

Unit 3

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Methods of Service

Food service has various approaches based on the origin and purpose. Therefore, there is a particular approach to service which has pomp and ceremony as the emphasis there is on show and finesse while there is another approach to the service which has least fuss as such a service requires a person to help himself.

Food service has a number of different styles of service. Style of service should be selected based on the type of food being served. There are various methods in which the service of the food can be done on the

Silver Service/Platter to Plate/English Service

This service involves the presentation and service of food to the guest by the restaurant staff from the food platter or dish to the guest plate, with the help of a service gear. It is always done from the left-hand side of the guest. Professional silver service is all about mastering the technique of using service gear held in the right hand to transfer items to the guest plate from a service dish held in the left hand.

Advantages

- It is a highly personalized service which adds to good will.
- It gives the guest the choice of selecting and quantifying the food served to him.

Disadvantages

- Skilled waiters are required for silver service.
- High capital investment, maintenance cost is involved as silver service requires a great attention and care.

Family Service/French Service

It is very much simple method of service in which the serving dishes are presented to the guests and placed on the dining table, allowing the guest to select and serve himself. Such service is usually found in restaurants serving Indian cuisine.

Food is brought in dishes and salvers and placed on the table at the centre. The guests help themselves. Naturally this is ideal for a small gathering of dishes. Sometime host may pass the

portioned food around the table, and the guests serve themselves. Beverage is served from right hand side and clearance is done from right hand side.

Advantages

- This service is relaxed compare to silver service.
- No professional staff is required.

Disadvantages

- The last guest may not receive as much of an item as they would like, if the first guest served too much.
- Guests may spill the food on the table.

American/Plate Service

American service is a pre-plated service, which means that the food is served into the guest's plate in the kitchen itself and brought to the restaurant. The kitchen predetermines the portion and the accompaniments served with the dish. The service is done from right hand side. This type of service is commonly used in a coffee shop where service is required to be fast.

Advantages

- It is quick and simple.
- There is less spilling.
- Strong portion control mechanism.
- Standards can be set and maintained.

Disadvantages

- Food service becomes a dull and listless affair.
- Uninterested, unnecessary, garnish can't be avoided, may annoy the guest.
- Too much of wastage in the plates as guest can't quantify.
- Big eaters remain hungry as they can't share less eater's portion.

Russian Service

This type of service has come from the era Tsar of Russia who believed in show. The basic element in Russian service derives from the old style of having large joints, whole fish or birds often decoratively placed on platters with elaborate garnishes on the sideboard visible to the guests before being served. This form of service enjoyed slight popularity in Europe in the 19th century otherwise Russian Service as a distinct and separate form of service no longer remains.

Food, which usually consists of a whole roast, is presented to the host, then taken back to the side station by the service staff. Food is carved and portioned in full view of the guest and served to him from left side using spoon and fork.

Advantages

- Display and theatrical presentation are a major part of this service.
- Guest satisfaction is high.

Disadvantages

- It requires professionally skilled people to carve meat and execute service.
- Labour cost is high

Buffet Service

It is a self-service where food is displayed on tables. The guests take plates stacked at the beginning of the table and proceed along the buffet line collecting food from buffet counter. In stand –up buffets, guests are left to stand and eat. This type of service is found in banquet halls catering to large number of guests.

In sit-down buffet service, tables are laid with crockery and cutlery as in a restaurant. The guest may help himself at the buffet table and return to eat at the guest table laid out. The waiter may serve a few courses like the appetizer and soup at the table.

Advantages

- Fast service.
- Variety of dishes can be served.
- High profit and low food cost.
- Less skilled manpower.
- Economically priced

Disadvantages

- Impersonalized service.
- Portion control may not be improvised
- Standardization of dishes is not possible

Gueridon Service

The term 'Gueridon' means a trolley used for the preparation or finishing of food. This trolley is used to cook various ingredients, involving a lot of showmanship such as flambé, carving etc. It is done next to the guest table. This is a service where a dish comes partially prepared from the kitchen to be completed in the restaurant by the waiter. The cooking is done on a gueridon trolley, which is a mobile trolley with a gas cylinder and burners. The waiter plays a prominent part, as he is required to fillet, carve, flambé and prepare the food with showmanship. The waiter has to have considerable dexterity and skill.

