



Province of the
EASTERN CAPE
EDUCATION

HOSPITALITY STUDIES

GRADE 10

MISE-EN-PLACE IN THE RESTAURANT PLATE SERVICE NOTES

TERM 3 WEEK 9

This document consists of 9 pages

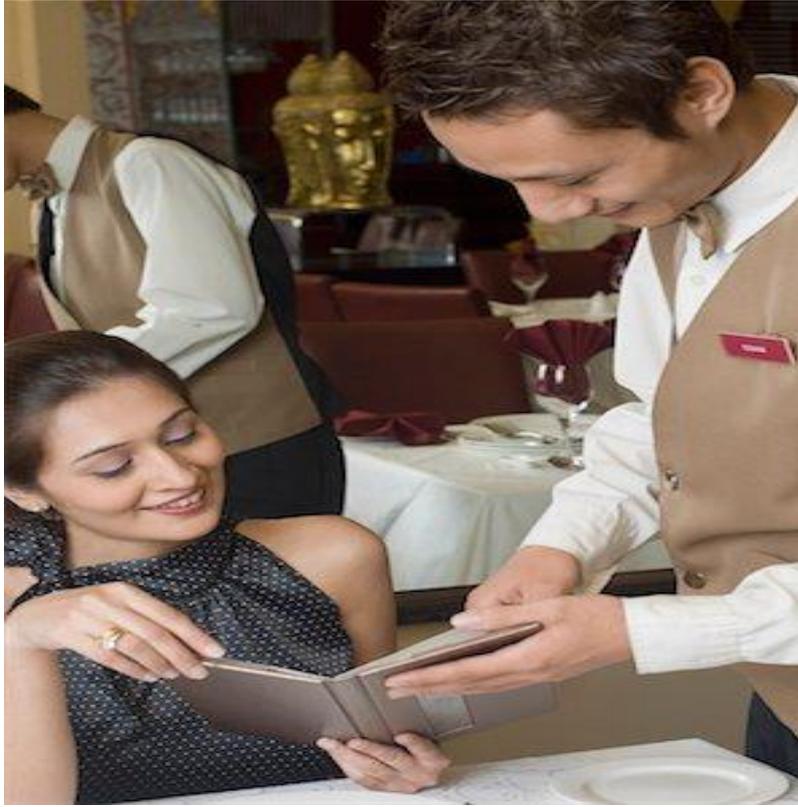
TERMINOLOGY

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| 1. Plate service | Food arranged on the plate before the waiter takes the plate to the guests. |
| 2. Host | The person who booked the table and/or is paying for the meal. |
| 3. Bill | A document that tells the guest how much she/he owes from what she/he has ordered from the restaurant. |
| 4. Gratuity | a tip or a bonus for good, well executed service. |
| 5. Closing mise-en-place | Preparation after the food service. |
| 6. Maître d' hôtel | A head waiter who keeps track of the vacant tables, reservations, seats guests, is usually the first person to greet the guests. |

RECEIVING AND SEATING GUESTS

- Greet the guests in a friendly manner and address them in their preferred language, if possible.
- Introduce yourself politely.
- Lead the guests to the table and place menus in front of them.
- Seat the guests and always seat ladies before men.
- Make sure you know who the host is at the table.
- Open the serviettes and place them on each guest's lap.
- Approach the table when you think the guests have had enough time to look at the menus. Suggest taking the drink orders and mention any specials on the menu.
- If you are busy with another table when the guests arrive, acknowledge them and mention that you will be with them shortly.

PRESENTING THE MENU



- Carry the menu on the flat part of your left arm.
- Open the menu from the top, using your right hand.
- Present the menu to the guests from their left-hand side.
- If the guest does not take the menu, place the menu on the table, close to the guest.
- Ensure that you are familiar with the menu as well as the preparation methods and cooking times of all the dishes on the menu.
- Suggest the items that do not appear on the menu or variations to menu items.
- The Sommelier (wine waiter) is the one presenting the wine list.

TAKING THE ORDERS



- Take the drink orders as soon as possible after the guests are seated.
- Suggest menu items or give advice if asked to by the guests.
- Assist guests in making their selections by explaining the ingredients and appearance of various cocktails.
- Take the orders. Stand upright and write down the orders on a notepad.
- Record orders in an anticlockwise sequence.
- Place the orders with the bar.
- Present the bread or rolls.

SERVING DRINKS



- Arrange drinks on the tray in a sequence that corresponds with the order in which guests are seated around the table.
- Carry the drinks tray to the table. Hold the tray on the left hand side.
- Serve the drinks sequentially around the table.
- Move around the table in an anti-clockwise direction.
- Always serve the host last.
- Place each drink to the right of the guest's wine glass.

