

**Course Code - 726**

**DIPLOMA IN FOOD AND BEVERAGE OPERATIONS**



**NATIONAL INSTITUTE OF OPEN SCHOOLING**

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## UNIT 1 GROWTH OF TOURISM INDUSTRY

- 1.1 Objectives.
- 1.2 Evolution and Growth of Tourism Industry.
- 1.3 Types of Hotels.
- 1.4 F&B Outlet in a hotel.
- 1.5 Employment opportunities.
- 1.6 Questions and Exercise.

## **1.1 OBJECTIVES**

After going through this unit, participant will be able to:

1. Explain tourism industry and how its growth took place.
2. Various catering establishments and their features and functions.
3. Various types of hotels.
4. Various F&B outlets in a hotel.

## **1.2 EVOLUTION AND GROWTH OF CATERING INDUSTRY**

The first types of hotels were known as inns. These started as far back as 6<sup>th</sup> century B.C. - which started with the urge to travel –which in turn started with the invention of wheel. The inns in earlier times were managed by Husband and wife teams. It was sort of family affair in those days. The family provided big halls or rooms in which the traveler could put their own bedding, they were also provided food, thirst quenchers like wine, whisky, ale etc and entertainment like music and dance. The entire cooking, service and recreation was provided by the family.

These conditions remained for several hundred years. Then the industrial revolution took place in England which brought new ideas and there was progress in inn keeping.

The development of railways and steamships gave a further boost to traveling and also, apart from social reasons people started traveling for business. So there was a need for quick and clean service.

It was in Europe that an organized hotel industry came up in the shape of chalets and small hotels which provided various services and were mainly patronized by aristocrats.

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The real growth of the modern hotel industry took place in the U.S.A. and the first hotel that opened was City Hotel in New York in 1794. This was the first building erected specifically for hotel purposes. This started a competition between different cities and some of the finest hotel came up during this time, but the real boom in hotel industry came in the twentieth century.



After the 1930's depression it was during the 2nd world war that the industry was revived. During this time two new concepts came up (i) Motel (ii) International chain operations.

International chains became very popular because they could provide expertise, technology and good marketing that the individual owners could not provide.

Finally the individual owners merged themselves into large international chains like Sheraton, Hilton, Hyatt, Holiday inn etc,

Today's hotel caters to all needs and wishes of a guest and is progressing further.

Hotel is a place which provides shelter, food, beverage and other entertainment on payment.

### **1.3 TYPES OF HOTELS**

1. Motel
2. Rotels
3. Boatel / Flotels
4. Lotel
5. Transit Hotel
6. Resort Hotel
7. Hotel – Commercial

**MOTEL** : A drive- in hotel. Guests cannot stay for more than 3-4 days. It has parking and garage facilities. Generally situated on a highway.

**ROTEL** : It is a hotel or a restaurant on wheels. E.g. Great Indian Rover (I.T.D.C.), Palace On wheels (Rajasthan Government), Orient Express (abroad).

**BOTEL** : A restaurant or a hotel on a boat in water. E.g. Houseboat, ships.

**LOTEL** : A hotel with a helipad.

**TRANSIT HOTEL** : Situated near railway stations, airports and bus terminus. E.g. Airport Hotel Calcutta, Rajdoot, Centaur.

**RESORT HOTEL** : Hotel situated on a hill station or at a beach. They are generally seasonal, but can be open throughout. E.g. Kovalam, Manali.

**HOTEL COMMERCIAL** : Has a lot of facilities. Generally businessmen stay here, but also tourists. Has Shopping arcade, Chemist, Bank, Conference halls, Restaurants, Coffee shop, Room service.

### **1.4 FOOD & BEVERAGE OUTLETS WITH IN A HOTEL**

**COFFEE SHOP** : It has informal atmosphere, round the clock service, fast and pre-plated service. The crockery and cutlery used is inexpensive and is generally stoneware.

**ROOM SERVICE** : This is also round the clock. Inexpensive crockery and cutlery is used. Food is served in the rooms to the residents on a tray or a trolley.

**SPECIALITY RESTAURANT** : It has a formal atmosphere. The food served is of a particular region. It has an elaborate service according to the type of food served. The service takes longer time. The crockery and cutlery used is expensive (generally of silver). It is open only for lunch and dinner.

**BANQUETS** : For those who want to hold private parties like marriage parties, receptions, birthday parties etc. in the hotel have the facilities of using banquet halls/ party halls. A buffet is laid and charges are as per the menu. Formal banquets are sit down banquets.

**BAR** : Alcoholic and non-alcoholic drinks are served here. There is a bar counter with light stools, for those who want to sit at the counter. Snacks like peanuts and wafers are served.

**DISCOTHEQUE** : This is a restaurant having recorded music. It is meant for couples who like to dance. It can have a live band also. There is a bar which serves drinks and snacks only. It is open from evening to midnight.

**NIGHT CLUB** : This is open at night from about 10 PM to 2 AM. Dinner is served, and there are live performances, dances and cabarets. A bar is tighter, the décor is lavish and service elaborate there is a live band and it is generally preferred that people come in formal clothes.

**DINING ROOM** : This is found in smaller hotels (Resorts, Motels etc.). It is generally for residents, but outsiders may be allowed fixed meals are served at fixed timings.

**PASTRY SHOP** : Here bakery and confectionary items are sold like bread, cakes, and biscuits. They are sold from a counter and the items can be packed and taken out.

**E.D.R.** : Executive Dining Room. This is meant for executives meals as per their entitlement. A buffet is laid and everyone helps themselves.

**STAFF CANTEEN** : Here food for the staff is prepared and served at nominal charges against coupons. There is a fixed menu which varies from day to day. It is self service.

## **1.5 EMPLOYMENT OPPORTUNITIES**

Visitors in the country arrive with high hopes and expectations. They depend on the people like us working in tourism to help them meet their hopes and expectations.

Think about it for a minute. Holidaymakers may have planned their trip months ago. They have been building up their hopes and expectations. They probably have already spent a lot of their money buying their trip and will continue to spend more while with you. They will be prepared to enjoy their stay with you.

For business and conference travelers the position is much the same; they will expect fast, affiant, high quality standards and will normally be prepared to spend large sums of money to get it.

Think too that many of your visitors will be experienced tourists. They will have traveled to many different places around the world.

They might want to come again. They are likely to share their experiences with their friends.

It's not just for the tourists' benefit that you should give a high quality service and a high quality service all the time. The continuing arrival of visitors to you country, and hotel makes a contribution to the economy and helps support your job and career.

**And here is your challenge! You need to make sure that the guests you look after remember their visit. Your job depends on it!**

**You are part of a team of people looking after these guests.** Each person in that team is important. Each person in the team depends on all the others to make sure that a quality service is offered to every guest. This is true even



if in your normal day-to-day job you don't meet guests. Your colleagues in the restaurants and bars can only deliver what you have prepared. In that sense you are at the starting point of offering a quality service.

**You need to be aware of the importance of remembering to put your guests' interests first.**

**Use your technical skills to deliver just what the guests wants. That way you can do your job well.**

**This text and the training course should help you in your job and give you confidence to look after guests by being technically more able.**

### ***1.6 Let Us Sum Up***

Hospitality is probably the most diverse but specialized industry in the world. It is certainly one of the largest, employing millions of people around the globe. Sectors range from the glamorous 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 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 refer 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, viz. commercial, non-commercial and military.

The catering establishments are categorized 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.

## **1.7 QUESTIONS AND EXERCISE**

- Write a brief about tourism industry.
- List various types of hotels and their main features.
- List various types of F&B Outlets in a hotel.
- What are the employment opportunities in F&B Service Department?



## UNIT 2 ORGANISATION CHART AND BASIC HYGIENE

### CONTENT

- 2.1 Objective
- 2.2 Organization Chart
- 2.3 Duties & Responsibilities of staff
  - 2.3.1 Restaurant Manager
  - 2.3.2 Head Waiter / Maitre D' Hotel
  - 2.3.3 Station Waiter- Chef De Rang
  - 2.3.4 Junior Station Waiter-Demi Chef De Rang
  - 2.3.5 Assistant Waiter- Commis De Rang
- 2.4 Attributes of a Waiter
- 2.5 Introduction to Hygiene
- 2.6 Basic Hygiene
- 2.7 Ten Point Code for Food Handlers
- 2.8 Exercise

## 2.1 Objectives

After completing this unit students should be able to:

- Explain the basic hierarchy of a restaurant.
- Duties and responsibilities of F&B staff.
- Explain the standards of basic hygiene required by food handlers, and the need to adopt good hygiene practices in all food handling activities.

## 2.2 Organization Chart



The number of staff and the allocation of duties depend on the size and type of restaurant.

In a large restaurant, whether in a hotel or private there must be only one person in charge. Under him there will be a principal assistant and under the principal assistant will come the general assistants.

In a small restaurant the person in charge may be called Restaurant Manager- his assistant – maitre d' Hotel and his assistants may be called waiters.

## **2.3 Duties & Responsibilities of staff**

The waiting staff also known as the restaurant brigade may be classified as follows:-

### **2.3.1 Restaurant Manager-Directeur Du Restaurant**

He is responsible for all the restaurant service and is over all in charge of all persons connected with it. He quotes prices for daily menus and in consultation with the Food and Beverage Manager revises the menu and menu prices periodically.

### **2.3.2 Head Waiter / Maitre D' Hotel**

A restaurant supervisor who may be termed as Maitre d' Hotel or senior captain is responsible for the entire rest. Team an activity in the restaurant. He supervises service, receives quests, (either directly or from the orders from the restaurant manager) and seats them. He may take the orders from the quests and pass them to the station waiters. His responsibilities include:-

1. Supervising the miser-en-place before the restaurant opens
2. Briefing
3. Scheduling the staff
4. Motivating
5. Performance appraisal
6. Training
7. Handling guest complaints
8. Sales
9. Supervising actual service
10. Preparing specialized food in the restaurant.
11. Hygiene and sanitation

Apart from the above, the restaurant supervisor is expected to possess all the knowledge, skills and attitude.

### **2.3.3 Station Waiter- Chef De Rang**

He is in-charge of a “rang” or a group of about 5 tables, to seat approx. 20 guests. He is responsible for taking orders of guests and serving them, for the cleanliness of his group of tables and for ensuring the proper service of each dish in the right sequence.

### **2.3.4 Junior Station Waiter-Demi Chef De Rang**

He has similar duties to a station waiter, but he normally works a smaller station and often without the aid of commis.

### **2.3.5 Assistant Waiter- Commis De Rang**

Commis de rang or assistant waiters as they are known are responsible for giving food checks into the kitchen, bringing dishes to side-tables, removing plates from guests tables and returning used plates and dishes to the service area and generally assisting the station waiter.

## **2.4 *Attributes of a Waiter***

1. Cleanliness And Personal Smartness
2. Courtesy
3. Honesty
4. Co-Operation
5. Speech
6. Tact
7. Technical Skill

### **1. Cleanliness And Personal Smartness**

First impressions are always vital. Your appearance on duty is of utmost importance since you are under constant observation not only by the management but by the customers also.



A waiter is always dealing with food and with guests so cleanliness is always required. Cleanliness of the hands and fingernails are of obvious necessity and besides that he should be waiting, groomed, hair style should be neat, dress should be smart and the waiter should shave daily. While serving it is better to use clean white gloves.

A waiter should have clean habits. He should never blow his nose in the restaurant, if he smokes his fingers should not be stained, he should not chew pan while he is on duty.

## **2. Courtesy**

The hotel and restaurant business has a reputation for courtesy. It is always possible to be absolutely correct in service and yet, warmth may be lacking along with genuine interest so that the customer is left unimpressed. It is not only enough to have attractive food and surrounding, right prices etc. since it is more important for the salesmanship to be genuine and courteous. The waiter should treat his customers with individual attention without any differentiation. No special feeling should be shown to guests who tip higher and no annoyance should be shown with guests who do not tip too high.

## **3. Honesty**

It is very essential that the waiter should be honest and should take the greatest care of the belongings of the establishment waiter should immediately inform the manager and deposit the item as per rules.

Honesty should be to an extent that the trade secret should never be revealed to the customer. E.g. If a vegetarian soup has chicken or mutton stock.

## **4. Co-Operation**

Co-operation amongst the staff pays a long way in the success and smooth running of the establishment. In the kitchen and in the other department the waiter should co-operate and assist each other, and



also co-operate with the staff of other departments e.g. Kitchen, for smooth service.

## **5. Speech**

A waiter is a technical salesman of the establishment and a good salesman should aim to please. To be a good salesman proper communication should be there and for proper communication a good speech is required, where the waiter can express himself well. A waiter should always use polite words like 'sir; 'madam'; please etc. and when spoken to, should listen attentively. Whatever may be the language the voice should be well modulated and pleasing answers given to the guests. The answers should never be sarcastic, The knowledge of a second language especially French is very useful.

## **6. Tact**

Along with being polite a waiter should be tactful especially with different customers and never lose patience or his temper. So far as the waiter is concerned the customer is always right and he should never argue or disagree with the guest.

A tactful waiter will never annoy his guest whatever may happen e.g. A manager was heard talking about a certain waiter, when a customer was leaving without paying his bill, the waiter said if please remind me tomorrow that you have not paid your bill." So without embarrassing ether himself or the guest, he solved his problem.

## **7. Technical Skill**

It includes knowledge of the catering trade of which, he is an important member. Every waiter should apply the following points.