Advantages

- It is a very effective tool of merchandising.
- It induces impulse buying.
- Staff can exhibit their service skills.

Disadvantages

- It requires extensive serving and preparation equipment.
- Increased labour cost.
- The seat turnover is very low.

Room Service

It implies serving of food and beverage in guest rooms of hotels. Small orders are served in trays. Major meals are taken to the room on trolleys. The guest places his order with the room service order taker. The waiter receives the order and transmits the same to the kitchen. In the meanwhile he prepares his tray or trolley. He then goes to the cashier to have a check prepared to take along with the food order for the guests' signature or payment. Once the food is ready in kitchen, it is set on a tray and is taken to the room for the service.

Clearance of soiled dishes from the room is done after half an hour or an hour. However, the guest can telephone Room Service for the clearance as and when he has finished with the meal. There are two types of Room Service;

- **Centralized room service:** Here all the food orders are processed from the main kitchen and sent to the rooms by a common team of waiters.
- **Decentralized room service:** Each floor or a set of floor may have separate pantries to serve them. Orders are taken at a central point by order-takers who in turn convey the order to the respective pantry.

Advantages

- Less skilled staff is required.
- Guest satisfaction is very high.

Disadvantages

- Delay in service
- Food may get cold
- Menu is limited

Cafeteria Service

This service exists normally in industrial canteens, colleges, hospitals or hotel cafeterias. To facilitate quick service, the menu is fixed and is displayed on large boards. The guest may have to buy coupons in advance, present them to the counter waiter who then serves the desired item. Sometimes food is displayed behind the counter and the guests may indicate their choice

to the counter attendant. The food is served pre-plated and the cutlery is handed directly to the guest. Guests may then sit at tables and chairs provided by the establishment. Sometimes high tables are provided where guests can stand and eat.

Advantages

- Less skilled staff is required.
- Labour cost is low.
- Seat turnover is very high.

Disadvantages

- If counters are not properly organized, it may lead to congestion.
- Food may be cold after some times.

Room Service

Introduction

Service of food and beverage in guest rooms is known as room service. It takes place when the guest places their order with Room Service Order taker (RSOT). Its main advantage is highest guest satisfaction and fewer skills are required. Its disadvantages include that food may get cold, as food has to be transported from kitchen to rooms and also service may be delayed during peak hours of operation.

There are two types of Room Service:

- **Centralized room service:** Here all the food orders are processed from the main kitchen and sent to the rooms by a common team of waiters.
- **Decentralized room service:** Each floor or a set of floor may have separate pantries to service them. Orders are taken at a central point by order-takers who in turn convey the order to the respective pantry. Only snacks and beverages are served from this place, and other main items are served from the main kitchen only.

Room Service is very important because the actual service is done without any supervision and if there is anything done wrongly or not brought at the first time, then there are no chances of any correction of the mistake. Therefore everything should be checked in the beginning itself.

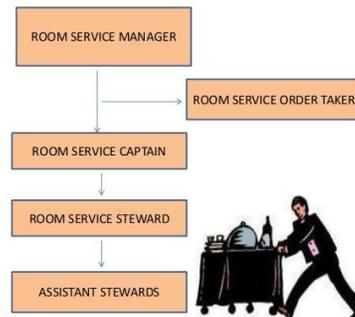
In room service department, the task of order taking is most important.

- The guest is talking to the order taker through phone, not in person.
- This task reflects/improve the image of the hotel.
- This task can increase the revenue sale of food & beverage service dept. by a great margin.

- This task can make the guest a satisfied and delighted guest and thus can convert him in a repeat clientele.

Room Service Organization Chart

Room service hierarchy



Room Service Manager

- Prepare room service budget for the approval of the management.
- Helps HR department in the recruitment of room service staff.
- Schedules staff on a daily basis ensuring that the objectives of the departments and receive standards set.
- Direct the movement of staff to floors especially during peak hours to ensure that orders are served to guests on time.
- Coordinates with the kitchen chef for the supply of food.
- Ensure staff does the proper mise-en-place at the beginning of each shift so that the service is smooth.
- Manage staff complaints and take corrective action.
- Recommends room service menus and changes to the food and beverage manager
- Coordinate the replenishment of the mini-bars on time.