SERVING PROCEDURE



- Serve the guest on the immediate right of the host first and then move in an anti-clockwise direction around the table.
- Serve all ladies first and the host/hostess last.
- Serve and clear the plates from the right hand side of the guests.
- Always carry cutlery on a service plate and cover it with a serving cloth or serviettes.
- Use a service cloth to handle warm plates.
- Handle cutlery by their handles and glasses by their stems.
- Carry plates without disturbing the arrangement of food.
- Carry two to three plates at a time in your left hand if you can.
- Do not touch food or the inside of the plates, glasses or cups.
- Place lids upside down on the sideboard.
- Waiters may not stretch their arms in front of seated guests.
- Stay behind the guests.
- Always carry glasses on a tray when the guests are present.
- Do not clean cutlery in front of the guests.
- If the guest drops his/her cutlery, pick it up and replace it with clean cutlery.

SERVING TEA AND COFFEE



- Take the order.
- Ask the guests if they prefer cold or hot milk.
- Serve from the right hand side of the guest.
- Place the required accompaniments such as milk, sugar, sweeteners, as well as cream and lemon if needed.
- Place the cup on the saucer with the handle pointing to the right.
- Place the spoon at the back of cup with the handle of the spoon pointing to the right.
- Carry the tray on the palm of your left hand.
- **For tea:** Customers always help themselves, a waiter may not pour tea into a cup except at buffet meal. If the teabags are used, make sure that the tags are not hanging out and provide small dish for the used tea bags. Tea is always poured before milk.
- **For coffee:** Ensure that the coffee is hot NOT boiling. Milk is only served warm on request. Always lift the cup to the pot when pouring from a pot with a short spout. If the pot has a long spout, pour the coffee into the cup on the table. Serve speciality coffee such as espresso and cappuccino in the cup.
- Make sure that you offer refills when guest cups are nearly empty.

PREPARING AND PRESENTING THE BILL



- Make sure that the correct items have been entered onto the bill.
- Give the correct bill to the correct table.
- Place the bill inside a bill holder and close it or present the bill on a side plate.
- Place a pen that works inside the bill holder if the restaurant offers credit card facilities.
- Always present the bill to the host from his or her right hand side. If you are not sure who the host is; give the bill to the person who asked for it or place it in the middle of the table.
- Return to the table promptly, pick up the bill holder and take it to the till or cashier to process the money.
- Allow the guests to pay when they are ready.
- If the guest is paying with the credit card, bring a handheld credit card machine to the table and make sure that you know the correct procedure to follow when processing credit card payment.

HOW TO HANDLE AND ACCEPT GRATUITIES

- If service was accepted, a gratuity of ten per cent may be accepted.
- Acknowledge any tip pleasantly by a simple sincere 'Thank you' to the host.
- Do not wall around, expecting a tip.

BIDDING GUEST FAREWELL

- The farewell should be warm and friendly.
- Invite guests to return.
- If you are not busy at another table, assist guests who are departing by moving their chairs for them and collecting their belongings.
- Escort them to the exit.

CLEARING THE TABLES



- Try to clear tables on each trip to and from the service area.
- Learn to clear as quickly as possible.
- Handle the cutlery gently but firmly and do not bang the plates when scraping or piling them.
- Do not hurry the guests when clearing.
- Start clearing with the person to the right of the host.
- Stand at the back right hand corner of the guest's chair, lean forward and pick up the used plate and cutlery in your right hand.
- Transfer the plate to your left hand, holding it between your thumb and index finger.
- Place your thumb over the end of the fork handle.
- Use the knife to move left-overs to the front of the plate.
- Place the knife under the handle of the fork at a right angle.
- Move around the table in an anti-clockwise sequence and place yourself behind the next guest.
- Hold the first guest's empty plate in your left hand behind the back of the guest, lean forward and pick up the second plate and its cutlery.
- Transfer the second plate to your left hand.
- Position the plate on the platform above the first plate.
- Place the fork alongside the other fork on the first plate, and using the knife, push the left overs off the second plate onto the front of the first plate to join the scraps that are already there.
- Place the knife alongside the other knife on the first plate.
- Continue moving around the table in an anti-clockwise sequence and collect the remaining plates and cutlery.
- Stack the plates on the second plate and arrange the cutlery on the first plate, following the same procedure as for the second plate.

CLOSING MISE-EN-PLACE

- Remove all dirty glasses and empty jugs.
- Clear all used serving dishes and utensils.
- Cover all left over fruit with plastic and refrigerate.
- Clear all tables and remove the table cloths.
- Wipe the counters and tables.
- Switch off the hot beverage machines and clean them.
- Arrange the tables and prepare the dining room for the next service.
- Follow the correct cleaning procedures for the linen, crockery, cutlery, glasses and any other equipment used.
- Count all equipment and return it to the store.
- Store the linen, crockery, cutlery, glassware and equipment in the correct place and manner.
- Make sure that the storerooms and cupboards are locked.
- Switch off the lights and other electrical appliances.