

Theory of Foodservice

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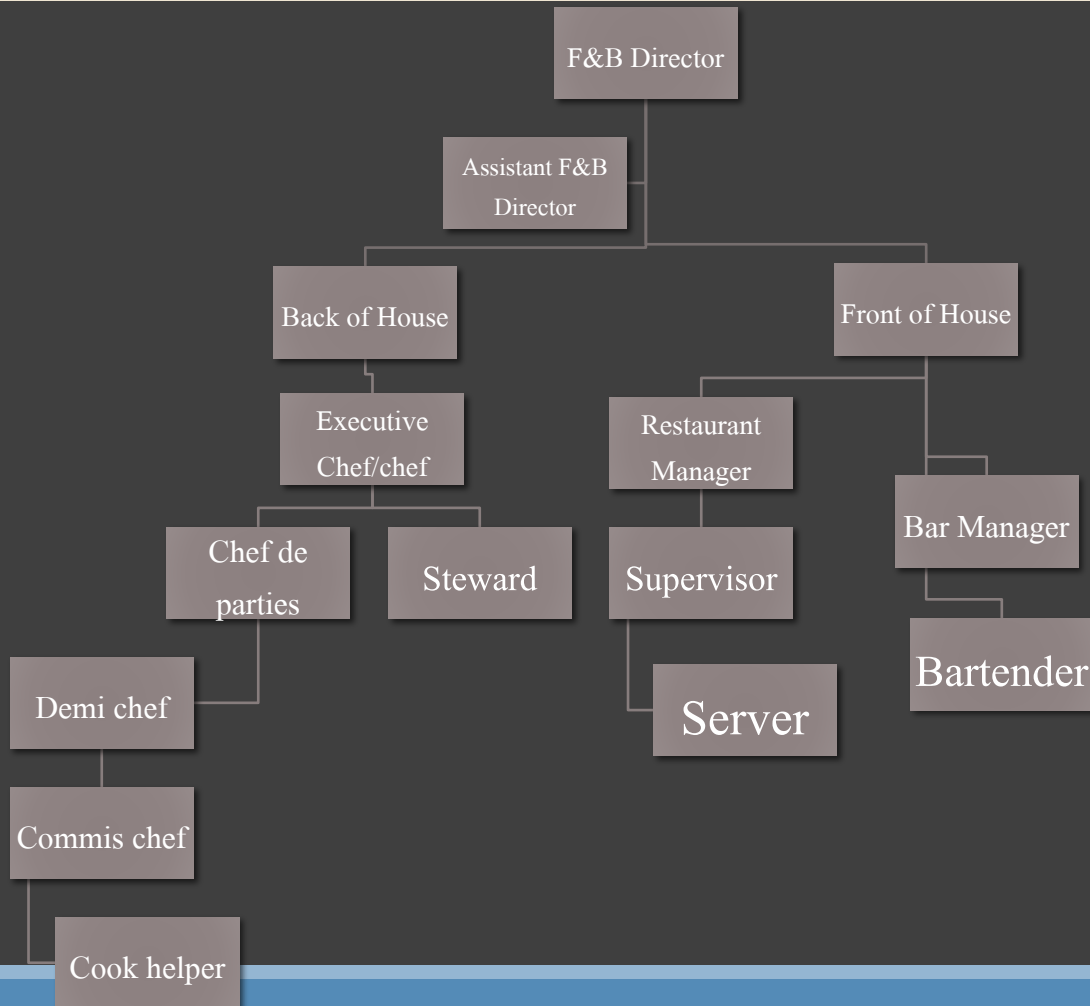
Trend in restaurant operation

Summary

Establishments

- Hotels
- Restaurants
- Hospitals and welfare catering
- Industrial catering
- Vending machines
- Airline
- Catering company

Restaurant operation organization chart





Restaurant Operation

Front of house



Guest service areas



Restaurant forecasting



Selling



Cashier



Staffing

Methods of food service

- Plate service
- Nouvelle style
- Silver service
- Plate/silver service
- Family service
- French service
- English service

Methods of food service

Gueridon service

Russian service

Counter and cafeteria service

Carveries

Buffet service

- Finger service
- Fork buffet
- Carved buffet
- A la carte buffet

Lounge service

Fast food



Type of Restaurant

Coffee shop

- American service style
- Late closed (24 hrs. service)
- International food
- Reasonable price
- All food meals available





Dining room

- More luxurious than coffee shop
- Formal service style
- Expensive price
- A la carte / set menu available



Specialty Restaurant

- Specific operation time
- Moderate prices
- Traditional touching
- Offering traditional food in modern atmosphere