Room Service Captain

- Conduct briefings for the shift, interact with subordinates on daily basis
- Check that mise-en-place is done properly
- Take daily attendance of staffs and allocate the duties ensuring equality of workload.
- Control the execution of room service food & beverage orders with attention to speed and correctness of orders being served.
- Organize the clearance of dishes from the room.
- Ensure that the door knob orders are executed on time.
- Ensure that the order takers in the shift are prompt in attending to telephone calls and are polite to the guests.
- Ensure that the VIP and CIP board is up to date.
- Ensure that the Room Rack or Computerized Guest details are up to date with latest guest arrivals.
- Control costs by controlling pilferage and breakage.

- Account for all checks issued for guest orders.
- Control staff movements to optimize rush hours.
- Check the cleanliness and maintenance of entire room service area.
- Maintain high level of hygiene and sanitation in room service area.
- Train staffs as per the standard of the establishment.
- Handle guest complaints diplomatically.
- Motivate and lead staffs properly
- Maintain par stock of room service equipments, linen and utensil

Room Service Waiter

- Complete the mise-en-place before the shift commences.
- Set up trolleys and trays as per the standard of the organization.
- Attend briefing before the shift commences.
- Clean and polish allotted silverware, cutlery, glassware and chinaware.
- Fold napkins into prescribed attractive styles.
- Place orders with the kitchen and follow-up the pick-up.
- Execute orders in guest rooms ensuring speed, quality and personalization.
- Clear trays and trolleys from guest rooms and corridors.
- Deposit soiled dishes with the kitchen stewarding.
- Prepare and place complimentary items in guest rooms.
- Replenish mini-bars.
- Help train the trainees.

Room Service Order Taker (RSOT)

- Responsible for answering all telephone calls and prioritizing said calls.
- Should have very good telephone etiquettes.
- Directly involved in the order taking and order placing process while dealing with guest requests and orders, courteously, efficiently and promptly.
- Should have good knowledge of room service menu's and on going promotions in other F&B outlet.
- Should be able to provide recommendations and suggestions to guests upon request.
- Be knowledgeable of all services, facilities and products offered by the hotel.
- Consider the satisfaction of all guests by ensuring prompt, courteous and efficient service at all times.
- Display excellent conversation skills and selling techniques at all times.
- Pay attention to guest orders, and know the menu thoroughly.
- Write down all information's clearly. Highlight special requests.
- Communicate with the kitchen regarding menu questions, the length of wait, recook orders, and product availability.
- Approximate delivery time is given to the guest according to this time evaluation system established by the Outlet Manager and the Sous Chef.
- If the order has not been sent up by this time, a call must be placed to the guest to apologies and re-evaluate the delivery time.

- Ensure correct posting in POS system for communication to the service and kitchen department.
- Able to perform all duties and tasks per the tasks required at the outlet.
- Assist the department to drive guest satisfaction by providing consistent guest experiences.
- Coordinate with Room Service Waiter/ Waitress, Captains & Minibar Attendant.
- Report positive and constructive guest feedback to the manager.
- Promptly handle guest queries, complaints and all issues in a professional manner.
- Have the knowledge and understanding to explain and perform up selling all items offered by the department assigned as well as offering alternatives or suggestions to guests.
- Ensure proper handover is given to the next shift and also to the IRD manager.
- Report cleanliness and maintenance issues to the immediate supervisor
- Assist in carrying out scheduled inventories of products and operating equipment.
- Ensure that the place of work and surrounding area is kept clean and organized at all times.
- Ensure proper appearance and grooming while on duty.
- Perform any other assigned reasonable duties and responsibilities as assigned.

Room Service Equipments

- **Trays:** Trays of various sizes to serve breakfast, lunch/dinner and snacks. Continental and American trays are the main.
- **Trolleys:** Trolleys are important to serve more than one meal in the room. The trolleys have hot cases beneath to keep food warm in transit.
- **Racks:** Racks are important to stack trays, crockery, cutlery, and glassware and service ware. Racks are important to store ready-to-use trays.
- Minor equipment includes telephones, room-racks with guests name on them or computers and food covers etc.



