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INTRODUCTION

The operating equipment's used in hotels / restaurants play an important role. In a restaurant, we are using various types of service equipment's, furniture, fixtures and linen. All of which squarely reflects the standard and style of the restaurant. Elegant and attractive service ware, colorful and clean dishes, quality plates and glassware adds to the décor of a restaurant. However, several factors have to be considered while selecting this equipment's.

- Standard of the restaurant.
- The type of menu and service offered.
- Décor and theme of the restaurant.
- Type of clientele.
- Durability of equipment.
- Ease of maintenance.
- Availability when stocks runs out for replacement.
- Storage.
- Flexibility of use.
- Price factors
- Industry standardization.

Restaurant equipment is classified into crockery/chinaware, tableware, glassware, linen, and furniture.

CROCKERY

China is a term used for crockery whether bone china (expensive and fine), earthenware (opaque and cheaper) or vitrified (metallized). Most catering crockery used nowadays tends to be vitrified earthenware, which is very durable and haven been strengthened. Chinaware is made of silica, soda ash, and china clay, glazed to give a fine finish. Chinaware is more resistant to heat than glassware and can be found in different colors and designs which are always coated with glaze. There are many classification of catering china they are bona china, porcelain, earthenware and stoneware.

Different types of crockery and their sizes

S.no	Name of Crockery	Size	Uses	Notes
1	Quarter Plate	6"(15cm diameter)	Used to keep bread, cheese or as an underliner	It is also known as B&B Plate (bread & butter, under plate, side Plate)
2	Half Plate	8" (20 cm diameter)	Used to serve starters, pasta, dessert, fish etc	It is also known as dessert plate, fish plate
3	Full Plate	10" (25cm diameter)	Used to serve main course	It is also known as dinner plate, joint plate, meat plate.
4	Soup bowl	250ml	Used to serve soup, breakfast cereals	
5	Consomme cup	250ml	Used to serve thin soup	It is also known as consommé cup and has two handles.
6	Soup Plate	8" (20 cm diameter)	Used to serve both thick and thin soup	Half plate is used as an underliner. It is not in use nowadays.
7	Tea Cup	200 ml (6 ² / ₃ Fl oz)	Used to serve tea during the day	
8	Demi tasse cup	97-100 ml	Used to serve coffee after lunch or dinner	It is also known as demi-tasse.

Other crockery is salad plate, ash tray and egg cup.



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.

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

Storage: Chinaware should be stored at a convenient height for placing on and removing from the shelves without any fear of accidents. If possible china should be kept covered to prevent dust and germs settling on it. Chinaware of different types must never be stacked on top of each other. Plates should be stored in the piles of approximately two dozen.

TABLEWARE

Tableware includes all items of flatware, cutlery & hollowware 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 type and time meal as well. The majority of food service operations use either plated silverware (EPNS) or stainless steel. Stainless steel is increasingly used instead of silver-plated items for reasons of cost and maintenance.

