruit

spoon or orange spoon — tapers to a sharp point or teeth, used for citrus fruits and melons o iced tea spoon/ Long tea spoon — with a very long handle

- Soup spoon — with a large or rounded bowl for eating soup. Example:
 - o cream-soup spoon — round-bowled, slightly shorter than a standard soup spoon
- Dinner spoon
- Table spoon

Silverware: Forks

- Cocktail fork - A small fork resembling a trident, used for spearing cocktail garnishes such as olives.
- Cake fork
- Tea fork
- Escargot - or snail fork is a two-pronged small fork used to eat escargot or snails, a French delicacy.
- Dessert fork - a fork used for eating certain desserts, usually somewhat smaller than a dinner fork.
- Fish fork
- Salad fork - Similar to a regular fork, but may be shorter, or have one of the outer tines shaped differently.
- Dinner fork
- Table fork

Silverwares: Knives

Bread and butter spreader

- Salad knife

- Dinner knife
- Cocktail / Fish knife

Types of Chinaware According to Material Used

1. Melamine (Plastic)
2. Ceramic (Clay)
3. Porcelain
4. Transparent Glass Chinaware

Show Plate/ Underliner - 11 - 12 inches in diameter, underliner for starters

- Dinner Plate - 11 inches in diameter, for main course like steaks, Continental/ American breakfast, plated foods
- Soup bowl - 9 - 10 inches in diameter, container for cream soup, (used for thick soup with underliner)
- Fish Plate - 9 inches in diameter for fish appetizers like smoked salmon, tanguigue, chef plate, sushi, sashimi and etc.
- Salad Plate and Salad Bowl - 8-8.5 inches in diameter, container/underliner for vegetable or fruit salad
- Dessert Plate - 6.5 - 7 inches
- Bread Plate - 7.5 inches in diameter for bread and butter served on the side of the cover
- Bouillon or Consomme Cup - container for clear soup like beef consomme, clear vegetable soup and etc. , (used for serving clear soup e. g. inigang)
- Sauce Boat

- Monkey Dish - container for sauces like gravy, tempura sauce, etc. and SOY DISH for kikkoman/ soy sauce, calamansi, pati, vinegar (for serving dipping sauce/ sawsawan)
- Demitasse saucer and cup - 4 inches in diameter, underline for demitasse cup, usually used for cafe espresso and hot chocolate
- Cup
- Saucer - 6 inches in diameter, used for coffee underliner, maybe used also for dessert
- Cereal Bowl - container for cereals like arroz caldo, oats and etc.
- Cruet Set - vase with salt and pepper shaker
- Bell
- Egg cup holder - for containing hard boiled eggs Tea Ball
- Coaster - stainless is used as cover and wood or plastic as underlined
- Napkin
- Food Cover
- Bill Holder
- Oval Plate
- Pitcher - either stainless or glass, when used to serve water it should have a napkin
- Teapot
- Coffee Pot - bigger than the teapot

Types of Glasses

- Tumbler
- Footed
- Stem - For serving wine and cocktails.

They all have a long stem that you hold to drink the liquid inside so that the temperature of your hand on the bowl of the glass won't warm or affect the temperature of the drink.

These include:

1. Champagne flute glasses. This type of drink glass has a long stem and a long narrow bowl.
2. Cocktail glass. This is often called a martini glass. The bowl is triangular in shape so that it almost forms a right angle from the tip of the cone to the cross section of the bowl.
3. Sherry glass. This drink glass has a stem for holding but the bowl of the glass is rounder and larger than the typical types of stemware. The standard size is one that holds about 4 ounces of sherry or wine.
4. Snifter. This is a balloon shape wine glass in which the bowl is narrower at the top than at the bottom. It is mostly used for serving brandy.

Mug Glasses

1. Parfait glass/ Sundae. This glass has a similar inwards curve to that of a hurricane glass, with a steeper outwards rim and larger, rounded bowl. Often used for drinks containing fruit or ice cream. Typical Size: 12 oz.
2. Cocktail glass/ Martini Glass. This glass has a triangle-bowl design with a long stem, and is used for a wide range of straight-up (without ice) cocktails, including martinis, manhattans, metropolitans, and gimlets. Also known as a martini glass. Typical Size: 4-12 oz.
3. Sherbet - used for ice cream

