



Province of the  
**EASTERN CAPE**  
EDUCATION

# **HOSPITALITY STUDIES**

**GRADE 10**

## **MISE-EN-PLACE IN THE RESTAURANT PLATE SERVICE WORKSHEET MARKING GUIDELINE**

This document consists of 4 pages

- 1.
- 1.1. Bill.√ (1)
- 1.2. Maître d' hôtel.√ (1)
- 1.3. Host.√ (1)
- 1.4. Closing mise-en-place.√ (1)
- 1.5. Gratuity.√ (1)

2.

2.1. Plate service√- food is arranged on the plate before the waiter takes the plate to the guests.√ (2)

2.2.

- 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.√

Any Four (4)

2.3.

- 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.√
- Any Five (5)

#### 2.4.

- 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 cups are nearly empty.√
- Any Five (5)

#### 2.5.

- 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.√
- Any Four (4)

3.

3.1. Taking orders.√ (1)

3.2.

- 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.√

Any Four (4)

4.

- Remove all dirty glasses and empty jugs.√
- Clear all used serving dishes and utensils.√
- Cover all left over food 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.√

Any Five (5)

**GRAND TOTAL: 35**