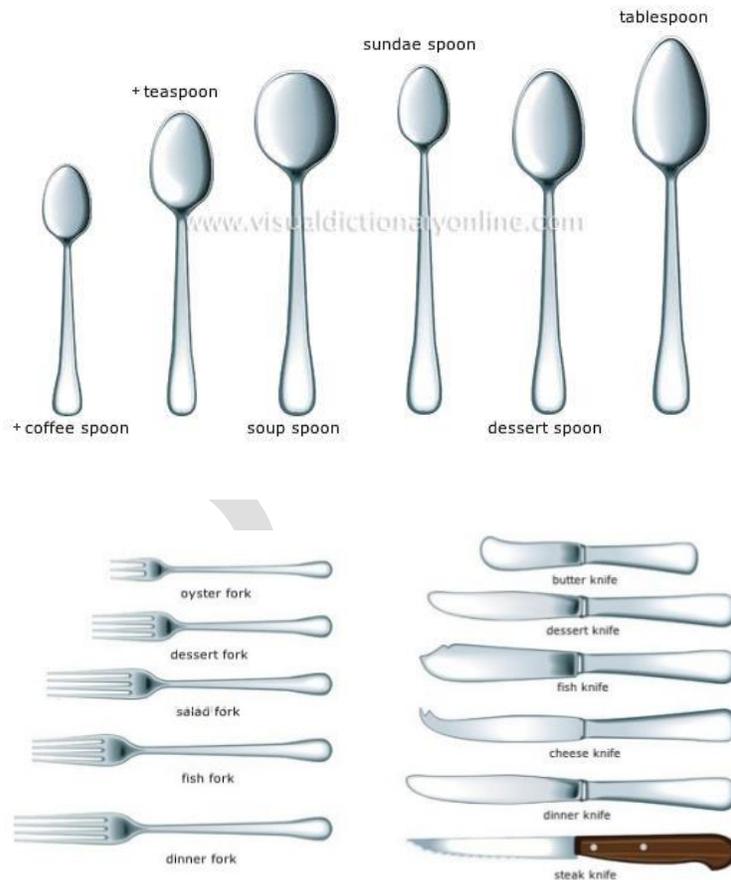
- Flatware - all forms of spoons and forks.
- Cutlery – all knives and other cutting equipments.
- Hollowware – any other item apart from flatware and cutlery eg: - teapots, milk creamers, entrée dishes etc.

These terms were used in olden days, nowadays Flatware and cutlery are commonly known as cutlery.

Different types of Tableware

S.no	Cutlery	Uses	Storage area
1	Soup spoon	Used for thick soup	Sideboard
2	AP spoon	Used for main course	Sideboard
3	Service gear (service spoon & fork)	Used to serve food from entre dish to plate	Sideboard

4	Tea spoon	Used with tea cup or with glass bowl	Sideboard
5	Coffee spoon	Used with demi-tasse cup	Sideboard
6	Side knife	Used for cutting bread, roll etc during soup	Sideboard
7	Fish knife and fish fork	Used for all fish dishes expect when fish is served as main course	Sideboard
8	AP knife and AP fork	Used with main course	Sideboard
9	Dessert spoon and fork	Used for dessert course	Sideboard



Hollow-ware			
1	Water jug	Used to serve water	Sideboard

2	Coffee pot	Used to serve coffee	Still room
3	Tea pot	Used to serve tea	Still room
4	Sugar bowl with tong	Used to hold sugar cubes or granulated sugar	Still room
5	Entrée dish	Used to serve food on the guest plate	Hot plate



Special equipments			
1	Asparagus holder	Used to hold asparagus spear while eating	Pantry
2	Oyster fork		
3	Caviar knife	Used with caviar, can be substituted with fish knife	Pantry
4	Oyster fork	Used to open oyster shells	Pantry
5	Grape scissor	Used to cut and hold bunch of grapes	Pantry
6	Corn on the cob holder	Used to hold cob by piercing it into the cob	Pantry
7	Nut cracker	Used to crack almonds, walnut etc	Pantry
8	Lobster cracker	Used to crack lobster claws	Pantry
9	Lobster pick	Used to pick lobster flesh	Pantry
10	Ramekin bowl	Used to serve soufflé, custard etc	Pantry

11	Sauce boat with sauce ladle	Used to serve accompanying sauces	Pantry
12	Snail dish	Used to hold snail (round dish with two handles)	Pantry
13	Snail fork	A two prong fork used to pick flesh from shells	Pantry
14	Butter dish with butter knife	Used to serve butter cut in cubes	Pantry/ still room
15	Bread basket	Used for holding bread rolls or Indian breads	Still room
16	Cheese knife	Used to cut and pick cheese	Pantry
17	Cozy	Used to cover tea and coffee pot to retain heat	Pantry
18	Finger bowl	Used to present warm water with lemon slice over an underliner	Pantry
19	Straw holder	Used to hold straw for juices and aerated drinks	Sideboard
20	tooth pick holder	Used to hold tooth pick	Sideboard
21	Sundae spoon	Used with ice-cream/ shakes when served in a tall glass	Pantry
22	Ice-cream spoon	Used when ice-cream is served in a coupe	Pantry

Handling of Tableware

- 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
- They should be stored in cupboard or room which can be locked.
- Cutlery and flatware may be stored in cutlery trolleys.