Grill room/Rotisserie

- Luxurious restaurant
- Expensive prices
- Charcoal grill
- Open kitchen concept
- Very formal service style
- Upscale targeting





Tea Room

- Afternoon tea service
- Light snack
- All day operation
- Lounge service style
- Casual atmosphere





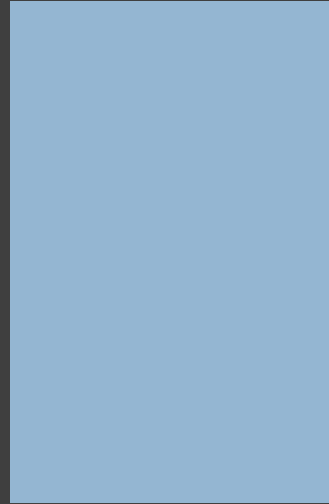
Executive Club

- Formal service style
- Personal service
- Specialized service personnel

In Room Dining/Room Service

- 24 hrs. food and beverage service
- Extensive menu
- Reasonable prices





Types of Meal





Early bird/ Breakfast

- Continental breakfast
- American breakfast
- English breakfast
- Asian breakfast

Characteristics of continental breakfast



- ❑ A breakfast that may include sliced bread with butter/jam/honey, cheese, cold cut, croissants, pastries, rolls, fruit juice and various hot beverages.
- ❑ It is served commonly in the continental Europe, North America, and elsewhere, as opposed to the English breakfast served commonly in the UK.

Characteristics of American breakfast

- Breakfast that includes most or all of the following items: eggs (fried or poached), sliced bacon or sausages, sliced bread or toast with jam/jelly/butter, pancakes with syrup, cornflakes or other cereal, coffee/tea, and juices.





Characteristics of English breakfast

- ❑ Cereals, porridge or stewed prunes, melon, yogurt, boiled eggs or bacon and eggs, grilled fish, sausages, grilled or fried mushrooms or tomatoes with fried bread, followed by toasted bread and marmalade and tea or coffee.





Characteristics of Asian breakfast

- Asian breakfast is not much difference between from other meals.
- The main course are rice, noodles, fried dough, or roti.
- It still appears to be dietary staples. but traditional uniqueness of each country, sometimes mixed with western ingredients, is added to the dishes.
- Boiled rice, Fried rice, Noodles,





Brunch

- Buffet set up and service style
- Mixed breakfast and lunch
- From late breakfast to early lunch and late lunch





Dinner

- Formal atmosphere and service style
- A la carte menu service
- Personal and Business issues
- Special occasion
- Other objectives



Lunch

Luncheon

Supper

Table d'Hôte (set menu)

- A menu where multi-course meals with only a few choices are charged at a fixed total price.
- Business set lunch
- Festive set
- Course set





-
- ## Afternoon Tea
- Tea and bakery set
 - Lounge service style
 - From afternoon till late

The background of the slide features a bokeh effect of warm, out-of-focus lights in shades of yellow, orange, and blue. At the bottom, there is a horizontal band showing a close-up of a dark brown wooden table with visible grain and a vertical seam. The title text is centered in the upper half of the image.

Restaurant Design & Equipment



Restaurant concept

Furniture

- Decoration concept
- Capacity
- Size of furniture
- Area of restaurant





Chinaware/Crockery

- Size
- Par stock
- Prices
- Type of chinaware



Glassware

- Quality
- Size
- Type of glass



Linen

- Tablecloths
- Slip cloths
- Napkin
- Service cloth/white duster
- Placemat
- Face towel
- Coaster
- Cocktail napkin
- etc..



Cutlery

- Silver
- Bronze
- Stainless steel
- Gold
- Wooden
- Type of cutleries



Tableware





Specialist equipment

Trolley

- Beef trolley
- Salad trolley





Trolley

- Dessert trolley
- Cheese trolley



The Menu

Menu type

A la carte

Table d'Hote (Set menu)