- Knowledge of the food that he is serving.
- A sharp memory to remember orders of individual guests on a table or on different tables under him.

- The layout of the establishment as to what is where.
- The actual method of service as to floor service, restaurant service, canteen, counter, bar service etc.
- Service of tobacco, cigars, spirits, wines, beers etc.

## **2.5 Introduction to Hygiene**

Poor hygiene is costly, for the business, the staff and the customer.

Nobody wishes to eat in or visit premises that they know to be of a poor hygiene standard. Instances of food poisoning cases are increasing, as more people eat out, and more places cater for greater numbers.

Customers' unfortunate enough to suffer a dose of food poisoning may experience severe stomach upset, nausea and in extreme cases they may die. Should poor hygiene standards remain or worsen business will suffer, and if allowed to continue jobs may be at risk.

On the other side, premises where a high standard of hygiene exists are far better places in which to work, the environment is cleaner and brighter and more enjoyable place for the customers and the staff. It is also easier to maintain, and more satisfied customers lead to increased business, profits and secure jobs.

## **2.6 Basic Hygiene**

The standards of good personal hygiene covered apply to all personnel within the industry. Everybody within the food business is responsible for upholding basic hygiene standards.

We should remember that the appearance of staff reflects the standards of the establishment in the eyes of the public, and that prior to starting duty your last look in the mirror will be the customer's first look.

Tell your supervisor if you are suffering from a cold, sore throat, boils, skin rash, diarrhea, upset stomach, or a septic cut. Your supervisor will decide whether you should be on duty or not.

When you are working, pay special attention to the personal habits which can easily spread bacteria, i.e. Food handlers who are ill must not handle food.

- Do not spit, cough or sneeze openly in public areas, use a tissue and wash your hands afterwards.
- Do not pick your nose or teeth, or scratch your head.
- Do not smoke in the work or public areas.
- Do not use your apron or part of your uniform to wipe your hands, as this will contaminate your hands.
- Do not lean or sit on work surfaces.
- Do not leave rubbish and waste material lying around, put into a covered refuse bin.

## **2.7 Ten Point Code for Food Handlers**

1. **Always** wash your hands before commencing work, and always after using the toilet
2. **Tell** your supervisor at once of any skin, nose, and throat or bowel **trouble**.
3. **Cover** cuts, sores with waterproof dressings.
4. **Adhere** to the company dress code and always wear clean clothing and be clean.
5. **Remember** that smoking in public areas while on duty is forbidden and dangerous.
6. **Keep** your work area clean and tidy. Keep equipment and utensils clean.
7. **Keep** to a daily routine of personal cleanliness.
8. **Never** spit, cough or sneeze openly, use a handkerchief.



9. **Keep** a spare clean uniform available to change into at short notice.
10. **Remember** the law requires clean, fully equipped, well lit and airy conditions for work areas.

Most people carry some kind of food poisoning bacteria within their body and staffs have a responsibility to respect themselves and others by observing the highest standards of personal cleanliness to ensure that they do not contaminate food. Cleanliness starts with people and good personal hygiene will eliminate a major cause of potential food contamination.

#### **How to wash hands correctly???**

Always wash hands in the special wash-hand basins provided, never in a sink used for preparing food, or in washing-up water. Use hot water and disinfectant soap, and lather hands, wrists and forearms. Use a clean nailbrush to clean under nails. Rub hands together thoroughly, clean rinse under clean running water. Avoid touching anything that will contaminate your hands before returning to work (e.g., cleaning cloths, dirty dishes, cigarettes). Wash your hands frequently, to prevent the transfer of Bacteria from your hands to the food. Hands should be washed:

- Immediately after using the toilet
- Before coming on duty
- After sneezing or blowing your nose
- After your break
- After handling dirty equipment
- After smoking
- After using cleaning materials.

#### **How to develop a daily personal hygiene routine???**

Bath/shower every day; change socks and underclothing every day.

Wash hair frequently, preferably daily .keep hair and beards neatly trimmed and cover (i.e. wear a hairnet/hat when handling food).

Keep fingernails short and clean. Avoid using excessive amounts of nail varnish, make up. Or perfume. Keep uniform /protective clothing clean; hang up your outdoor clothing in the staff room not in hot work areas. Keep cuts and burns covered with a clean, waterproof dressing.

## **2.8 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.

Good waiters are necessary for the success and development of the restaurant. Waiter is in direct contact with guests and therefore much of restaurant's success depends on the skills, interest and personal qualities of the waiter. The waiter is also known as a Steward or Commis-de-Rang.

The duties of waiter include preparing tables (table setting) for a meal, taking customers' orders, serving drinks and food, and cleaning up before, during and after servings in a restaurant.

The quality of service staff in any establishment reflects the quality of the establishment itself. The important qualities of a waiter are: personal hygiene and appearance, good conduct, good memory, observation, concentration and skill, salesmanship, ability to assume responsibility, maximise revenue, punctuality, local knowledge, personality, attitude to customers, honesty, etc.

## **2.9 Questions and Exercise**

1. Draw the organization chart of a restaurant.
2. Write the job description of a head waiter.
3. Qualities of a waiter are .....
4. Head of a restaurant is.....
5. What do you mean by term "Hygiene".
6. What are the points to be kept in mind while handling food?
7. Write down the importance of personal hygiene in hotel industry

## **UNIT 3 RESTAURANT EQUIPMENTS & CROCKERY**

- 3.1 Objectives
- 3.2 Flatware
- 3.3 Glassware
- 3.4 Tableware
- 3.5 Cutlery
- 3.6 Specialized service equipment.
- 3.7 Silver and stainless steel cleaning method
- 3.8 Mise-en-place for F&B Outlets.
  - 3.8.1 For restaurant
  - 3.8.2 For Room Service
  - 3.8.3 For Bar
  - 3.8.4 For Sideboard
- 3.9 Cover and Laying a Table.
- 3.10 Let Us Sum Up
- 3.11 Questions and Exercises



### 3.1 OBJECTIVES

After going through this unit, participant will be able to:

- Identify flatware, hollowware, cutlery, and silverware.
- Understand the sizes for various types of glasses.
- Use of specialized service equipments.
- Understand the term glassware, hollowware and tableware.
- Explore the cleaning method for silverware and steelware.
- Discuss the Mise-en-place for the various F&B outlets.
- Understand the layout of a cover.

Elegant and attractive service ware, colorful 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 run out 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 standardize equipment in terms of size and colour.

### 3.2 **FLATWARE**

	(Size in inches)
1. Large plate or Full plate	9"-9 1/2"
2. Half plate or dessert plate	7"-8"
3. Side plate or Qtr. Plate	5"-6"
4. Soup saucer	5"
5. Tea Saucers	4"-4 1/2"
6. Coffee Cups/ Demy Saucers	4"-4 1/2"
7. Soup Cups / Soup plate	(4 Oz)
8. Tea Cups	(7 Oz)

### 3.3 **GLASSWARE**

Glassware refers to glass and drink ware 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.

	(Size in ounces)
1) Hi Ball Glass	8 oz
2) Water Goblet	8 oz
3) Pony Tumbler / Juice Glass	4 oz
4) Beer Goblet	10 oz
5) Parfait Glass / Cold Coffee Glass	14-16 oz
6) Collin Glass	10-12 oz
7) Gimlet cup	4-5 oz
8) Cocktail Glass	4-5 oz

9) Sherry Glass	3-4 oz
10) Liqueur Glass	1 1/2 oz
11) White Wine Glass	6 oz
12) Champagne Saucer	3-4 oz
13) Champagne Tulip	4-5 oz
14) Old fashioned Glass	4-6 oz
15) Brandy Balloon	8 oz
16) Red Wine Glass	6 oz

### **3.4 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 vary from culture to culture, and may vary from meal to meal as well. Tableware may be categorized 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.

#### **Hollowware:**

Hollowware refers to table service items such as sugar bowls, creamers, coffee pots, teapots, soup tureens, hot food covers, water pitchers, platters, butter plates and other metal items excluding flatware and cutlery.

#### **List of Tableware and Hollowware.**

- Ashtray
- Egg Cup
- Flower vase
- Ice Cream Cup
- Cruet Set
- Fruit / Cocktail Cup
- Menu Stand
- Tea / Coffee Set
- Tooth Pick Stand
- Sugar Tong

- Straw Holder
- Tray
- Water Jug
- Ice Bucket
- Butter Dish
- Ice Tong
- Cutter Dish
- Sugar Pot
- Rice Platter
- Jam / rams pals

### 3.5 **CUTLERY**

	<u>SPOONS</u>	<u>KNIFE</u>	<u>FORKS</u>
1.	Service	Large	Service
2.	Small / Dessert	Small	Dessert
3.	Tea	Fruit	Pastry
4.	Soup	Fish	Large
5.	Coffee	Stake	Fruit
6.	Large	Butter	Fish
7.	Parfait	Grapes / Fruit	Small
8.	Ice Cream	Cheese	Cocktail
9.	All Purpose	All Purpose	All Purpose
10.	-----	Caviar	Oyster



### 3.6 SPECIALIZED SERVICE EQUIPMENT

There is an almost unlimited range of flatware, cutlery and hollowware in use in the catering industry today. These items are those items necessary to give special service of any guest. Apart from the familiar knife, fork, spoon, vegetable dishes and lids, entrée dishes and lids, soup tureens, teapot, hot water 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:

Equipment	Use
Asparagus holder	Used to hold asparagus spears when eating
Sugar tongs	Required for cube sugar
Pastry slice	Sweet trolley- serving portions of gateau
Oyster fork	Shellfish cocktail / oysters
Pastry fork	Afternoon tea
Corn-on the –cob holders	One to pierce each end of the cob
Lobster pick	To extract the flesh from the claw
Better knife	To serve a butter portion
Sauce ladle	Service form sauce boat
Fruit knife and fork	Dessert- cover
Nutcrackers	Dessert-fruit basket
Gape scissors	To cut and hold a part ion of grapes
Grapefruit spoon	Grapefruit halved in coupes
Ice –cream spoon	For all ice-cream dishes served in coupes
Sundae spoon	Ice –cream sweet in a tall glass
Snail tongs	Used to hold the snail shell
Snail dish	Dish is round with two ears, having six indentations to hold a portion (6) of snails
Snail fork	Used to extract the snail from its shell
Cheese knife	Cheese board

Stilton knife	Service of stilton cheese
Caviar knife	Part of cover for caviar
Gourmet spoon	Sauer spoon for cover
Preserve spoon	Used with preserve / jam dish

### **3.7 SILVER AND STAINLESS STEEL CLEANING METHOD**

#### **SILVER CLEANING METHODS**

All the service silver should be cleaned on a Rota basis. It is the duty of the head plate person to ensure that this is carried out and that all silver is cleaned regularly.

Obviously items that are in constant use will require more attention. The head plate person will also put on one side any articles of silver that are broken or that require buffing up re-plating, so that they may be sent to the manufacturer for any faults to be corrected.

There are various methods of silver cleaning and the method used generally depends on the size and class of establishment.

## SUMMARY OF SILVER CLEANING METHODS.

Method	Description
Silver dip	Items to be cleaned are completely immersed in a dip in a plastic bowl for a very short time. Rinsed in clean water and polished with a tea cloth. Very quick method but hard on metal if left in dip too long.
Burnishing machine	Items to be cleaned are placed in a drum containing ball bearings, soap powder and water. The drum rotates and the tarnish is rubbed off. All items are rinsed in water and dried with a tea cloth.
Polivit	Items to be cleaned are placed in an enamel or galvanized iron bowl within which aluminum metal sheet containing holes, together with some soda. Boiling water is poured onto the silver being cleaned. A chemical reaction causes the tarnish to be lifted. After three to four minutes remove silver and rinse in boiling water. Drain and then polish with a clean, dry tea cloth. A simpler version of this may be used for silver fork tips that have become tarnished. An aluminum saucepan on the stove, half filled with gently boiling water, can be used to put fork tips into for a short time, the forks need to touch each other the side of the saucepan at the same time for the chemical reaction to take place . this

	Easily remove the tarnishing and is less harmful to the silver than using silver dip.
Plate powder	<p>Pink powder is mixed with a little ethylated spirit to a smooth paste. The smooth paste is rubbed well onto the tarnished silver with a clean piece of cloth. The article is left until the paste has dried which is then rubbed off with a clean cloth. The article must be rinsed well in very hot water and give a final polish with a clean dry tea cloth. For a design or engraving use a small toothbrush to brush the paste into the design and a clean toothbrush to remove it. This method is both time-consuming and messy, but produces very good results.</p>

## Stainless Steel

Stainless steel tableware is available in variety of grades. The higher priced designs usually incorporate alloys of chromium (which makes the metal stainless) and nickel (which gives a fine grain and luster). Good British flatware and cutler is made of 18/8 or 18/10 stainless steel. This is 18 per cent chromium and 8 per cent nickel. However, the harder the metal used for the cutting edge, the more difficult it is for the manufacturer to aging a sharp edge.

Stainless steel is finished by different degrees of polishing.

- High polish finish
- Dull polish finish
- Light grey matt, non-reflective finish



Stainless steel scratching far more than other metals any may therefore be said to be more hygienic. Although it does not tarnish it can stain. There are special cleaning products for stainless steel such as a commercial power that is applied with a wet sponge or cloth and rubbed on the surface before being reined off. Such products a can be used to keep stainless steel looking clean and polished.