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GLASSWARE

Glassware refers to glass 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. Sand, soda, ash, limestone, and borax are raw materials used for glass making. The difference in composition of these elements is the reasons for different designs and colors in glasses. Lead is added to make the glass crystal clear. The choice of the right quality glass is a vital element if the any drink is to be invitingly presented and give satisfaction to the consumer. Glassware also contributes to the appearance of the table and the overall attraction of the room. Well-designed glassware combines elegance, strength and stability, and should be fine and smooth rimmed and of clear glass. There are many standard patterns available to the caterer. Most manufacturers now supply hotel glassware in standard sizes for convenience of ordering, availability and quick delivery. Glasses are measured in terms of capacity by 'fluid ounces (oz.)' 'centiliter (cl).'

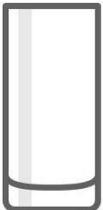
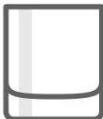
Many standard patterns and sizes of glassware are available to serve each drink. Most glass drinking vessels are either tumblers, flat-bottomed glasses with no handle, foot, or stem; footed glasses, which have a bowl above a flat base, but no stem; or stemware, which have a bowl on a stem above a flat 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.

S.no	Name of the Glass	Size (1fl oz = 28.4 ml)	Uses
1	Cocktail glass	4-12 fl oz	Used for all kind of cocktails
2	Pony tumbler/ juice glass	4 fl oz	Used to serve all kind of juices
3	High ball glass	8-10 fl oz	Used to serve water
4	Beer mug	10-12 fl oz	Used to serve beer
5	Beer goblet	10-12 fl oz	Used to serve beer
6	Brandy balloon / snifter	8-10 fl oz	Used to serve brandy or liqueurs
7	Champagne (saucer/ flute/ tulip)	6-8 fl oz	Used to serve champagne or sparkling wine
8	Water goblet	8-10 fl oz	Used to serve water
9	Pilsner	10-14 fl oz	Used to serve cocktail, juices and beer
10	Sherry copita	1.75fl oz	Used to serve sherry or other sweet wine
11	Old fashion glass	8 fl oz	Used mainly to serve whisky
12	Red wine glass	8-14 fl oz	Used to serve red wine
13	White wine glass	8-14 fl oz	Used to serve white wine
14	Tequila shot glass	1 fl oz	Used to serve tequila
15	Vodka shot glass	1 fl oz	Used to serve vodka
16	Margarita	5-6 fl oz	Used to serve cocktails

Handling of Glassware

- Glassware is highly fragile and most delicate and expensive, hence almost care has to be taken while handling glass equipment's.
- 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.
- Tumblers should not be stacked inside one another as this may result in heavy breakages and accidents.
- The appearance of the drink mainly depends on the glass and therefore, the glass should be sparkling clean and attractive in shape and style.
- 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.
- Glasses whether clean or dirty have to be handled by the base or stem, since the finger prints left on the glass necessitates polishing.