Degustation Menu

Daily Special

Festive menu

Special menu

Special event menu



Menu details

- Type of food
- Prices
- Additional information

Technique vocabulary

Ingredients

- Origin of product
- Cooking method
- Ingredients



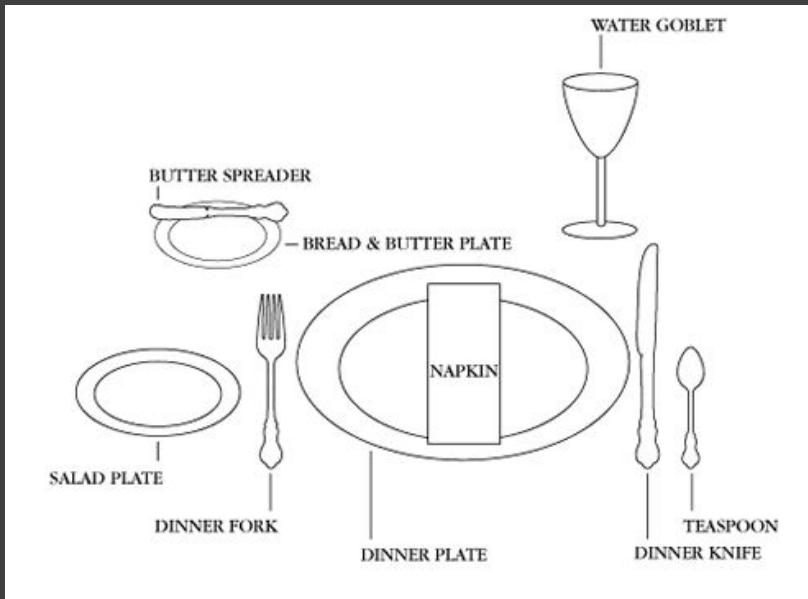
Overall, of food item

- Quantity
- Size of food portion
- Decoration
- Food temperature (hot/cold)