Label knives require attention to keep the sharpness of the blade. Table knives are normally sharpened, according to the recommendations of the cutlery and allied trades research association (CATRA), approximately a 60 edge angle (compared to the 30 for the chef's knife). Traditionally table knives are sharpened with a plain edge (that is, without serrations, scallops or indentations on the edge). Today many knives found in the food service industry have much thicker blades and the cutting edges are serrated. There a serrated knife simply tears the meat piece rather than cutting it.

### **3.8 MISE-EN-PLACE FOR F&B OUTLET**

Mise-en-place means 'putting in place' and is a term attributed to the pre-preparation and organization of work areas for ultimate smooth service.

The various jobs to be done for mise-en-place in various F& B service areas are follows:

#### **3.8.1 RESTAURANT MISE-EN-PLACE**

**Mise-en-place duties in a restaurant should include:**

- A) Cleaning of furniture's, fixtures, fittings and entire restaurant areas.
- B) Placing tables and chairs in position as per layout.
- C) Cleaning and polishing of crockery, cutlery, glassware and silverware.
- D) Exchange of linen from linen-room.
- E) Laying covers and setting side-boards for services.
- F) Switching on air-conditioning and music channel.

## ORGANISATION OF MISE-EN-PLACE

- A) Open windows, draw out curtains, and switch on lights, to freshen up the restaurant.
- B) Wipe through roughly the furniture, fixtures, fittings and arrange the restaurant furniture's proudly.
- C) Run through hot water and polish all cutleries. Wipe and polis all crockery, silver, glassware, ashtrays, flower-vases.
- D) Exchange linen on one to one basis from linen-room.
- E) Clean and refill sauce bottles, mustard pots, cruet sets, butter dishes, bread baskets.
- F) Spread table-cloths and lay covers as specified.
- G) Indent required material from stores e.g. Sauces, doilies, napkins etc.
- H) Prepare side-boards for service. A standard side-board should have –
  - Covered cold water jug with under plate.
  - Toothpicks in toothpick holder.
  - Ashtrays clean and polished.
  - All sauce (ketchup, capsicum, Chinese, cruet, chilly, Tabasco etc.)
  - Cruet, chilly, Tabasco etc.
  - Napping and table cloths.
  - Salvers, trays (large and small)
  - Extra table cutlery (all pieces).
  - Service spoon, service forks, ladles etc.
  - Extra quarter plates, soup saucers, tea coffee cups and saucers.
  - Finger bowls on quarter plates (without water).
  - Ready cover units with side plates, napkins and cover cutlery.
  - Send maintenance slips and follow up for fused bulbs, malfunctioning equipment, damaged furniture etc.



### **Night Shift Mise-En-Place (After Closing)**

- A) Restaurant tables and sideboards to be cleared.
- B) Crockery, cutlery, glassware and other table items cleared and stored.
- C) Soiled tablecloths and napkins collected and stored.
- D) Flower vases, ashtrays washed and cleaned, stored.
- E) Air-conditioning and music channel switched off.
- F) Curtains drawn and restaurant locked.

### **3.8.2 ROOM SERVICE MISE-EN-PLACE**

#### **Night shift**

- A) Take a round of all floors/floor pantries to ensure that all dirties reach the washing area.
- B) Clean and polish crockery, cutlery, glassware, silver, food covers, ashtrays, flower vases etc.
- C) Store all equipment in proper places.
- D) Refill cruets, refill and wipe sauce bottles.
- E) Prepare morning tea and breakfast trays as per number specified and stock in racks in correct areas:

#### **Morning Tea Tray**

- Tray Cloth
- Tea Saucer / Tea Cup
- Tea Spoon
- Sugar Cubes in Sugar Bowl with tongs.
- Tea Strainer
- Tea Copy
- Pot Holders

## **Afternoon Shift**

- A) Collect all dirty trays from floors
- B) Clean, polish and store all service equipment in its proper place.
- C) Prepare chutney /pickle bowls, Chinese cruet etc.
- D) Exchange line form linen-room, clean for dirty.
- E) Send maintenance slips and follow up.
- F) Prepare a' la carte lunch trays and trolleys with respect to:
  - Tray Cloth/Trolley Cover
  - Quarter Plate As Under Plate for Butte Dish/Knife.
  - All Purpose Knife and Fork and Dessert Spoon.
  - Cruet Set.
  -

### **3.8.3 BAR MISE-EN-PLACE**

#### ***Duties may include:***

- a) Windows, doors etc opened to let in fresh air.
- b) All furniture dusted, cleaned and arranged.
- c) Bar counter cleaned well inside and out.
- d) Empty bottles, tins etc. removed form area.
- e) All indenters required drawn from stores.
- f) Maintenance slips given.
- g) Linen exchanged from linen-room.
- h) Air conditioning and music channel activated.
- i) Display rack well cleaned and bottles arranged.
- j) Soda, aerated drinks, mineral water, beer, juice tins etc. put bottle-cooler.
- k) All bar equipment cleaned and put in place.
- l) All glassware washed, polished and arranged.
- m) Sauce bottles cleaned from mouth and arranged,
- n) Ashtrays cleaned polished and put on counter & tables.
- o) Open the bar.
- p) Bar silver requiring cleaning to be taken to the silver person.
- q) Clear any debris left from the previous day.
- r) Wipe down bar tops.

- s) Clean shelves and swab the bar floor.
- t) Check optics.
- u) Restock the bar with beverage item as required.
- v) Prepare ice buckets, wine coolers, service and polish aperitif glasses.
- w) Check pads and wine lists; line up, clean and polish aperitif glasses.
- x) Prepare and check the liqueur trolley for glasses, stock and bottle presentation.
- y) prepare the bar service top according to the standards of the establishment which may include:

- Cutting Board
- Fruit Knife
- Fruit: Lemons, Oranges, Apples
- Cucumber
- Fresh Eggs(For Cocktails)
- Mixing Glass And Spoons
- Hawthorn Strainer
- Angostura Bitters
- Peach Bitters
- Worcestershire Sauce
- Cocktail Sticks
- Cherries In Glass
- Straws In Sherry Glass, Tea Strainer

### 3.8.4 MISE-EN-PLACE FOR SIDEBOARD

The sideboard is used to store all the equipment that you will need during the service of a meal. 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.

***Item stocked in the sideboard depend on:***

- The style of service and type of menu.
- The number of service staff working from one sideboard.
- The number of table to be served from one sideboard.
- The term “dummy waiter” is often used to describe the sideboard.
- Stock all sideboards according to requirement of the restaurant. This ensures that the sideboard has the right equipment, given the house standards, type of menu and number of service staff:
- Establish the appropriate stock levels of cutlery and crockery stored in the sideboard. Do not store unnecessary stocks.
- Set-up all the sideboard the same way. This makes the sideboard much more efficient and convenient for any member of the service staff to use.
- Condiments (salt, peppers, mustard, oil, vinegar, sauces, sugars, preserves) are often stored in the sideboard. These should be kept scrupulously clean and refilled regularly.
- After ensuring that the sideboard / workstation is clean and polished it can be stocked up.

***Sideboard lay-up includes:***

1. Water Jug
2. Butter Dish
3. Check Pad On Service Plate
4. Assorted Condiments
5. Hotplate
6. Side Knives
7. Joint Knives
8. Fish Knives And Forks
9. Soup Spoon, Tea And Coffee Spoon
10. Sweet Spoons And Forks
11. Service Spoons And Forks
12. Bread Basket
13. Service Salver / Plate
14. Under Flats
15. Coffee Saucers
16. Side Plates
17. Sweet / Fish Plates
18. Joint Plates
19. Trays

**Other items might included**

1. Specialist cutlery according to the menu, for example , soup and sauce ladles
2. Various crockery according to the menu, such as saucers for consommé cups.



### 3.9 COVER AND LAYING A TABLE

#### COVER

Cover is the space on a table for keeping all cutlery, crockery, glassware and linen required for a guest.

Each cover requires 27" X 15" of space.

#### **CHARACTERISTICS**

- a) Each cover must be well balanced and should not be crowded with cutlery, glasses and china. Keep only the required cutlery on the cover.
- b) All cutlery and table appointments must be placed at least ½ inch away from the edge of the table.
- c) Knives and spoons are kept on the right hand side and forks are kept on the left hand side. If only a fork is to be used for a dish, then keep it on the right hand side.
- d) The cutting edge of all the knives should be towards the left hand side.
- e) The water glass is kept at the tip of the large knife.
- f) The butter dish is kept on the Madeline with a butter knife.
- g) The napkin is kept in the center of the cover.
- h) Cruet set is kept on top of the cover.
- i) All covers must be laid directly opposite each other.
- j) While placing the cutlery or crockery on a cover, ensure that the monograms are facing the guest.

**NOTE:** Before laying a cover check that tables and chairs are clean and not wobbling. Spread a fresh table cloth.

### ***3.10 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, furniture, fixtures and linen all of which squarely reflect the standard and style of the restaurant.

Service equipments include attractive service ware, clean dishes, plates and glassware. Glassware refers to glass and drink ware items besides tableware, such as dishes, cutlery and flatware, used to set a table for eating a meal.

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 cutlery are available in a variety of grades.

The equipment that may be found in still room includes coffee brewing machine, coffee bean grinding machine, tea dispenser, bread slicing machine, salamander, hot cupboard, steamer and hot water boiler, refrigerators, work table and cutting board, general storage space, shelves and cupboards, sinks, washing machine, dish washers, etc. The silver room holds the stock of silver required for the service of meals. Cutlery, flatware, hollowware and other smaller items are usually stored in drawers lined with baize, as this helps to reduce noise, slipping and scratching.

Before each service session, the restaurant should be made presentable enough to accept the guests. The supervisor or team of waiters should ensure the mise-en-scene such as, carpets are well brushed or hovered, all tables and chairs are serviceable, table lights or wall lights have functioning bulbs, menu cards are presentable and attractive, tent cards or other sales material are presentable, doors and windows are thrown open for some time to air the restaurant, exchange dirty linen for fresh linen, table cloths and mats are laid on the tables, wilted flowers are discarded and fresh flowers replaced.

Before service commences, the staff should ensure that the station is in total readiness to receive guests. Table setting refers to the way to set a table with tableware - such as eating utensils and dishware - for serving and eating. The basic rule for laying the table includes table linens, chargers or dinner plates, napkins, silverware, knives, forks, spoons, glasses, dessert, etc.

### **3.11 Questions and Exercises**

- Name some restaurant operating equipments.
- What the factors that needs to be considered while selecting service equipments?
- List any five glassware.
- Give some examples for tableware.
- List 10 items to be kept in sideboard for lunch service
- Explain silver dip method of polishing.
- What is polivit method of polishing?
- What is the mise-en-place for a bar?
- What items should be kept in a morning tea tray for room service to a guest?
- What are the points to be kept in mind while laying a cover?
- Size of a cover is .....

## UNIT 4 THE MENU

### CONTENT

- 4.1 Aims and Objectives
- 4.2 Introduction
- 4.3 Types of Menu
- 4.4 Menu Planning
- 4.5 Points to be considered for menu planning
- 4.6 Courses of a Menu
- 4.7 Accompaniments and Cover for Special Dishes
- 4.8 Let Us Sum Up
- 4.9 Questions and Exercises



## **4.1 Aims and Objectives**

In this lesson we shall discuss about the menu. After completion of this lesson you will be able to understand:

- Menu and the types of menu
- Menu format and basic principles for organizing a menu
- French classical menu
- Food and their usual accompaniments

## **4.2 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. 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.

Menu is a document that controls and directs an outlet's operations and is considered the prime selling instrument of the restaurant.

### **MENU**

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.

A menu shows the range of food and beverage items offered in a restaurant put on a card, it becomes a menu card. A menu card should be attractive as well as informative. It should contain the following information.

- The various food and beverage items served in the restaurant
- The prices of the items.
- In a brief manner how each food item is prepared?
- The garnish and accompaniments of each dish.



### **4.3 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.

There are two different types of menu:-

1. A La Carte
2. Table D'hôte

#### **A la Carte:**

This is a menu in which each dish is separately priced. A guest can order according to his choice of food and budget. In this type of menu the guest gets ample of choice. He gets personalized service. This type of service requires more time since the dishes have to be made as per the order.

#### **Table D'hôte**

This is a fixed menu, with a fixed price. A very limited choice is offered to the guest. Whether the guest eats all the items or not he is charged the full price. In some restaurants the guest may be offered two tables d' hôte menus to choose from. This type of menu does not give personalized service to the guest. It requires less time for service since the food is already in a semi-prepared state

#### **4.4 Menu Planning:**

##### **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.

#### **4.5 Points to be considered for menu planning**

**Type of meal** - could be for breakfast (continental, English or Indian)  
Luncheon-usually shorter menus, with lesser course than the dinner menu.  
Stews, roast joints, grilled meats, cold buffets and steamed pudding. Six courses that could be served are:

- Appetizer
- Soup
- Fish
- Meat/chicken (main course)
- Sweets
- Coffee

Dinner menus comprise highly decorated, traditional dishes and have a scope of showing the skills of the kitchen craft persons. Large joints served are carved in the restaurant.

**Type of customer** : menus is to be planned according to the age, sex and **Occupation of client** . Season of year and seasonal availability of ingredients: season is important in food choice e.g.; cool and fresh foods are preferred in summers, while heavier, richer foods are served in winters. Always use ingredients available in the season, and those which are available locally.