THE RIGHT GLASS FOR THE RIGHT SERVE

<p>Highball/Collins</p> <p>Highball and Collins glasses are very similar and can often be used interchangeably. Both are typically used for tall mixed drinks built in the glass with plenty of ice.</p>  <p>Use for: Whisky Highball, Bloody Mary, Mojito.</p>	<p>Old Fashioned (or rocks)</p> <p>Short tumblers, often referred to as "lowball" or "rocks" glasses. Typically used for short mixed drinks served with ice ("on the rocks") or neat spirits, such as whisky(e)y.</p>  <p>Use for: Old Fashioned, Whisk(e)y Sour, Negroni.</p>	<p>Cocktail (or martini)</p> <p>Most often associated with martinis, these are the best option for serving cocktails "straight-up" without ice. Best kept chilled and lifted out before service.</p>  <p>Use for: martini cocktails, Cosmopolitans and Daiquiris.</p>	<p>Coupe (or Coupette)</p> <p>Stemmed with a broad, shallow bowl, coupe glasses were originally intended for champagne but are now used interchangeably with martini glasses.</p>  <p>Use for: Espresso martini, Sidecar, Manhattan.</p>	<p>Shot</p> <p>The smallest glasses behind the bar, used for neat shots or small mixed drinks.</p>  <p>Use for: Boilermaker, Tequila.</p>
<p>Brandy Balloon</p> <p>Also known as a "snifter," the size and shape showcase the colour, legs and aromas of the liquid. Typically used for dark spirits and simple brandy drinks.</p>  <p>Use for: Brandy, B&B.</p>	<p>Champagne Flute</p> <p>A thin stemmed glass with a tapered rim designed to retain bubbles in the glass longer. Typically used for champagne and champagne-based cocktails.</p>  <p>Use for: Kir Royale, Bellini, Mimosa.</p>	<p>White Wine</p> <p>White wine glasses tend to be taller and more open and are best kept chilled. Typically used for wine and wine-based cocktails.</p>  <p>Use for: White wine, Sangria, Wine Spritzer.</p>	<p>Red Wine/Copa</p> <p>Red wine glasses are larger and rounder to bring out the flavour and aromas of red wine. The large, wide bowl also enhances the botanical aromas in gin and allows space for creative mixers and garnishes.</p>  <p>Use for: Red wine, Gin & Tonic</p>	<p>Beer Glasses</p> <p>These come in a variety of styles and shapes, often specially treated (nucleated) to help beer keep its head.</p>  <p>Use for: Beers, ciders and ales.</p>

Storage: Glasses are normally stored in a glass pantry & should be placed in single rows on paper-lined shelves, upside down to prevent dust settling in them. An alternative to this is to have plastic coated wire racks made specifically for the purpose of stacking & storing the glasses. Such racks are also a convenient method of transporting glassware from one point to another which cuts down on breakages.



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 tablecloth were made of linen. Only 100 percent linen is used to make 'damask' material. It is identified by its woven floral design and is available in white and pastel shades. Today, the term "linen" has come to be applied to all related products (regardless of fabric they are made of) even though most are made of cotton, various synthetic materials, or blends. The main items of linen normally found in a restaurant are: tablecloths; slip cloths; buffet cloths; trolley and sideboard cloths and waiter's cloths or service cloths.

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.

Slip Cloths or Naprons: 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 1 metre square approximately.

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 color as tablecloths, or in a color

that blends with the decor of the restaurant. Napkins should be spotlessly clean and well-pressed. The ideal size for a napkin is between 46 to 50 cm sq.

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

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

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.

FURNITURE

Furniture must be chosen according to the need of the establishment. The type of operation will determine ones specific needs as far as the dinning arrangements are concerned. Wood is the most commonly used material for dining room furniture although metal in form of aluminum and steel are also used. Marble is a popular material India for dinning table tops. Plastic or Formica coated tabletops may be found in many cafeterias, staff dining rooms etc.

When buying tables and chairs keep the following points in mind

- They should be easy to stack
- They should match the décor of the restaurant
- They should be fire proof, waterproof, and durable.
- They should be within the budget of the establishments
- Keep in mind the style of service

Tables: Tables can come in three main shapes: - round, Rectangular, Square. An establishment may have a mixture of these or all of one shape depending on the shape of the room and the style of service being offered.

The tables can be for 2 pax, 4 pax, 8 pax and so on. When deciding on the number of tables required, one should consider- size & shape of the area, space for passage & sideboard, and table sizes.

The tables are usually covered with a baize cloth which is heat resistant. This covering will also deaden the sound of the cutlery, crockery and glassware when being kept on the table.