4. Margarita/coupette glass. This slightly larger and rounded approach to a cocktail glass has a broad-rim for holding salt, ideal for margarita's. It is also used in daiquiris and other fruit drinks. Typical Size: 12 oz.
5. Cordial glass. Small and stemmed glasses used for serving small portions of your favourite liquors at times such as after a meal. Typical Size: 2 oz.
6. Shot glass. A small glass suitable for vodka, whiskey and other liquors. Many "shot" mixed drinks also call for shot glasses. Typical Size: 1.5 oz.
7. Water Goblet/ Banquet Goblet
8. Red wine glass. A clear, thin, stemmed glass with a round bowl tapering inward at the rim. Typical Size: 8 oz.
9. Champagne flute. This tulip shaped glass is designed to show off the waltzing bubbles of the wine as they brush against the side of the glass and spread out into a sparkling mousse. Typical Size: 6 oz.
10. White wine glass. A clear, thin, stemmed glass with an elongated oval bowl tapering inward at the rim. Typical Size: 12.5 oz.
11. Old-fashioned glass. A short, round so called "rocks" glass, suitable for cocktails or liquor served on the rocks, or "with a splash". Typical Size: 8-10 oz.
12. Highball glass. A straight-sided glass, often an elegant way to serve many types of mixed drinks, like those served on the rocks, shots, and mixer combined liquor drinks (ie. gin and tonic). Typical Size: 8-12 oz.

13. Collins glass. Shaped similarly to a highball glass, only taller, the collins glass was originally used for the line of collins gin drinks, and is now also commonly used for soft drinks, alcoholic juice, and tropical/exotic juices such as Mai Tai's. Typical Size: 14 oz.
14. Beer mug. The traditional beer container. Typical Size: 16 oz.
15. Brandy snifter. The shape of this glass concentrates the alcoholic odors to the top of the glass as your hands warm the brandy. Typical Size: 17.5 oz.
16. Coffee mug. The traditional mug used for hot coffee. Typical Size: 12-16 oz.
17. Hurricane glass. A tall elegantly cut glass named after its hurricane-lamp-like shape, used for exotic/tropical drinks. Typical Size: 15 oz.
18. Pousse-cafe glass. A narrow glass essentially used for pousse cafe's and other layered dessert drinks. Its shape increases the ease of layering ingredients. Typical Size: 6 oz.
19. Sherry glass. The preferred glass for aperitifs, ports, and sherry. The copita, with its aroma enhancing narrow taper, is a type of sherry glass. Typical Size: 2 oz.
20. Whiskey sour glass. Also known as a delmonico glass, this is a stemmed, wide opening glass, alike to a small version of a champagne flute. Typical Size: 5 oz.

Types of Beverages?

- Non-Alcoholic:
 - Water

- Juice
- Coffee
- Tea
- Alcoholic
 - Spirits

3 Bucket Method

1. Washing
2. Rinsing
3. Sanitizing

Napkin Folds

1. Fleur de Leis Fan
2. Birds of Paradise
3. Japanese Princess
4. Cardinal
5. Waiter's Jacket
6. The Candlestick
7. Double Candlestick
8. Candle Fan
9. Japanese Fan
10. French Fan
11. The Bat
12. Plain Fold
13. Sea Breeze
14. Flute

15. Star
16. Pyramid
17. Four Candle
18. Lotus/ Water Lily
19. Cutlery Holder
20. Pineapple
21. Peacock
22. Bishop's Hat/ Mitre
23. Blossom
24. Candy
25. Cross
26. Candle with Flame
27. Small Candle with Flame
28. Petticoat Tail
29. Snail (Star with fold above)
30. Portfolio
31. Maria Clara
32. Cross Row
33. French Fold
34. Picnic Pocket
35. Rose Twirl
36. Square Dance
37. Lady Dress
38. T-shirt
39. Cat's Paw

40. Deco

Bar Items

- Wine Bucket
- Shaker 2 Types:
 - o Boston Type (Body, Strainer, Cap)
 - o Glass
- Bottle and Wine Opener
- Chopping Board - used for garnishing
- Knife
- Fruit Picker Jigger - used for measuring liquors and liqueurs
- Tong
- Bar Strainer
- Bar Spoon (with/ fruit picker)
- Muddler - used for crushing fruits
- Baller - used for garnishing
- Ice Scooper
- Ice Pick - used for cracking ice
- Can Opening
- Lime Squeezer
- Pour Spout

Basic Set-Up Skills

1. Polishing silverware

- Moist linen
- Do not leave finger print

2. Placing silver/ utensils. Hold silverwares on the sides with thumb and index finger supported in the middle by the middle finger

- Napkin Folding
- Water Serving
- 3/4s of goblet only, about an inch from the rim

Food Placement - Serving Food:

Order of Service:

1. Women served first, oldest to youngest
2. Men served next, oldest to youngest
3. Serve food counterclockwise using left hand and on left side of guest
4. Serve beverage clockwise using right hand on the right side of the guest