Process of Room service operations

- Guest calls up room service
- RSOT attends phone calls
- RSOT writes the order on KOT
- RSOT hands over KOT to the captain
- Captain assigns the task to waiter
- Waiter places the order in kitchen
- Waiter sets the tray/trolley

- Cashier prepares the guest check meanwhile
- Waiter picks up the order from the kitchen
- Waiter places food on tray along with accompaniments
- Captain inspects the tray
- Waiter takes the order to room
- Waiter delivers order in the room
- Waiter takes signature of guest on check
- Waiter does the clearance of tray/ trolley after standard time

Set-up of Tray in Room service

- Ensure the tray corners/ trolley base is free of grease, grime, and dirt.
- Place cruet sets, bud vase and Bon Appetite card for all meal orders.
- Check the tray mat / trolley cloth to be stain free and in good repair.
- Pick the order from the respective kitchens on the tray or trolley directly.
- Carry the correct accompaniments / condiments (pickle, papad for Indian orders and Rolls and butter for continental orders).
- Place hot food in warmer, where ever appropriate.
- Cover all open food with cloche.
- As a final step, show the tray to the supervisor, on the way to the elevator, who will check again for correctness.
- Pick up the bill in the order folder and check correctness.

Breakfast Door Knob Menu Card

It is a type of room service menu that a housekeeper can leave in the guest room. A doorknob menu lists a limited number of breakfast items and times of the day that the meal can be served. Guests select what they want to eat and the times they want the food delivered, and then hang the menu outside the door on the doorknob. The menus are collected by room service waiter in the night, bills are prepared and the trays are kept ready for the service in the morning. At the specific time orders are prepared and sent to the rooms. Busy breakfast times can be eased by breakfast door knob menu cards.



Mini Bar

A minibar is a small refrigerator, in a hotel room or cruise ship stateroom. The hotel staff fill it with drinks and snacks for the guest to purchase during their stay. It is stocked with a precise inventory of goods, with a price list. The guest is charged for goods consumed when checking out of the hotel. Some newer minibars use infrared or other automated methods of recording purchases. The minibar is commonly stocked with small bottles of alcoholic beverages, juice, bottled water, and soft drinks. Prices are generally very high compared to similar items purchased from a store, because the guest is paying for the convenience of immediate access and also the upkeep of the bar.

Coordination with House Keeping and Front Office

House Keeping

- House Keeping deals with Room Service staff uniforms and guest serviettes.
- It places room service menu cards and breakfast knob menu cards in the guest rooms as and when required.
- House Keeping department informs the room service about the empty trays and trolleys in the guest rooms and floors

Front Office

- Front Office informs the room service about the check-in and check-out of guest rooms.
- All communication relating to the status of guest (i.e VIP, Company guests) is informed to room service.

- VIP amenities vouchers and wake-up call lists are circulated by this department

Do's and Don't's Room Service

Do's

- Know your menu very thoroughly
- Have enthusiasm in your voice
- Greet the guest with smile while answering phone calls
- Be polite to guest always
- Repeat the guest order before disconnecting the call
- While in the room, be alert and sensitive to the mood of the guest
- Do the clearance on time.

Don't's

- Don't munch anything while speaking with the guest
- Don't misguide the guest about their order delivery time
- Don't ask for tips
- Don't make a guest wait for food for long time
- Don't ignore guest calls
- Don't be bad tempered with the guest.

Mise en Scene

It is the activity of **preparing the environment** in the F&B Services establishment so that the guests and the service staff find it hygienic and pleasant. To prepare the environment, the staff carries out the following activities

- Opening all windows and doors before working hours to let fresh air and sunlight enter the venue.
- Ensuring menu cards and promotional material are presentable.
- Removing the furniture that needs servicing and handing it over to the maintenance department or any outsourced agency.
- Vacuuming carpets if any.
- Switching on all lamps to check the fused ones.

Mise en Place

It is the activity of **putting things in place** to make the subsequent F&B Services smooth. The serving staff carries out the following duties.

- Removing all soiled linen and replacing them with the fresh ones.
- Ensuring that the side board is well-equipped.

- Replenishing condiment containers, and water jugs.
- Polishing crockery, cutlery and glassware.
- Covers are set on tables
- Napkins are folded and set on tables
- Replacing pale flowers with the fresh ones
- Cruet sets are replenished