Sizes of tables

Square Table	For 2 pax – 76 cm sq or 30 Inches
	For 4 pax– 1mtr or 36 inches
Round	For 4 pax – 1 meter or 36 inches in diameter
	For 8 pax – 1.52 meters or 60 inches in diameter
Rectangular	For 4 pax – 30 x 48 inches or 4 ft 6” x 2ft 6”

Chairs: A chair come in various shapes and sizes, designs, materials and colours to suite all situations and occasions. Because of the wide range of styles, the chairs vary in height, width but as a guide, a chair seat is 18" inches from the ground, the height from the ground to the top of the back of the seat 39" and the depth from the front edge of the seat to the back of the chair is 18 inches.

Hostess Desk: It is high table located at the entrance of the restaurant for the hostess to stand and receive the guest. The restaurant reservations diaries, telephone, keys of restaurant, are stored here.



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 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.

Salvers, Creamers, Wine chillers and stand, Coffee pots, Teapots, Ice buckets and tongs, Finger bowls, Cruet sets, Sugar bowl; and tongs, Soup ladles, Butter dishes, Bottle and wine openers, Cigar cutters, Bread baskets, Bud vases, Candle holders, Wine cradle, Toothpick stand, Straw stand, Pot holders, Drip bowls

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.



Some of the points to be kept in mind while stacking a sideboard

- When the restaurant cleaning has been completed all equipment necessary for the service must be collected, cleaned, checked and set out.
- Sideboards being the central point for the waiters to work on, it must be kept spotlessly clean at all times.
- The stacking of the sideboards must be done with proper planning. One must ensure that sufficient covers for relaying a station i.e. extra linen, crockery, cutlery, glassware, ashtrays etc must be kept in a condition whereby they can be used immediately when required.
- Prior to mise-en-place cutleries, crockery's, and glassware should be brought from the wash-up area to the sideboard. It is from this point that the waiter commences his mise-en-place.
- All the sauce bottles should be refilled & the bottle neck should be wiped before the start of the operations. The salvers should also be wiped and kept clean before and after the operations.

Trolleys: Trolley in a restaurant are in important part for merchandising the food and beverages. They are mobile display units that are meant to optimize sales in an establishment.

There are many type of trolleys uses in the restaurants practicing gueridon service. The design, equipment required, and layout of the trolley depends on its functions. The design of a flambé trolley is different from the liqueur trolley. A wide range of trolleys is available with the diff. quality, design etc.

The various types of trolleys are:

- Hors d'oeuvre varies trolley
- Salad trolley
- Food preparation trolley
- Carving trolley
- Flambé trolley
- Sweet trolley
- Cheese trolley
- Liqueur trolley

Hors d'oeuvre trolley: It displays 10 to 12 items of appetizers. The containers holding appetizers are placed over ice. The trolley is designed in such a way that it has provision for holding ice and containers. It has adequate cold half plates, necessary service gear to transfer the Hors d'oeuvre selected by the guest on the cold half plate, and the appropriate accompanying sauces, the plated food is served to the guest from his/her right – hand side.

Salad trolley: It has half plates and bowls, under plates, containers with prepared ingredients, salad dressing, and seasoning that are required to prepare the salads. Salad dressing may either be prepared on the trolley in the presence of guests or in the kitchen. Most restaurants make the dressing in the kitchen and the dressing of the salad is carried out in the restaurant.



Food preparation, Carving and Flambé trolley: These have a gas burner or flare lamp which is fixed on the trolley to the level of the top surface. Carving trolley has carving board which is placed over chafing dish during carving to retain the heat of the meat. A trolley may have single or double burner.



Cheese trolley: It has variety of cheese, cheese board, and cheese knife for cutting the cheese, and appropriate accompaniments for cheese. Surface of the trolley is normally in marble and has translucent dome to cover the top. Cheese selected by the guest is portioned and plated on the gueridon trolley, and then served to the guest from his/her right.



Liqueur trolley: It has assorted glasses, measure, ice buckets, spirit and liqueur bottles, carafes, etc. It may also have cigars, cigar cutter, and a lighter.