**Type of establishment** : menu varies from establishment to establishment. Hotels, restaurants, hostels, hospitals, industrial Canteens are likely to have different menus.

**Occasions** : special dishes are made at certain times of year or on festive occasions. E.g. roast turkey and Christmas puddings on Christmas, hallway for baisakhi and sweet rice for basant panchmi.

**Capabilities of kitchen staff** : kitchen staff capabilities determine that what can be prepared in the exact preparation, finish and exact service of food.

**Menu pricing** : the menu should be so designed that when quoted, should give the determined amount of profits. Profit is always the over riding concern of any catering establishment and menus determine a lot in this regard.

**Menu Balancing** : the offering should be well balanced and following points should be taken care of:

- Ingredients-color, taste should is varied.
- Light and heavy dishes are to be intelligently combined.
- Textures-it is always preferred to give dishes of varying textures in menus.
- Seasoning-over seasoning should be avoided. Any strong herbs used in one dish should be avoided in others.
- Garnishes-should be correct, attractive and simple.
- Food value- the nutritive requirements of people should be taken care of.
- Use language which can understood

- Give translation of dishes in English
- Never use a mixture of languages
- Spelling should be correct
- Avoid lot of technical jargon.

#### **4.6 COURSES OF A MENU**

##### **The Courses of a Classical Menu**

Hors d Oeuvres	Appetizer
Potage	Soup
Poisson	Fish
Entrée	Entrance
Relive	Joint / Main
Sorbet	Rest
Roti	Roast
Legumes	Vegetables
Entremets	Sweet
Bonne Bouche	Savory
Dessert	Fruits



➤ **HORS D' OEUVRE OR APPETIZER**

Appetizer is served as the first course and its purposes are to stimulate the appetite.

Hors d' oeuvres are

- A) Sharp and Salty
- B) Served In Small Quantities
- C) Generally Served Cold

**ITEMS SERVED**

- Salads e.g. Russian salad, chicken salad, tomato salad etc.
- Food & fruit cocktail e.g. prawn cocktail- cooked prawns in cocktail sauce served on bed of lettuce with a lemon slice, served in a cocktail cup on a quarter plate with teaspoon or pastry fork.
- Florida cocktail-segments of if pineapple, oranges, grape fruit,
- Served with castor sugar in a drudger.
- Juice e.g. chilled orange, pineapple, and tomato, juice, served in a
- Pony tumbler, on quarter plate. Tomato juice cocktail-tomato juice, dash of Worcester sauce, salt, pepper and lemon-wedge, served in a pony tumbler on quarter plate with teaspoon.
- Fruits e.g. melon-separated from skin and cut into segments. Served
- on cold Plate with fruit knife and fruit fork. Grapefruit-halved in shell and served chilled with castor sugar and cherry on top, in a grape fruit cup on a cold half Plate with teaspoon.
- Mixed vinegar pickles e.g. button onions, cauliflower, olives, gherkins, pickled Beetroot etc.
- Deluxe hors d' oeuvres e.g. caviar, smoked salmon, oysters snails,
- Goose live pate, avocado pear, asparagus etc.
- Others e.g. cheese & pineapple sticks, stewed celery, baked beans, stuffed tomatoes, egg. Mayonnaise etc.



## EXAMPLES OF HORS D' OEUVRE DISHES

1. Salad de viande (meat salad)
2. Defies Dour Mayonnaise
3. Defuse Farces (Stuffed Eggs)
4. Oignons escoffiers
5. Pomfret Mayonnaise
6. Choufleur Portuguese
7. Canapés Assorted
8. Salad Orientale

## INDIAN

9. Jaljeera
10. Kanji

## COVER FOR HORS D' OEUVRE

**Cold:** cold half plate with fish knife and fish fork.

**Hot:** hot half plate with small knife and small fork.

### ➤ **POTAGE OR SOUP**

Soup is defined as an extract of main ingredients (meats, vegetables etc) in stock. Soups may be classified as follows:

- Consommé is clarified stock.
- Cream is a thick passed soup finished with cream.
- Veloute is thick passed soup made from stock of fish, veal or chicken.
- Bisques are soup of shellfish origin, made in fish stock and finished with egg yolk and cream.
- Chowder is also of shellfish origin, heavily garnished. Puree is a thick passed soup finished with mild, butter, of thickened with egg.
- Broth is an un-passed soup, garnish usually cooked in soup.

## EXAMPLES

1. Consommé Xavier
2. Consommé Bunions
3. Consommé Celestine
4. Consommé Julienne
5. Consommé Royals
6. Consommé Madrilène (Cold)
7. Postage Bonne Femme
8. Crème De Tomato
9. Crème D' Asperges
10. Crème D' Volatile
11. Puree Parameter
12. Puree Sulfuring
13. Bisques. D' Hoard
14. Mushroom Volute
15. Chicken Volute
16. Clam Chowder
17. Clam Broth

## INTERNATIONAL SOUPS

- |    |                      |         |
|----|----------------------|---------|
| 1. | Soups a l'oignon     | France  |
| 2. | Bouillon             | France  |
| 3. | Petit marmite        | France  |
| 4. | Hamburger ale supper | Germany |
| 5. | Borsch polonaise     | Poland  |
| 6. | Minestrone           | Italy   |
| 7. | American chowder     | USA     |
| 8. | Mulligatawny         | India   |
| 9. | Hungarian Goulash    | Hungary |

## **SERVICE**

Consommé is served in a consommé cup on consommé saucer, on a half plate under liner, with a dessert spoon.

Thick soups are served in a soup plate, on a large plate, with a soup spoon.

Nowadays however, all types of soups are served in soup bowls, placed on quarter plates/soup plates, soup, and dessert spoons with clear soups.

## **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, Escallops, etc. Rarely seen on a menu for the evening meal are: Cod, Bass, Haddock, Brill, Hake, and Plaice. One deep-fried fish dish, which normally finds itself on the dinner menu, however, is “Blanchaille”, and this only because Whitebait are so light and in no way too filling for the comfort of the guest.

## **ACCOMPANIMENTS**

**Grilled Fish:** Hollandaise sauce/maitre d' hotel butter and lemon wedge.

**Deep fried** (egg& bread crumbs): tartar sauce, lemon wedge.

**Deep fried** (with batter): tomato sauce, lemon wedge

**Shallow fried:** melted butter, lemon wedge.

## EXAMPLES

1. Striates A L' Anglicize
2. Filet De Striate Menu Ere
3. Pamphlet Caprice
4. Stomata And L Florentine
5. Fish Mornay
6. Fish Bonnet Femme
7. Lobster Thermion
8. Lobster Themed
9. Filet De Pamphlet A 1'oryl

## SERVICE

On hot half plate with fish knife and fish fork. When fish is served as main course, it is served on a hot large plate, with fish knife and fish fork.

### ➤ ENTRÉE or ENTRANCE

It is called the entrance course as it precedes the main course. It is usually the first main course.

## ITEMS SERVED

1. Organ meats e.g. liver, kidney, brain etc.
2. Small cuts of meats e.g. tournedos, naseates
3. Egg dishes e.g. Spanish omelets, egg Rossini etc.
4. Pasta products e.g. spaghetti, macaroni etc.
5. Others e.g. vegetable cutlets, vole-au-vent etc.

## EXAMPLES

1. Rognons Grille Americanize
2. Foie De Veau Lyonnaise
3. Rognons Sauté Turbigo
4. Omelette Espagnole
5. Spaghetti Bolognese
6. Macaroni Napolitano
7. Steak Tournedos
8. Chicken Vole-Au-Vent

## SERVICE

Cover is hot half plate with small knife and small fork. For pasta products, cover is hot half plate with small fork on right hand side & dessert spoon is optional.

### ➤ RELEVÉ OR JOINT OR MAIN COURSE

This is the heaviest course of a meal. Traditionally joints of large animal eg mutton, beef, pork, venison etc. used to be served in this course. Nowadays however anything like mutton, chicken, fish, beef, pasta etc may be served.

## Continental Food

### Usual accompaniments are:

- A) Appropriate Sauce.
- B) One Potato Dish.
- C) One Green Vegetable.



## EXAMPLES

1. Poulet Sauté Maryland
2. Poulet Chasseur
3. Poulet Corden Bleu
4. Fricassee De Volatile
5. Pork Chops
6. Wiener Schnitzel
7. Escalope De Beau Pannier
8. Beef Stroganoff
9. Nearing D' Gateau
10. Gigot De Mouton Rite
11. Chateaubriand Steak
12. Vegetable Au Gratin
13. Vegetable Parishioner.
14. Cheese & Mushroom Us Gratin
15. Vegetable A La Kiev

**COVER:** Hot large plate, large knife, large fork, dessert spoon. Finger bowl is passed of course.

### Indian Food

<b>Main Dishes:</b>	<b>Side Dishes</b>	<b>Other Accompaniments</b>
Mutton Roganjosh	Dal Maharani	Papad
Mutton Korma	Makani Dal	Pickle
Butter Chicken	Vegitable jalfarezi	Chutney
Chicken Do Piazza	Aloo Ghobi (Dry)	GreenSalad
Goan Fish Curry	Rajmah	
Meen Malabari	Plain Rice	
Patrami Macchi	Roti	
Matter Paneer	Nan	
Malai Kofta	Paratha	
Aloo Dum	Pulao Rice	

One or more of the main dishes may be served along with 4 or 5 correctly selected side- dishes. All the other accompaniments are pre-placed on guest table.

**Cover:** Is hot large plate, large knife, large fork desert spoon. Finger bowl is passed of course.

## CHINESE FOOD

<b>MAIN DISHES</b>	<b>Served with</b>	<b>Accompaniments on table</b>
Garlic Chicken	Fried Rice	Soya Sauce, Chilly
Chili Chicken	Noodles	Vinegar, Chilly Sauce
Chicken Manchurian	Chopsey	
Chicken Bamboo. Shoots		
Sweet & Sour Pork		
Pork Chilly Fried		
Pork Mandarin		
Garlic Prawns		
Sweet & Sour Vegetables		

**Cover:** Chinese bowl on quarter plate or hot plate. Chop sticks or large fork on right hand side.

### ➤ **SORBET OR REST COURSE**

This course is more or less obsolete now. It used to be served as a rest course in between the food course, to counteract the richness of the dishes already taken and to prepare the palate for the dishes to follow. Usually 10 to 15 minutes are allowed for this course, and Egyptian or Russian cigarettes are passed along with the course.

### ➤ **ROAST OR ROTI**

Poultry and game-birds such as chicken, duck, turkey, pigeon, partridge, pheasant, quall, woodcock etc. are roasted and served in this course.

These are accompanied by their roast gravies (jus roti). And a well dressed salad, which is served separately.

## **Examples**

Poulet roti (chicken)

Canton roti (duck)

Dinde roti (turkey) etc.

## **Cover**

Small birds-hot half plate, small knife, small fork.

Large birds-hot half plate, large knife, and large fork.

### ➤ **LEGUME OR VEGETABLE**

Certain exotic vegetables are served accompanied with appropriate sauce. Vegetables usually served are asparagus, globe-artichokes, mushrooms, corn-on-cob, gardenias etc.

## **Examples & Accompaniments**

Hot asparagus: hollandaise sauce or melted butter.

Cold asparagus: mayonnaise sauce or vinegerette.

Hot artichokes: as hot asparagus.

Cold artichokes: as cold asparagus.

Mushrooms: cream sauce.

Corn-on-cob: melted butter.

## **Cover**

All vegetables except asparagus are served on hot or cold half plate and eaten with fingers. A small knife and small fork may be provided on request.

### ➤ **Entremets or Sweet**

(a) Hot sweet-e.g. baked Alaska, crepe suzette, apple pie, bread & butter pudding etc.

(b) Cold sweets – e.g. assorted ice-creams, bravadoes vanilla, chocolate mousse, charlotte royal, peach melbas etc.

## **Cover**

Served on a hot or cold half plate, with dessert spoon and dessert fork.

Various ice-creams may be served in on ice-cream cup on a quarter plate, with on ice-cream spoon or teaspoon.

### ➤ **BONNE BOUCHÉ OR SAVOURY**

Cheeses, canapés and certain preparations of meat, fish, vegetables etc. may be served in this course.

The savoir items served in this course help in countering the sweetness of the former course and thus balance the palate.

### **Examples**

Assorted cheese e.g. camembert, brie, stilton, edam, Danish blue, Roquefort, cheddar etc.

Angels on horseback-oysters rolled in bacon, grilled. Devils on horseback-prunes stuffed with almond chips, grilled pate de foe grass on toast.

Chicken liver on toast.

Cheese on toast.

Sardines on toast.

Scotch woodcock.

Welsh rarebit.

### **Cover**

Except cheeses, others are served on a hot plate, with small knife and small fork.

For chesses cover is quarter plate and side knife. These are served from a wooden cheese board or cheese trolley. Accompaniments of cheeses are cream crackers, butter celery, watercress.

### ➤ **DESSERT OR FRUIT COURSE**

Various types of fruits are served and these contribute mainly vitamins and minerals to the meal.

## **Examples**

- a) Fresh fruits e.g. oranges, mango, pineapple, apple, bananas.
- b) Dry fruits e.g. cashew nuts, walnuts, hazelnuts, almonds, pistachios etc.

## **Service**

Usually served from fruit baskets. Cover is cold quarter plate, with a fruit knife and fruit fork.