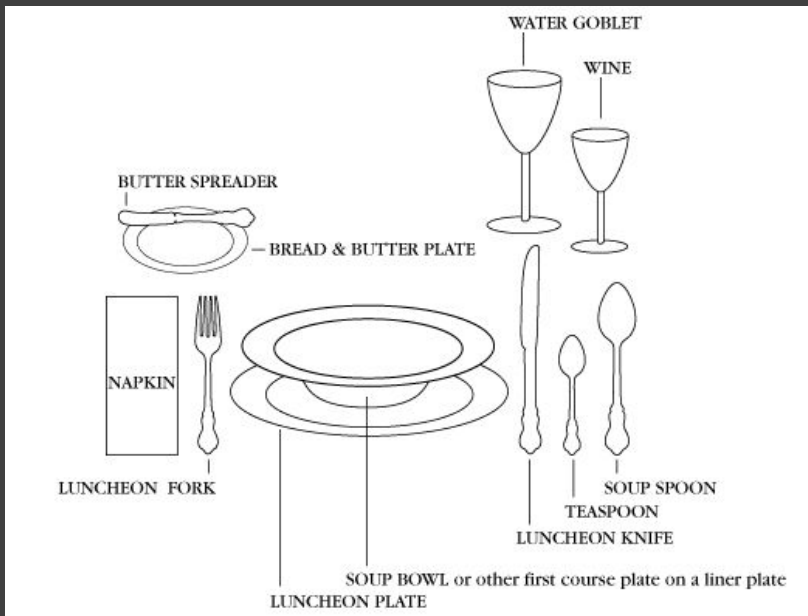


Type of table setting

- Breakfast
- Lunch
- Brunch
- Dinner
- Festive
- Set menu
- Special event



Breakfast



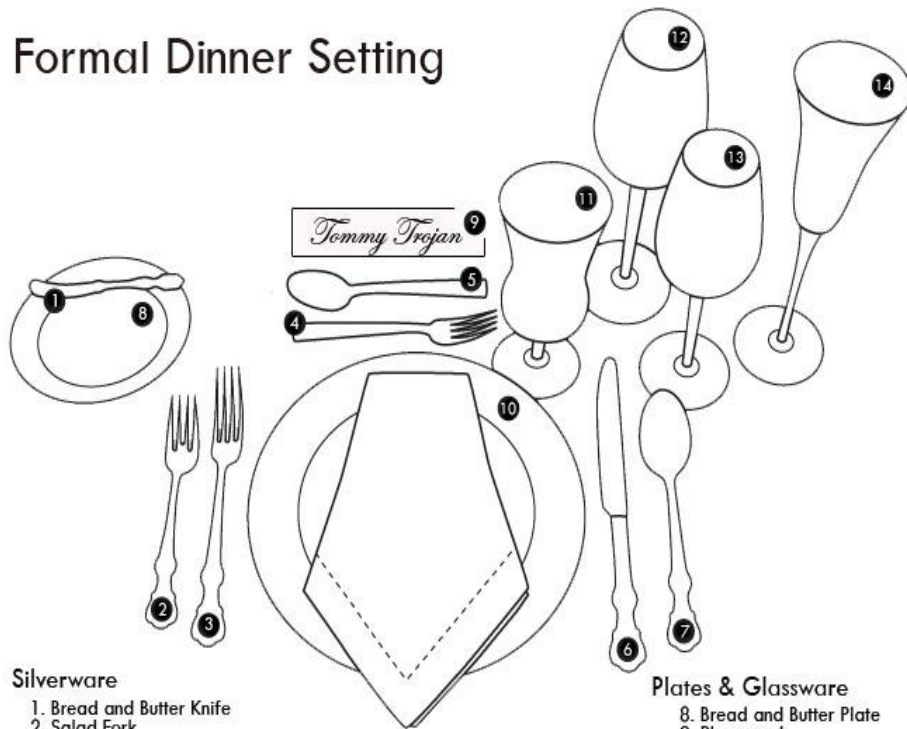
Lunch



Brunch

Dinner

Formal Dinner Setting



Silverware

1. Bread and Butter Knife
2. Salad Fork
3. Dinner Fork
4. Dessert Fork
5. Dessert Spoon
6. Knife
7. Soup Spoon

Plates & Glassware

8. Bread and Butter Plate
9. Place card
10. Dinner Plate
11. Water goblet
12. White wine goblet
13. Red wine goblet
14. Champagne flute



Festive and Special event



Preparation of Food Service Area

Cleaning, Reservation, Table Set Up & Mood and Ambience

Cleaning management



Floor
surface

Furniture

Wall
covering

Curtains
and drapes

Reservation arrangement



- Daily checking
- Confirmation
- Table assignment
- Taking reservation



Table set up

Table cleaning
Laying the cloth
Set up
Checking



Setting the mood/ambiance

Lighting
Music
Décor, flowers

Station Mise en Place

Napkin

Cutleries

Service plate

Crumbing-dow
n equipment

Glassware/chi
naware

Service tray

Menu

Wine/drink list

Cleaning cloth
service

Condiments

Etc..

Station Mise en Place Before Dinner

6 bottles Fit

Coffee Cup

Soup Saucer

Under liner

Appt. Plate

Menus



Condiments

China/Menu storage after dinner

Iron



Figure 5.35 Clearing joint and side plates together

Crumbing down

Crumbing down usually takes place after the main course has been cleared and before the sweet order is taken and served. The purpose is to remove any crumbs or debris left on the tablecloth at this stage of the meal.

The items of equipment used are:

- a service plate (a joint plate with a napkin on it)
- a service cloth or napkin, a metal crumber or a crumber brush and pan.

Crumbing down is done from both sides of a customer. The process usually commences from the left-hand side of the first customer. The service plate is placed just beneath the lip (edge) of the table. Crumbs are brushed towards the plate using a folded napkin, a specialist crumber brush or a metal crumber. Then crumbing down is done for the customer to the left.

The City & Guilds Textbook

<https://twitter.com/gouldingchris/status/1091024176083857408>

Preparation of other service support



Bar and beverage station



Butter, oil/vinegar



Coffee and tea machine



Sideboard preparation



Salt, pepper & condiments



Opening & closing check list



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Back of House Operation

- o Kitchen /Food production
- o Purchasing
- o Receiving
- o Storing



Kitchen

- Reservation checking
 - Raw material checking
 - Ingredient & food preparation
 - Stillroom preparation
 - Equipment & maintenance
 - Opening & closing check list
-
- Stillroom is connected to kitchen where liqueurs, preserves and cakes are kept, and beverage (mostly tea) is prepared



Stewarding



- Cleaning operation area
- Prepare all equipment, buffet, chinaware
- Washing machine preparation
- Clearing area
- Staff
- Opening & closing checklist

Staffing

- The main attributes of server;
- Personal hygiene
- Appearance
- Personality
- Intuition
- Sense of urgency
- Attentiveness
- Memory
- Honesty
- Knowledge
- Professionalism



Trends in Restaurant Operation

Food safety

Guests becoming more sophisticated and needing more things to excite them

Steak house, buffet, pastry are becoming more popular

Online service

With more restaurants in each segment, the segments are splitting into upper, middle, and lower tiers

Difficulty in finding good employees

Summary

In order to operate a restaurant, products need to be purchased, received, and properly stored

Food production is determined by the expected business for the next few days. The kitchen layout is designed according to the sales forecasted.

Good service is very important. A distinction is made among Russian, American and French service.

The front of house deals with the part of the restaurant having direct contact with guests. In other words, what the guests see- grounds maintenance, hosts/hostess, dinning and bar areas, bartenders, bus persons, etc..

The back of house is generally run by the kitchen manager or chef and refers to all areas guests normally do not come in contact with. This includes purchasing, receiving, storing/issuing, food production, stewarding, budgeting, accounting, and control.

Most of the restaurant forecast a budget on a weekly and monthly basis that projects sales and costs for a year in consideration of guest counts and the average guest check.

The point-of-sales system is one form of control that restaurants use to protect themselves from theft

Question?