For nuts with hard shells, nut crushers must be given.

A forger bowl is passed at the end of this course.

## **Café or Coffee**

This is not included in the traditional 11 courses coffee however, is mostly served after a meal.

It is served in a coffee cup (demitasse) on a coffee saucer with coffee spoon, and this unit is placed on a quarter plates.

Liqueurs and cigars may be served with or after coffee.



#### 4.7 ACCOMPANIMENTS AND COVER FOR SPECIAL DISHES

S.NO.	DISH	COVER	ACCOMPANIMENTS
1.	Grape fruit cocktail	Coupe/doily on quarter plate with a tea spoon.	Castor sugar
2.	tomato juice	Juice glass placed on a doily on a quarter plates with a tea spoon.	Worcester sauce
3.	Oysters	Soup plate filled with roused ice placed on an under plate. Oyster fork, finger bowl on a quarter plates at the top left hand corner of the cover.	Cayenne pepper, pepper mill, chili, vinegar sauce.
4.	Smoked salmon	Fish knife and fork. Cold half plate.	Cayenne pepper, pepper mill lemon brown bread and butter,
5.	Caviars	Caviar knife or fish knife cold half plate.	Hot breakfast toast, butter, lemon, chopped shallots, staved hard boiled yolk and white of an egg.
6.	Asparagus	Hot / cold half plate, service fork (to tilt the plate)	If served hot, hollandaise sauce if served cold, Sauce vinaigrette.
7.	Pate de foil grass	Side knife, dessert fork cold half plate.	Hot breakfast toast with crusts removed, cut into triangles and served in a napkin on a Side plate.

## 4.8 *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.

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. E.g. 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.

#### **4.9 Questions and Exercise**

1. List types of menus used in five star hotels.
2. Fixed menu is also called .....
3. Write short notes on main course, sorbet and soups.
4. Classify Soups
5. Write the sequence of eleven course French menu.
6. Name five varieties of Consommé.
7. What information should be kept in mind while preparing a menu?
8. What is the difference between A La Carte and Table D Hote?
9. What essential information should be given in the menu to make it explanatory?



## **UNIT 5 F&B TERMINOLOGY & TYPES OF SERVICE**

### **CONTENTS**

- 5.1 F & B service terminology
- 5.2 Types of food service
  - 5.2.1 English Service
  - 5.2.2 French Service or Silver Service
  - 5.2.3 American Service
- 5.3 Simple methods of control and flow of KOT and bill.
- 5.4 Room service
- 5.5 Preparing & serving buffet
  - 5.5.1 Clothing and dressing the buffet table
  - 5.5.2 Service considerations
  - 5.5.3 Display and decoration
- 5.6 Let Us Sum Up
- 5.7 Questions and Exercise.

## **OBJECTIVES**

The students will be able to:

1. Know and explain various terms used in F & B service.
2. Know various types of food service and their features.
3. Understand the advantages and disadvantages of various services.



## 5.1 FOOD & BEVERAGE SERVICE TERMINOLOGY

Listed below are some of the more important terms used in Food & Beverage service. This list is not exhaustive. You are expected to study, learn and use them daily in the workplace.

TERM	EXPLANATION
Accompaniments	An additional food item, sauce or seasoning offered with certain dishes, e.g., mint sauce with roast leg of lamb.
A la carte	Each menu item is individually priced (see table d'hôte) and cooked to order.
Bill	Shows the items ordered and the amount of money the guest owes.
Chamber	Term used in wine service. Means red wine brought to room temperature for service.
Continental breakfast	Includes juice of fruit, coffee or tea and roll, toasts or croissants, but no cooked items.
Corkage	A charge per bottle made where the customer brings his or her own wine to the restaurant to drink during the meal.
Cover	A place setting.
Cruets	Salt and pepper holders.

TERM	EXPLANATION
Crumb down	Brush crumbs from table between course.
Docket	Used to write up grist's food and beverage orders. One copy goes to the kitchen or bar and one copy used to compile the bill later.
Doily	Circular paper covering for salver or plate. Comes in many sizes.
Dumb waiter	A lift for carrying food between floors. Can also describe the restaurant sideboard.
Flat	Large flat serving dish with rim.
Glass cloth	For polishing glassware.
Gueridon	A moveable service table or trolley from which food may be carved, filleted, flambéed or prepared, then reheated and served (can also describe the restaurant sideboard).
Hors d'oeuvre	Starters.
English breakfast	Full cooked breakfast.
Mis-en-place	Preparation of the restaurant prior to service.
Preserves	Jam, marmalade, honey.
Room service	The order is served to the customer in his/her bedroom or suite.
Salver	Small round serving tray for service of drinks or to carry or remove small items from the table.
Under liner	Plate which is placed underneath other hot items such as tea or coffee pots, preserves, coupes, finger bowls, to prevent spillages and burns to table-cloths or tables.

## **5.2 TYPES OF SERVICES**

### **5.2.1 English Service**

- The butter brings the food on platters and sets in front of the host.
- The host portions out the food and passes the plates to the hostess who services the accompaniments.
- Then the butter sets the plates in front of the guests.
- In restaurants the dish is first presented to the host. The waiter then portions out the food on the side-board and sets the pre-plated food in front of the guests, serving the host last.
- The pre-plated food is served from the right side and cleared from the right side.

### **5.2.2 French Service or Silver Service**

- The table is set for appetizers, soup, main course and a sweet.
- The food is prepared and portioned in the pantry.
- The portioned food is put on the platters. And brought in the restaurant.
- The waiter then places hot or cold plates as per the food in front of the guests.
- He then picks up the platter and with a service spoon and fork serves the food from platter to plate from the left side moving clockwise.
- The rule of the service is to serve the food from the left and clear the dirties from the right moving clockwise.

#### **Advantages of French Service**

- Only one waiter is needed on each station.
- It is faster than the English service.
- It is an elegant form of service and gives personalized service to the guests.
- There is comparatively less wastage since the unused food goes back to the kitchen.

### Disadvantages of French Service

- There is a large investment in silver equipment.
- If many guests are to be served from the same platter, the last to be served will see a very unappetizing display.
- If every guest at a table orders a different dish, then it becomes difficult for the waiter to carry a heavily loaded tray.

### 5.2.3 American Service

- Portioned food is plated in the pantry by the kitchen staff.
- The pre-plated food is then served to the guests from the right side.
- The rules of this service are that all the beverages as well as the food is served from the right side and the clearance is also done from the right hand side.

#### Advantages

- Time consumed in this service is less.
- It is an in-expensive service.

#### Disadvantages

- It is not a personalized service.
- There is lot of wastage of food.



### **5.3 SIMPLE METHODS OF CONTROL**

In any catering establishment to have maximum returns, it is essential to have a proper control system covering the sale of all food and beverage. The control system should be as simple as possible, so that it is easy for the food and beverage staff to operate it is easy for the food and beverage staff to operate and for the control and accounts department staff to check for any errors and to rectify them immediately.

One system which is commonly adopted by many catering establishments is the K.O.T. system.

In this case when the guest places his order, it is taken down on the K.O.T. book by the head waiter. Four copies of K.O.T. are made.

The following information is given on the K.O.T.

1. Table Number
2. Number Of Covers
3. Date
4. Signature Of The Waiter / Waitress

The first copy of the K.O.T. goes to the kitchen when the order is placed. After the order is picked up the K.O.T. goes in the K.O.T. box which is in the kitchen and which ultimately is collected by the controls department. The second copy goes to the cashier for the making of bill. After the guest has finished his meal the bill is collected from the cashier and presented to the guest. After payment of bill the 1<sup>st</sup> copy of the bill is given to the guest and 2<sup>nd</sup> copy of the K.O.T. through the accounts goes to the controls.

The third copy of the K.O.T. is the waiter's copy which he keeps for reference.

The 4<sup>th</sup> copy remains in the book and when the book finishes it goes to the control. Another system that some establishments use is the bill cum K.O.T.



system. In this case the waiter takes the order in a note pad and then transfers it on the bill cum K.O.T. three copies is made of this. The first copy is for the guest, the 2nd copy is for the kitchen and through the kitchen it goes to the controls. The third copy is for the cashier for the purpose of making the summary sheet and record in the accounts.

#### **5.4 ROOM SERVICE**

Room service is serving of food and beverage in guest rooms of hotels. Small orders are taken on trays and big orders in trolleys.

The step by step procedure of receiving order and serving it to the guest is gives below:-

1. Order taker should attend the telephone on the 2<sup>nd</sup> or 3<sup>rd</sup> ring.
2. Response to the call by identifying the department and then wishing as per the time of day.
3. Take the order on the K.O.T.
  - Ensure beforehand that the carbons are placed between all 3 copies.
  - Write the room no. and order of the guest (with special requests) clearly
  - Fill in all the details like date, time, no .of covers and sign.
  - Repeat the order to the guest to re-check and close the Conversation by saying 'thank you'.
4. All 3 copies of the KOT are handed over to the maitre d' hotel or duty chef de-rang. The maitre d' hotel or duty chef de-rang next hands over the order to the commis and retains the 3<sup>rd</sup> copy with the commis name on it.
5. The commis hands over both copies of the K.O.T. to the cashier who puts the check no. on the 1<sup>st</sup> copy and returns it to the commis. The 2<sup>nd</sup> copy is retained by the cashier from which he writes out the bill giving all details; items, quantity, amount and total.
6. The order is then placed and 1<sup>st</sup> copy given to the kitchen. The 2<sup>nd</sup> copy to cashier along with the bill.

7. The next step is for the commis to set up a tray or trolley (as per the order) and select the right crockery and cutlery, the correct number and also the linen.
8. The order is then picked up from the kitchen within the time limit specified for the item. At the pick-up point the bill is presented. All dishes/beverages with accompaniments and garnishes are picked up.
9. The order is then taken to the maitre d' hotel to be inspected and the 3<sup>rd</sup> copy of the K.O.T. & bill is handed over. After checking the 3<sup>rd</sup> copy of K.O.T. (STAMPED WITH TIME OF ORDER DELIVRED) and the bill is handed over to the waiter. The Order taker fills in the control sheet from the 3<sup>rd</sup> copy of the K.O.T.
10. After the order is inspected the waiter after announcing the room to the chef de-rang proceeds to the guest room.
11. For complete check on the waiter and the service of order the name of the waiter, time in, time out & type of order is entered in the control sheet.
12. The waiter in the meantime before entering the guest room checks the room number the against room no. on the bill to ensure the correct room, if there is no DND sign then the door is gently knocked & room – service is announced.If there is a DND sign or there is no response then the guest is contacted from the floor telephone. If still no response then the room service order taker is informed and he checks with the reception.
13. When the gust opens the door wish according to time of day and place the tray or trolley where the guest indicates. Lift the dish covers and announce names of the dishes. If the guest wishes to be served service otherwise leave the tray / trolley.
14. Present the bell along with a pen. If guest pays in cash check amount discreetly and if he signs check all the bills have been signed.
15. After enquiring if the guest requires anything else the waiter then returns to the room-service, clearing any dirties form the corridor on the way.

16. On return to the room-service the transaction is settled with the cashier and the order taker is informed the service completed.

## **5.5 PREPARING & SERVING BUFFET**

Knife and fork buffet (also called a table buffet). This is where the guest returns with whatever food they have chosen, to a table which has been prepared.

### **Fork Buffet**

Usually a stand up and meal where guests would collect their cutlery, napkin and food from the buffet table. The dishes on offer are prepared in such a way that a knife is not required by the guest. Staff is usually on hand throughout the meal to fill drinks or offer extra portions if required. Some seating may be available.

### **Finger Buffet**

Guest help themselves to light snacks from a buffet. Again the food is prepared in small bite size pieces which require no cutlery. Staff circulates throughout to fill drinks and collect empty plates if required. Some seating may be available.

#### **5.5.1 CLOTHING AND DRESSING THE BUFFET TABLE**

Most buffet tables are covered with a white table cloth which drops from the table top to within one inch of the floor. These cloths can be either a specially designed butted cohort a number of large restaurant table cloths can be used. Special buffet cloths are ideal because they are "fitted", available in different colors designs, and usually do not require pinning to achieve the "box" corners.

Slips or slip cloths of different colors can be used to great effect, especially if laid on top of a plain buffet cloth.



## 5.5.2 SERVICE CONSIDERATIONS

The level of service required during a buffet meal is obviously somewhat less than that required at the restaurant table, because people will usually choose and collect their own food. This does not mean that staff does not need to be professional, alert and vigilant at all times. Staff will still be required to use their silver service skills to position food on the guests' plates, and their clearing techniques and skills to ensure that plates, cutlery and crockery, etc., are removed from the tables. Perhaps they should also use their carrying skills on some occasions to take plated food to guest's tables if requested, or even their wine service skills to serve wine or beverages. All this requires concentration on the part of the waiting staff. During service, the following general service points are important:

- Always use a service cloth when holding plates, whether hot or cold. If the plates are very hot, warn the customer. Offer them a clean service to carry the plate.
- When putting food items on customers' plates, do so in a way that looks attractive and appetizing.
- Do not over fill the plates-customers may always return if they require extra.  
Check with guests whether they would like sauces, gravies, etc., before you put them on the plate.
- Be conscious and aware of portion control-discuss portion sizes with the Food & Beverage manager or chef, prior to service.
- Keep covers on both hot and cold food containers to preserve correct serving temperatures.
- Use separate serving equipment for each dish.
- Replace or replenish serving dishes throughout the service. Don't wait for a particular dish to run out before replenishing it, and remove empty dishes immediately.
- Don't leave a hot food dish unattended once service starts as this will usually cause delays.
- Wipe any spillages immediately.

### 5.5.3 DISPLAY AND DECORATION

Buffet tables can be decorated to enhance the image of the hotel or restaurant and also to create an impact on the guests as they arrive. Some points to consider when arranging a display or decorating the buffet are:

**Focal point** : this is usually a centerpiece of the buffet which catches the eye immediately on entering. It could be a particular dish, a floral display, or even perhaps a statue, ice carving, butter sculpture. Large fruit or confectionery display.

**Color** : is very important on a buffet. It makes the presentation very attractive and creates interest. Contrasting colors between the food and decoration can look spectacular, however be cautious not to overdo the amount of color. Of it will lose its effect.

**Height and depth** : the positioning of items on the table also add impact to the buffet. Food items placed on different levels always look more interesting than on a flat buffet table.

#### **Mis En Place**

The mis en place for buffet service should include the following:

- Tables and chairs wiped down, polished and in position.
- Table cloths laid.
- Place mats on if required.
- Cutlery cleaned, polished and either on the tables or prominent on the buffet table.
- Napkins or serviettes folded.
- Wine glasses polished and in place.
- Cruets filled, cleaned and on tables.
- Mustards, sauces, etc., on buffet table or on dining tables.
- Promotional materials-complimentary items displayed.
- No smoking signs visible.
- Table number in place. If required.
- Floral arrangements, if required



- Service equipment and cutlery and ladles in place.
- Crockery cleaned and in position.
- Hot and cold food storage / service equipment switched on.

## **Shape**

Clever use of different shapes creates a visual impact also. Using square trays, oval flats, different shaped serving dishes and presentation plates all add to the spectacle for the guest.

### ***5.6 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 gueridon 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.

## 5.7 Questions and Exercise

### Questions:

1. What is American Service?
2. Write various types of food service and their features.
3. Explain rule of service at a table.
4. Write 10 rules of giving service in a guest room
5. What is French service?
6. Write Mis en place for buffet service.
7. Explain fork and finger buffet.
8. Explain KOT system of control.
10. What are the advantages and disadvantages of American Service?
11. Explain the following terms:
  - Doily Paper
  - Dumb Waiter
  - Gueridon
  - Crumb Down

### Fill in the blanks:

- a. Types of Buffet are .....
- b. Explain the flowchart of KOT and bill
- c. Control is important for .....
- d. Silver service is also called as .....
- e. Food served to guest in his room is done from .....
- f. Cruet set is used for .....

# UNIT 6 RULES FOR WAITING AT THE TABLE

## CONTENT

- 6.1 Rules for Waiting at the Table
  - 6.1.1 Before Guest Arrival
  - 6.1.2 At Arrival
  - 6.1.3 After Guest Has Left
- 6.2 General Rules for Service
- 6.3 Let Us Sum Up
- 6.4 Questions and Exercise

## **6.1 Rules for Waiting at the Table**

### **6.1.1 Before Guest Arrival**

- Report (15 minutes) before in time in order to study any menu changes and for briefing.
- As soon as station is allotted check your station for cleanliness and whether the covers and sideboard are complete.
- Study the menu to make sure you know the description of all the dishes. Also ensure that you know the specialties of the day and non- available items if any.
- When in the restaurant stand erect, with the waiter's cloth hanging evenly on the hand.

### **6.1.2 At Arrival**

- When the guest come to your table greet them politely and help them to be seated, pulling chairs especially for ladies and children.
- Fill the glasses with iced water and present the menu.

### **6.1.3 After Guest Has Left**

1. Relay the table as per standards for the next guests.

## **6.2 General Rules for Service**

1. If table is set for more persons than the actual number sitting, clear the extra covers.
2. adjust covers as per order e.g. If soup spoon is kept on cover and the guest does not order soup, then remove the soup spoon before starting the service.
3. If any piece of cutlery falls on the floor replace with a clean one.
4. Check that crockery and glassware being used is not chipped or cracked.
5. When about to serve, if the guest has his hands on the cover say 'excused me sir/ madam'.

6. Serve ladies first and then the men. Serve anti-clockwise.
7. Serve food in proper sequence of the menu, checking to see that proper cutlery is in place.
8. Serve all accompaniments and sauces required for particular courses.
9. See that hot dishes are served on hot plates and cold dishes on cold plates.
10. Handle glasses from the base/stem, and cups from the handle. Handle cutlery from the stem and plate from the rims, preferably using waiter's cloth for both.
11. Do not fill glasses or cups to the rim.
12. Use under plates where correct e.g. Quarter plate under ice-cream cup.
13. Time the service of food properly so that there is no time lag between the courses.
14. All food items to be served from the left and beverages from the right except pre-plated food, which is also, serve from the right.
15. All clearing to be done from the left.
16. After the main course clear the table using a quarter plates/ half plate with the waiter's cloth folded into a pad.
17. After the food course, clear the table of everything except water glasses, ashtray and Sesser cutlery.
18. Take the order for sweet and serve it.
19. After the meal ask for tea/ coffee and serve.
20. Present the check when requested, inside a bill folder with a pen.
21. Refill the water glasses whenever the level falls below half.
22. Light guest cigarettes when required, without their asking.
23. Be friendly and helpful, but never familiar with guests throats the service.



### **When Guest Leaves**

1. Draw out chairs especially for ladies and children.
2. Thank guest for the visit and wish as per time of day.

### **6.3 Let Us Sum Up**

Waiting at the table is an art and an efficient waiter should expertise in this. There are several rules identified while waiting at tables it includes the points to be kept in mind before Guest arrival, at Guest arrival and after the guest has left.

The extra cover on a table should be removed and the covers should be adjusted as per the order. The crockery should be properly checked that these are not cracked or chipped. Refill the water glasses and present the bill when requested, inside a bill folder with a pen. A waiter should always remember that he should be friendly and helpful, but never familiar with guest

### **6.4 EXERCISE**

1. Write rules for waiting a table.
2. List 10 items to be kept in sideboard for lunch service.
3. Write general rules of service.
4. What is crumbing?
5. What are the points to be kept in mind while laying a cover?

# UNIT 7 BREAKFAST

## Contents

- 7.1 Introduction
- 7.2 Objectives
- 7.3 Types of Breakfast
  - 7.3.1 Continental Breakfast
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  - 7.3.4 Indian Breakfast
- 7.4 Breakfast Table Setting
- 7.5 Breakfast Cover
  - 7.5.1 Full English breakfast Cover
  - 7.5.2 Continental Breakfast Cover
- 7.6 Order of Service for Breakfast
- 7.7 Let Us Sum Up
- 7.8 Exercise

## **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 AIMS AND OBJECTIVES**

After completion of this lesson you will be able to understand:

- Types of breakfast
- Menu for each type of breakfast
- Table setting
- Breakfast cover
- Order of service.

## **7.3 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

### **7.3.1 CONTINENTAL BREAKFAST OR CAFÉ COMPLET**

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:

#### **Juice**

Mango juice, pineapple juice, tomato juice, orange juice or grapefruit juice

#### **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 Complet'. If coffee is served with the above breakfast then it is known as 'Café Complet'. 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'.

### **7.3.2 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.

#### **Juice**

Chilled fruit juices - Pineapple, Orange, Apple, Grapefruit, Tomato

#### **Stewed Fruits**

Apples, Prunes, Figs, and 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

#### **Cereals**

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.

#### **Fish**

Herring, Haddock, Kedgres, Sardines are served.

#### **Eggs**

Boiled, Fried, Poached, Scrambled, Plain or Savoury Omelette.

#### **Meats**

Fried or Grilled bacon, sausages, ham, salami, kidney or liver.

#### **Rolls and toast**

Toast white or brown or rolls like croissant, muffins, brioche, doughnuts, Danish pastry.

### **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.

## **7.3.3 AMERICAN BREAKFAST**

Traditional breakfasts in the United States and Canada derive from the full English breakfast and feature predominantly sweet or mild-flavoured 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:

### **Juice**

Mango, Pineapple, Orange, Grapefruit, Tomato

## **Cereals**

Oatmeal (meal), cornflakes, wheat flakes, rice crispies, porridge are served with cold or hot milk.

## **Eggs**

Boiled, Fried, Poached, Scrambled, Omelette, served with bacon, ham or sausages.

## **Breads**

Toast white or brown, rolls, brioche croissant, with preserves like butter, jam, jelly, marmalade and honey.

## **Beverages**

Tea, coffee or hot beverages like Bournvita, Milo, Horlicks, Ovaltine American breakfast usually consists of fewer courses than English breakfast.

### **7.3.4 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.

## **Juice**

Mango, Pineapple, Orange, Grapes, Tomato

## **Fruit Salad**

Fresh, seasonal fruit accompanied with yoghurt or honey

## **Sweet dishes**

Rava Kesari, Basmati rice, sweet porridge, jalebi, halwa, and sweetened milk.

## **Eggs**

Boiled egg, omlette, scrambled eggs on white or whole meal bread toast served with

crumbled homemade paneer cheese & chopped spinach.

## **Breads**

Toast or plain white / brown breads, butter sandwiches

## **Indian speciality breakfast items**

Idlis, vadas, dosas and chapatis served with sambar and chutneys.

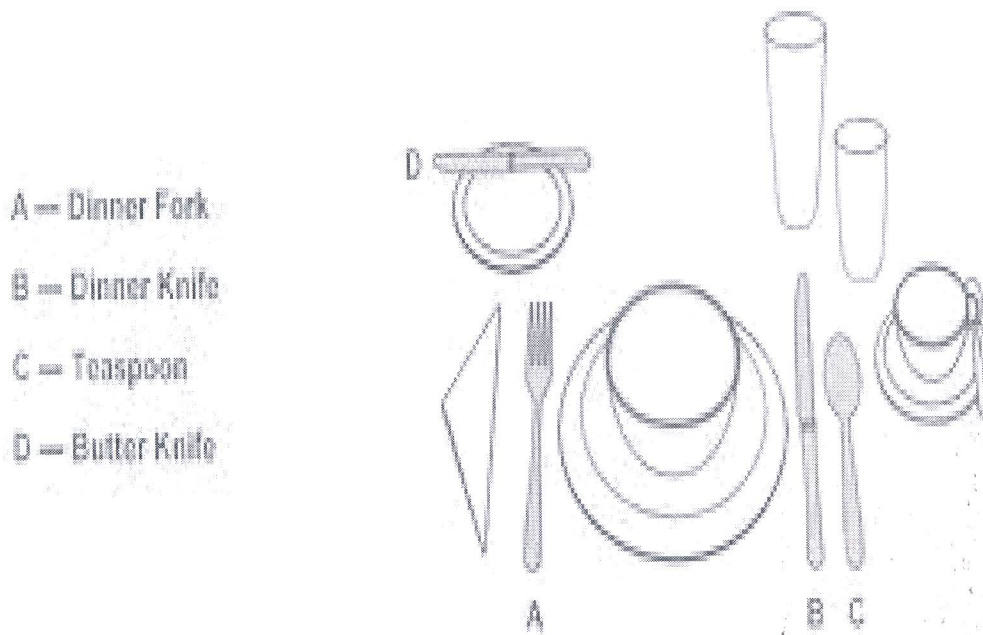
Bara, Puri and Upma, Pongal, Poha, or Shira (similar to Kesaribath)

Stuffed paratha breads or unstuffed parathas with cooked spicy vegetables especially aloo sabzi.

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

## 7.4 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:





## **7.5 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 English breakfast cover.
2. Continental breakfast cover

### **7.5.1 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:

- i) Side plate and side knife
- ii) Fish knife and fork
- iii) Joint knife and fork
- iv) Soup spoon and fork
- v) Tea or breakfast cereal cup, saucer and teaspoon
- vi) Slop basin
- vii) Tea strainer
- viii) Jug of cold milk (if tea bags used - no need for strainers)
- ix) Sugar cubes bowl and tongs or individual sugar packets
- in a bowl, cream or coffee mate pouches
- x) Butter dish on doily on an under plate with a butter knife
- xi) Preserve dish on a doily on an under plate with a preserve spoon
- xii) Cruet: salt, pepper, mustard and mustard spoon
- xiii) Serviette: either laid flat between the joint knife and fork or placed on the side plate under the side knife
- xiv) Toast rack on an under plate
- xv) Bread boat containing the croissant or brioche in a serviette to keep them warm.

- xvi) Stands or underplates for teapot / coffee pot and hot water jug / hot milk jug, salt and pepper, caster, sugar in shakers.
- xvii) Ashtray (depending on smoking policy)
- xviii) Table number display.

### **7.5.2 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:

- i) Stands or underplates for coffee / tea pot and hot milk / hot water jug or pouches of tea or instant coffee.
- ii) Side plate with side knife
- iii) Sugar cubes basin and tongs or individual sugar and creamer packets in a bowl
- iv) Tea or breakfast cup and saucer and a teaspoon
- v) If the beverage is tea, then the following additional items will be needed: slop basin and tea strainer.
- vi) Napkin
- vii) Ashtray (depending on smoking policy of the establishment)

### **7.6 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 centre of the cover.
- Remove the soiled fruit dish
- Place the cereal bowl, set an underliner, in the centre 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 centre 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.

### ***7.7 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.

## **7.8 EXERCISE**

1. What do you mean by breakfast?
2. What are the basic types of breakfasts?
3. What are the items that you usually find in a continental breakfast?
4. Define breakfast cover.

## UNIT 8 BEVERAGES

8.1 Introduction

8.2 Objective

8.3 Alcoholic Beverages

8.3.1 Beer

- Manufacturing Process of Beer.
- Brand Names
- Service of Beer

1.7.1 Whisky

- Manufacturing Process of Whisky.
- Brand Names
- Service of Whisky

1.7.2 Rum

- Manufacturing Process of Rum.
- Brand Names
- Service of Rum

1.7.3 Brandy

- Manufacturing Process of Brandy.
- Brand Names
- Service of Brandy.

1.7.4 Vodka

- Manufacturing Process of Vodka.
- Brand Names
- Service of Vodka

1.7.5 Gin

- Manufacturing Process of Gin.
- Brand Names
- Service of Gin

1.7.6 Liqueurs

- Definition
- Composition of Liqueurs
- Service of liqueurs

1.7.7 Wines



- Definition
- Steps to Manufacture wine.
- Classification of Wines
- Storage of wines
- Service of wines

#### 1.7.8 Cocktails

- Definition
- Functions of a good cocktail
- Composition of Cocktails
- Equipments required for making cocktails
- List of Cocktails

#### 1.8 Non Alcoholic Beverages

##### 8.4.1 Tea

- Types of Tea
- Storage of Dried Tea
- Preparation of Tea

##### 1.8.1 Coffee

- Processing of Coffee Beans
- Methods of Preparation of Coffee
- Pot Method
- Filter Method
- Percolator Method
- Espresso coffee
- General Rules for Storing and for Making Coffee

##### 8.5 Let Us Sum Up

##### 8.6 Exercise

## **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 (caffein). 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 OBJECTIVE**

In this lesson we shall discuss about the beverages. After completion of this lesson you will be able to understand:

- Beverages and their classification
- Alcoholic and non-alcoholic beverages
- Preparation of non-alcoholic 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 BEER

Beer is the fermented product of barley malt, flavored with hops, and with an alcoholic percentage of about 3 to 6 ABV. An ideal temperature for service of beer is 8-10 degree Celsius.

If beer is kept too long in bottles, casks or cans, it gradually loses its subtle flavour. Beer should be stored upright. Beer is lifeless after 3-6 months on the shelf. Draught beer has a shelf life of 2 weeks and in tropical countries may be 3 days.

The following are used for the manufacture of beer:

- **Malt** : of barley
- **Hops** : the flower of a vine, the oil of which gives beer its flavours.
- **Sugar** : special graded, refined sugar is added for sweetness.
- **Yeast** : For fermentation.
- **Finings** : From sturgeon fish, called isinglass, attracts sediments to bottom of cask and clears and brightens the beer.
- **Priming** : solution of sugars and hops added at racking time for producing CO<sub>2</sub> gas in the cask.
- **Water** : from special wells, containing minerals which impart character to beer.

Beer is manufactured from the grain barley.

Barley is first allowed to malt. It is steeped in water till it turns to soluble sugar.

This is cooked with water and at the right stage the liquid called wort is drawn

off and the hops are added for flavour. The wort is cooled, and cultured yeast is added for fermentation. Fermentation time is usually about 36 hours.

The type of beer produced depends upon the strain of yeast used. The yeast strain determines whether top or bottom fermentation takes place. Most beer is the result of bottom fermented i.e. the yeast settles to the bottom of the beer after fermentation is completed. Such beer is lager, which is aged for several months to mellow it.

Ale is a top fermenting beer, with a sharper taste and stronger flavour of hops.

Stout is a type of Ale which is made from roasted malt and very heavily flavoured with hops. It is dark and very heavily flavoured with hops. Porter is another type of Ale which is darker and stronger in alcohol content than stout, but with milder flavours on hops. Stout and porter are variations of ale.

After fermentation beers matured and racked into casks or kegs. Priming is then added for producing CO<sub>2</sub>. Then fining are added to clear and brighten the beer, beer is then bottled or kept in cask.

### BRAND NAME

Denmark	:	Carlsberg Beer, Tuborg
Germany	:	Three Crowns, Heineken, Beck's Beer
Holland	:	Amstel, Heineken Lager Beer
Mexico	:	Carta Blanca
India	:	Kingfisher, Golden Eagle, Rosy Pelican, Kalyani Black Label, Hayward, Thunderbolt, Knockout
Brazil	:	Brahma
Canada	:	Golden Ale, Alpine Lager, London stout
Australia	:	Fosters, Victoria Bitter, Melbourne Bitter, Oatmeal Stout



## SERVICE OF BEER

1. Take the order from brands available.
2. Obtain chilled beer bottle and a beer mug or glass from the bar.
3. Present the bottle to the guest and open the crown cap using bottle opener.
4. Determine whether the guest prefers it with or without froth. If with froth then pour the beer straight into the glass, if without froth tilt the glass slightly and pour down the side of the glass.
5. The serving of beer is also an art. When pouring beer, it is best to run it along the side of the glass. Hold the glass at an angle, pour a little, then stop to allow first froth to settle, then fill the glass, so that the frothy head stands little above the rim of the glass. One and a half to two inches is an ideal height of the forth. If the beer is too cold then there will be weak froth, if too warm then there will be too much froth.

## GLASSWARE

Beer can be served in mugs, beer glass, schooner or a tankyard. The traditional Swiss or German way of serving is in stoneware mug with or without a lid, has a neutral taste and smell.

### 8.3.2 WHISKY

Whisky is the spirit produced by the distillation of fermented mash of grains usually barley, maize, rice, or a combination of these and is aged in Oak wood Casks.

SCOTCH is the world famous whiskies from Scotland. Scotch is a blend of two types of whiskies:

- a) **Malt whisky**- which gives scotch body and character.
- b) **Grain whisky**- which gives it lightness and flavor. The malt whisky is produced by the pot still method, while the grain whisky is produced by the patent still method.

#### Basic manufacture

- Barley washed (husk removed) and dried. Then it is soaked in water for 2-3 days to germinate. (Water is from special wells and imparts special character). Spread on floors for 8-12 days to germinate.
- Smoked over smokeless coal and peat, which gives flavor and aroma.
- Barley is then crushed with hot water to convert soluble starch into maltose. Liquid called wort is produced.
- Wort is cooled and fermented with yeast, to give a weak alcoholic liquid wash.
- Wash is twice distilled by pot still to give malt whisky. Matured in oak wood casks for 3-15 years or more. Finer whiskies may be matured in old wine or sherry casks. Matured malt and grain whiskies are blended to perfection. May be matured further after blending.
- Filtered and bottled.

## Scotch brand names

### Royal premium

Royal salute

### Premium

Johnnie walker Black label

Antiquity

Chivas regal

Dimple

Old smuggler

### Regular

Johnnie walker red Label

Teachers

white horse

Vat 69

cutty shark

**BOURBON** Whisky is the famous whisky from America. It is made from a mixture containing at least 51% corn, and the rest is usually rye.

**BRAND NAMES-** Old grand dad. Old crow, four roses

**CANADIAN WHISKY** is made from better grades of cereals e.g. Corn, rye and barley, and barleys, and are usually light in color.

**BRAND NAME** – Canadian club, Seagram's v.o.

**IRISH WHISKY** Like scotch, these are also produced from malted barley. However it does not have the smoky peat flavors which is a characteristic of scotch.

**BRAND NAME-** John Jameson, Royal Irish, Abbey stert.

## Service of whisky

Whisky is popularly served on-the –rocks, or with soda or water, in highball or old fashioned glasses.

Popular cocktails made from whisky include manhattans, mint julep, whisky pour, old fashioned etc.

### **8.3.3 RUM**

It may be defined as spirit distilled from the by-product of sugarcane, the cane juice can be directly fermented into alcohol instead of having to be first converted into starch to sugar.

#### Basic manufacture

- Sugarcane stripped of leaves, crushed and juice extracted.
- Put in vacuum pans where water evaporates leaving behind a thick syrup which granulates
- Centrifuged to get a thick dark liquid called molasses.
- Molasses is fermented for 12 to 36 hours.
- The fermented liquid is distilled by pot still (for heavy rums), or by patent still (for light rums).
- Usually matured for ½ up to 7 to 8 years and then bottled.

#### Types of Rum

- a) Light-bodied, drier rum- the best ones come from Spain, Cuba, Puerto Rico, West Indies.
- b) Heavy- flavored, dark rums-most rums come from Jamaica, Trinidad, and Demerara.



### Brand Name of Rum

1. Jamaica : Jamaican dark rum, lemon hart
2. Cuba : Bacardi Rum
3. Martinique : Negrita, clement
4. Demerara : light hart, lamb's navy
5. America : Puerto ricon rum
6. India : old monk, Hercules, rosa, sikkim high and dry.

### Service of Rum

Is served 30 or 60 ml in highball glass, with ice and cola or soda or water.

Popular rum cocktails are Cuba Libra, daiquiri, Bacardi

### **8.3.4 BRANDY**

Brandy or "burnt wine". This is a mixture of distillates obtained from the fermented mash of grapes, which is aged in oak casks for usually 3 to 8 years.

**Cognac** is the most famous brandy in the world that comes from the Cognac region of France.

The Charente district is divided into the following 7 regions which produce sever grades of cognac.

1. Grande champagne
2. petite champagne
3. borderies.
4. fins bois
5. bones bois
6. bois ordinaires
7. bois communs

## **Basic manufacturer of cognac**

Juice of the St.Emillion grape or folle Blanche or colombarid grape is fermented.

The wine obtained is twice distilled by pot still method.

It is aged in limousine oak casks, which develop its special flavors. Certain cognacs maybe matured in wood for 25 and upto 50 years.

Next it is blended and bottled.

Since cognacs are blends, vintage year is never associated with them.

## **Quality indications**

The following appear on cognac bottles.

One star-matured 2 years V.O. – very old

Two star-3-4 year's V.S.O.-very superior old

Three star-5 year's V.S.O.P- very superior old pale

Four star-6 year's E - extra or special

Five star-7 year's F- fine

Q- Quality

X- Extra

## **BRAND NAMES OF COGNAC**

Hennessy, Bisquit Doubouche, Courvoisier, Martell, Remy martin etc.

**ARMAGNACS** are brandies made in garcons, south of Bordeaux in France, Armagnac are only distilled once and aged in black oak casks.

**GRAPPA** is a fiery, harsh brandy made in Italy.

**INDIAN BRANDY:** honeybee, beehive, McDowell. Certain fruits such as apples are also used for making fruit brandy. Calvados is a fine apple brandy from France. Apple jack is another popular apple brandy from USA.

### **SERVICE OF BRANDY**

Brandies, particularly the finer ones like cognacs, have a distinct aroma and bouquet which are savored while drinking.

Thus brandies are best served neat, 30 ml (or 60 ml on request). In large (8 to 10 oz) brandy balloon/snifter/inhaler, this has a wide base and a narrow mouth which helps to retain the bouquet.

Sometimes, when requested by guest, brandies maybe served with hot water. Popular brandy cocktails are **brandy Alexander, side car etc.**

### **8.3.5 VODKA**

Vodka is an alcoholic distillate made from the fermented mash of grain, potatoes etc.

#### **Basic manufacture**

Barley, maize, potatoes and other starch products are ground and roasted, and heated with water to change starch to dextrose.

The liquid produced, called wort, is cooled and fermented for several days. A weak alcoholic liquid called wash is obtained.

This is distilled by patent still to get the rectified spirit called vodka.

Sometimes vodka is flavored with Zubrowka grass or mustard or almond, or cinnamon or cayenne or various aromatic herbs, and these are aged for 2-3-years before bottling,

Vodka originated in Russia/Poland. Nowadays many countries including America, Germany, and England etc are manufacturing vodka.

### Brand names:

Stolichnaya	(Russia)
Wyborowa	(Poland)
Zubrowka	(Poland)
Smirnoff	(u.k.)
Red czar	(India)
Ruskaya	(Russia)
Finlandia	(Finland)

### Service of vodka

**Vodka is** traditionally served chilled and neat in small vodka glasses, and it is drunk in one gulp.

In Europe vodka is served in schnapps glasses. 20 or 40 ml along with savories, whereas in India, we serve 30 or 60 ml at a time.

Vodka being colorless, odorless and tasteless is a good spirit for cocktails. Some popular cocktails made from Vodka are screwdriver, bloody Mary.

### **8.3.6 GIN**

Gin is distilled from mash or by re –distillation of spirits, and flavored with juniper berries and other plant material.

#### Basic manufacture

- Gin is usually made from grain formula of 75% corn, 25% barley malt, and 10% other grains.
- These are ground and minced into a liquid form.
- Fermented with yeast, and the resultant alcohol is distilled and then flavored with juniper berries and other plant material e.g. Coriander, angelica, worm wood, orange peel.
- Gin does not need to be matured.



### **Types of Gin**

Holland gin: heavy bodied with a malty aroma.

London gin: dry gin.

Golden gin: straw colored, dry and aged.

Sloe gin: very sweet. Dry gin flavored with sloe berries

### **Brand names**

Beefeater (England)

Booths ”

Gordon ”

Blue ribald (India)

Craws ”

### **Service of gin**

Gin is very popular in mixed drinks; it is drunk in the form of gimlet (with lime), pink gin (with angostura bitters) and other cocktails like martini, pink lady, Bronx etc.

### 8.3.7 LIQUEURS

Liqueurs are sweetened and flavored spirits. These are digestive after-meal drinks.

In older days liqueurs were used for medicinal purposes and made in monasteries which kept the formula and manufacturing process a closely guarded secret. These were first introduced in the court of king Louis of France, and have since, gained worldwide popularity.

#### ALL LIQUEURS CONTAIN

1. A spirit base.
2. Sweetening agent.
3. Flavoring material.

**The spirit:** Plays a dual role in Liqueurs-

- As the agent which gives them alcoholic strength and the distinctive flavor of the spirit.
- As dissolving agent which extracts the oils, essences, acids, extracts etc from the flavoring agent.

**The sweetening agent:** is usually cane or beet sugar or honey. Or some other material permitted by local laws.

**The flavorings material:** roots, plants, flowers, fruits and other vegetable material usually flavor liqueurs.

The purity and excellence of flavoring material is maintained and often kept secret by the makers.

#### CATEGORIES OF LIQUEURS

There are four broad categories:

1. **Herb liqueurs**: are flavored with herbs e.g. crème de menthe, chartreuse, Drambui, Irish mist.
2. **Citrus liqueurs**: are mostly flavored with peels of citrus fruits like oranges, lemon. E.g. Cointreau and Curacao, which are orange flavored.
3. **Fruit liqueurs**: are flavoured with almost any kind of fruit other than citrus. E.g. crème de banana, crème de fraises. However fruit brandies, which are liqueurs are different as the base spirit is derived from distillation of fermented wash of that fruit e.g. Cherry brandy. Apricot brandy, peach brandy.
4. **Bean and kernel liqueurs**: are made from cocoa beans, vanilla beans, nuts and fruit kernels. E.g. Crème de cacao, Tia Maria, Crème de vanilla.

### **SERVICE OF LIQUEURS**

Liqueurs are served neat and at room temperature, 1 oz (30 ml) at a time, in small liqueur glasses.

These are best served after a meal / with coffee.

## **8.3.8 WINES**

### **DEFINITION**

Wine is an alcoholic beverage obtained from the fermentation of freshly gathered grapes. Fermentation is done in the place of origin according to the local customs and traditions.

### **BASIC STEPS OF WINE MANUFACTURE**

- Picking of Grapes.
- Gathering of Grapes.
- Crushing / Pressing of Grapes.
- Fermentation of Grape Juice.
- Racking
- Fining
- Maturing
- Bottling
- Marketing

The major components of wine are:

- a) Sugar
- b) Alcohol
- c) Acid
- d) Tannin (Red)
- e) Glycerin
- f) Carbon Dioxide (Sparkling Wines)
- g) Water

**SOME MAJOR WINE PRODUCING COUNTRIES ARE:**



- a) France
- b) Germany
- c) Italy
- d) Spain
- e) Portugal
- f) Others Including Greece. U.S.A

### CLASSIFICATION OF WINES

- Table Wines-** These are also known as still wines as they lack carbonation. These may be dry or sweet depending on the sugar content and they may be red, white or pink in color. These Wines normally accompany various courses of meals. Their alcoholic content is usually between 12 to 16 %
- Sparkling Wines-** Contain carbon dioxide gas which makes them fizzy. Alcoholic content is usually less than 14% and most sparkling wines are consumed on occasions and may accompany any course of the meal.
- Fortified wine-** Are those to which some spirit, usually brandy is added, to increase their alcoholic content, which may be high as 21-22%. They are best drunk either with the beginning or the last course of a meal. E.g. Port sherry, Madeira, etc.
- Aperitif** Include those wines to which special flavour and Characteristics of different types of plant material have been imparted. These are best served as aperitif wines. E.g. Vermouth.

## STORAGE OF WINES

- Wines are stored in wine cellars the temperature of which should be maintained between 52 to 56 F.
- All wines except screw top bottles should be stored on their sides, labels up. This allows the wine to mature and prevents the wine from becoming “corky”.
- Wines should be stored in a clean area free from temperature fluctuations, strong light, strong odors, excess humidity or dryness.
- Wines, particularly red wines, should not be handled too much as this disturbs natural sedimentation.

## SERVICE OF WINE (WHITE)

### Equipments

- a) White wine glass
- b) Cork screw opener
- c) Wine cooler
- d) One quarter plate
- e) Three cloth napkins

## SERVICE

1. Put broken ice and water in wine cooler. Place the white wine bottle in the cooler, placing a clean napkin around the neck. Keep the wine cooler on a large plate covered with a cloth napkin.
2. Keep the wine cooler near the guest's table.
3. Take the napkin that was placed around the neck.
4. Present the bottle to the guest with the label facing the guest. While presenting the bottle, announce .
5. After the guest has approved the wine, place it on the table and cut the foil a little below the neck. Keep the cut foil in the quarter plate.
6. Clean the top of the cork with a napkin.
7. Pull out the cork without breaking it with a corkscrew. Present the cork to the guest to smell.
8. Clean the lip of the bottle with a clean napkin.
9. Wrap a napkin on the bottle, and hold it in your right hand. Pour a little wine to the "HOST", for him to taste and check whether it is at the right temperature.
10. First serve all other guests and then the host. Never fill the glass fully, but only 2/3 rd of it, so that the guests can enjoy the fine aroma of the wine.
11. A wine waiter should be very alert, and keep on refilling the glass. A wine glass should never be allowed to be totally empty.
12. When the bottle is finished ask the guest whether he would like another bottle of wine.

## SERVICE OF RED WINE

### Equipments

- A) Red Wine Glass
- B) Cork Screw Opener
- C) Quarter Plate
- D) Wine
- E) Wine Cradle
- F) Cloth Napkin

### SERVICE

1. Red wine is served at room temperature.
2. Present the bottle to the guest.
3. Cut the foil a little below the neck and keep in quarter plate.
4. Clean the top of the cork with a clean napkin
5. Pull out the cork with the cork screw.
6. Present cork to the guest for smelling.
7. Clean the lips of the bottle with a clean napkin.
8. Pour a little wine to the "HOST" for tasting.
9. Serve to all other guests.

**Famous wines of the world:**

France	Germany	Italy	Spain	Portugal	USA	India
Château Lafite-Rothschild	Piesport	Abruzzo	Sherry Malaga	Port Madeira	Château St. Jean	Sula Marquis de Pompadour
Château Latour	Bruttig	Barbaresco			Cabernet	
Château Mouton-Rothschild	Cobern	Barolo			Pinot Noir	
Château Margaux	Graach	Chianti				
Château Haut-Brion	Serrig	Valgella				
Château Pétrus	Kesal	Grumello				
Hermitage		Inferno				
Château-Grillet		Lugana				
Vougeot		Merlot				
Châteauneuf-du-Pape		Valpocilla				



### 8.3.9 COCKTAILS

A **cocktail** is an alcoholic mixed drink that contains two or more ingredients—at least one of the ingredients must be a spirit.

Cocktails were originally a mixture of spirits, sugar, water, and bitters. The word has come to mean almost any mixed drink that contains alcohol. A cocktail today usually contains one or more kinds of spirit and one or more mixers, such as soda or fruit juice. Additional ingredients may be sugar, honey, milk, cream, and various herbs.

**The functions and qualities of a good cocktail are as follows.**

- 1) It must wet the appetite and not dull it. This first basic requirement to a good cocktail automatically laminates the very ideas of over sweetened, over rust juice, over egg, and over cream conventions customary found in cocktail recipes.
- 2) It should stimulate the mind as well as the appetite. The well made cocktail is one of the most gracious of drinks. It pleases the senses.
- 3) It must be pleasing to the appetite and palate; in order that a cocktail may satisfy the palate it must be dry you smother.
- 4) It must be pleasing to the eye.
- 5) It must have sufficient alcoholic flavors to be readily distinguishable.
- 6) It must be well ice.

Each cocktail must contain at least two distinct types of ingredients;

- i) A base
  - ii) Modifying, smoothing or aromatic agents. Additional flavors and colorings ingredients.
- i) Base:** - a fundamental and distinguishing ingredient of a cocktail usually consist of liquors like whisky, rum, gin brandy etc. Normally the cocktails base should be of single liquor and this liquor being the distinguishing and pod cement ingredient determines the type of cocktail. Thus we have

gin cocktail, whisky cocktails, whisky cocktails, rum cocktails etc.

ii) **Modifying ,smoothing or aromatic ingredients:-**

It is an ingredient in combination with the base which characterizes the cocktail. In the absence of this very ingredient the base no matter how violently shaken, thoroughly chilled would still not be a cocktail but would remain merely as a chilled liquor .It's function is to smoothen down the sharpens of the neat liquor and add character to it's maturely flavors. The flavors to the modifier in itself should never predominate but should always remain submerged. These agents may be deviated into three groups.\

a) **Aromatics:-** It includes aromatic wines such as French and Italian vermouth e.g. deponent.

b) **Bitters:-** a common term used for the number of highly flavored, pungent and bitter liquid compounds, which are prepared from the fruits, bark, roots and leaves of various trees and plants, they are made other according to the main ingredient used for flavors of name of the manufacture such as orange, peach and name guitar.

c) **Fruit juices:-** orange, lemon, pineapple, with or without sugar, mix agents, sugar, shymps, cream, eggs etc. all these modifiers particularly the aortic wines and above all bitters must be used with discretion .

### Equipments and ingredients require of for a cocktail bar:-

1. Corkscrews, crown cork sponer.
2. Ice outer .ice shaver, pick scoop, ice bucket and ice tongs.
3. Mixing glass cocktails such as martini etc.
4. A decanter, bitter battle with a sprinkler, stoppers fitted with angostura range, peach bitters and absinthe.
5. Optic spirit measures.
6. A fruit knife, fork, squeezer and board.
7. Drinking straws, cherry and a nutmeg grater.
8. A sugar and mint muddler and a nutmeg grater.
9. A strainer and a funnel.
10. Various types of glasses.
11. various
12. Regular supply of glass cloths and servitors etc.
13. Ashtrays, matchboxes, placates, paper napkins etc.
14. Water cooler, refrigerator, load shoat cultural maker for mixing froe acquire.

**INGREDIENTS** – eggs, cream, milk, lemon oranges, and cherries mint cucumber ring olives plain and stuffed, pearl onions, clover, ginger, cinnamon, nutmeg, crisp and cheese stews.

### **LIST OF COCKTAILS**

#### Gin Based Cocktail

- Alaska
- Between The sheets
- Gimlet

### Vodka Based Cocktail

- Black Russian
- Blue Lagoon
- Bloody Marry

### Rum Based Cocktail

- Cube Libre
- Honey Bee
- Mai Tai

### Brandy Based Cocktail

- Brandy Cobbler
- Brandy Fizz
- Brandy Flip

### Whisky Based Cocktail

- Manhattan
- Canadian Apple
- Rusty Nail



## **8.4 NON ALCOHOLIC BEVERAGES**

### **8.4.1 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.

#### **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. Some of the popular black teas include English Breakfast, and Darjeeling.

### **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.

### **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 Beverages leaves and most Darjeeling teas usually only need 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 trainer 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.

#### **8.4.2 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.

#### **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 Beverages 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")

The above method is 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).

## **Pot Method**

- i) Warm an earthenware pot or jug. Put in 3 level teaspoons of fresh coffee powder (coarse grind) for each 250 ml cup.
- ii) 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.
- ii) Pour the coffee through a fine meshed sieve or cloth. Add milk and sugar to taste.

## **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.

- i) 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.
- ii) Pour water which has just come to boil over (he plunger in a circular motion. Let it stand for 5 to 7 minutes.
- iii) Coffee can be poured out straight from the lower vessel and milk and sugar added as required.



## **Percolator Method**

- i) Place the ground coffee powder in the centre section of a clean warm percolator on a fine strainer fitted inside and resting on a paper filter (a pinch of salt is mixed with the coffee).
- ii) Pour fresh boiling water slowly through the top section.
- iii) The water passes through the coffee, is strained and collects in the bottom section of the apparatus.

## **Espresso or Café 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 cream, reddish-brown foam that floats on the surface of the espresso. It is composed of vegetable oils, proteins and sugars. Cream has elements of both emulsion and foam colloid.

## **General Rules for Storing and for Making Coffee**

- i) 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.

- ii) 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.
- iii) 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.
- iv) Fresh coffee is the best; so buy quantities to last not more than a week.
- v) Use the exact quantity of powder required.
- vi) Use freshly drawn and freshly boiled water.
- vii) 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.

#### **8.4 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, viz. 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 flavourings and relatively high sugar content are generally referred to as compound beverages. E.g. Liqueur, gin, etc.

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.

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. E.g. for non-alcoholic beverages (cold) include beverages aerated with carbonic gas, spring water, mineral water, squash, juice, syrup, etc. E.g. 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.

## **8.6 Questions and Exercise**

- Name the different types of tea.
- List types of Beer .....
- Examples of Non Alcoholic Beverages are .....
- Examples of Alcoholic Beverages are .....
- What are the various types of wines?
- Explain the service of red wine
- What is a cocktail and how they are made
- Explain
  - Aquavit
  - Grappa
  - Calvados
- How do you categorize the component of Liqueur

- Give the brand names of the following
  - Gin
  - Vodka
  - Scotch whisky
  - Rum
- How do you serve brandy?
- Write the manufacture process of rum.
- Explain how Vodka is processed
- List the different types of coffee.