

Food and Beverage Service

Level – II

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2



Module Title: Specialize Food and Beverage Services

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Introduction to the Module

In food and beverage services field: Specialize Food and Beverage Services helps to Identify styles of service, to apply specialized food and beverage services methods, to Perform room service orders, to Set up trays and trolleys, to Present room service meals, beverages and bill to guests and apply ways of clean clear room service area

According to the room service in commercial hospitality establishments.

This module is designed to meet the industry requirement under the food and beverage service occupational standard, particularly for the unit of competency: **Specialize Food and Beverage Services.**

This module covers the units ::

- Style of service
- Specialized food and beverage services methods
- Room service orders
- Set up trays and trolleys
- Room service meals, beverages and bill to guests
- Clear room service area

Learning Objective of the Module

- Identify styles of service
- Apply Specialize food and beverage services methods
- Perform room service orders
- Set up trays and trolleys
- Present room service meals, beverages and bill to guests
- Apply ways of clean clear room service area

Module Instruction

For effective use this modules trainees are expected to follow the following module instruction:

1. Read the information written in each unit
2. Accomplish the Self-checks at the end of each unit
3. Perform Operation Sheets which were provided at the end of units
4. Do the “LAP test” giver at the end of each unit and
5. Read the identified reference book for Examples and exercise

Unit One: Style of Service

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Different styles of service
- Arrange the service area
- Arrange service equipment.

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Identify different styles of service
- Arrange the service area
- Arrange service equipment

1.1. Different style of service

INTRODUCTION

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Service is a term that is used to describe the manner and method in which food is served to guests in foodservice operations. In former times, this often constituted an elaborate and convoluted protocol, much of which is no longer in vogue, notwithstanding that some technical terms are still in use today.

When food is placed directly on plates and served to guests at the table, this is referred to as service a l'assiette. When guests serve themselves from the dish on the table with serving spoons, this is referred to as service a la franchise. When the waiter places the food on the diner's plate, this is referred to as service in the a la anglaise style. In service a la russe, which is also known as au guerdon, the dish is first offered to guest for viewing or approval, and then food is served onto the diner's plate at a pedestal table or guerdon, which is located close to or besides the dining table.

There are many different types of food and beverage service types or procedures, but the major category of the food service is table service, counter service and self service style of service. May include but not limited;

- 1) Table service
- 2) Self service
- 3) Assisted service
- 4) Single point service
- 5) Specialized forms of service

Below is the list of different type of food and beverage service followed by hotel, resorts, restaurants, fast food establishments etc.

1. Table Service

The term "table service" may refer to the place settings at a dining area. When taken to mean place settings, service typically consists of utensils, a napkin, and a water glass or goblet. After customers order food, a filled dish is added to complete the place setting.

- In this type of F&B service, the guest is seated at the table with laid cover and orders from the menu.
- The guest has to be greeted with an eye contact and a warm welcome.
- The server or waiter should normally address the guest by sir or madam.
- If the server knows the guest name, then they should address the guest by their Surname and title.
- Assist the guest in seating as per the number of persons or any special requests.
- While seating the guests the least desirable areas like the tables near to side stations, kitchen, dishwashing area etc. to be only offered is all other tables are full.
- The menu to be presented after opening to the women first, then the host and clockwise for other guests.
- Special attention to be given to kids.
- When serving the guest orders the server or waiter should have a good understanding of who ordered what dishes.
- Table service is considered as a border category of service style which consists of English Service, American Service, and Pre plated Service Etc.

Table service ways includes the following types

I. English Service / Family Style F&B Service

This type of service is also known as "family style" service. In this service, the soup tureen is placed before the host alongside with preheated soup plates and hands them to the waiter, indicating the person to be served. The same procedure is followed with the main entree. If so desired, the partly filled dinner plate is presented to the hostess who serves the vegetables from large serving dishes placed before her. Then the waiter places the plate before the guests. This type of service is usually found in coffee shops, family restaurants, counter service, etc.

- English service requires the food to be placed on large platters or in large bowls.
- These food portions are then delivered to the guest's table by waiters/servers.
- Once the host checks and approves the food the same is placed on the table.
- The guests then pass the food around the table and serve themselves.
- In some cases, the host may also ask the waiter to serve the food.
- This is a common type of F&B service style as the ease of service and waiters shouldn't be highly skilled.
- The Family Style F&B service is easy to implement.
- The servers or waiters shouldn't be that much skilled.
- This type of service also requires little dining area or space. There is a higher or rapid table turnover rate with this type of service.
- One of the major disadvantages of the family style service is the difficulty to control the portion sizes.
- This is because the last guest who gets served may not get enough items if other guest had taken more.

There are advantage and disadvantages of English Service

a) Advantages of English Service:

1. It is fast. Plates of food are served immediately at the proper temperature.
2. It is inexpensive.
3. It requires no special equipment.

b) Disadvantages of English Service:

1. Less showmanship.

2. Reduced personalized attention to the customer.

II. Silver Service

- The service style is similar to the French Service and Guèridon Service.
- The difference is elaborate sterling silverware is used for the food and beverage service.
- Due to the fact that silver cutlery and crockery are expensive, EPNS (Electroplated Nickel Silver) service ware is used most commonly in hotels and restaurants.
- Only fine dining or specialty restaurants use silverware due to the high investment and maintenance cost.
- In this kind of service, the food and beverages are served in silver cutlery and cookery.
- The table is normally set with sterling silverware.
- All food is portioned into silverware from the kitchen itself.
- The silver platters are kept is the table side station normally with hotel plates.
- During serving the waiter present the food to the host for approval and serves to the guests.
- A service spoon and fork is used for serving.



Figure 1.1 silver service

III. American Service / Pre-plated service

This is usually called "plate service" because the food is already placed in the plate in the kitchen ready to be served to the guests. This type of service is used in coffee shops where there is a demand for quick and simple service. It requires minimal training for novice waiters and waitresses.

One of the most common and widely accepted kinds of food and beverage services is as follows.

- The servers take guests orders in the dining area.
- The order is sent to kitchen staff via KOT (Kitchen Order Ticket).
- Food is prepared and pre-plated in the kitchen itself by the chef.
- The server or bus person bring the food to the restaurant and placed on side stands.
- Pre food is then served to the guests by the service



Figure 1.2 American service

Advantages of American service:

1. It is fast. Plates of food are served immediately at the proper temperature.
2. It is inexpensive.
3. It requires no special equipment.

Disadvantages of American service:

1. Less showmanship.
2. Reduced personalized attention to the customer.

IV. Russian Service

This type of service is the same as that of French service. However, in Russian service, the food is fully prepared and pre-cut in the kitchen and then neatly arranged on silver platters by the Chef.

The waiter then shows the platter to the guest as a polite gesture and serves the food to the individual plates of the guests using serving cutleries.

- Similar to the French Service but faster and less expensive.
- Display and presentation are the major part of this service.
- Whole joints, poultry, game, fish etc are elaborately garnished and dressed.
- After presenting to the guest the server or waiter portions or carve them and serve to the guests.
- Normally only one server is required per table.
- No extra space is required for the equipment like the French F&B service type
- Ideally suited for banquet service with the fixed menu



Figure 1.3 Russian service

Advantages of Russian service:

1. Only one waiter is needed to each station.
2. Elegant and entertaining.
3. No extra space is needed for the equipment (except for the side stand).
4. It guarantees equal portions because the food is pre-cut and already served.
5. Gives the guests personal attention.

Disadvantages Russian of service:

1. It requires a big initial investment in silver equipment.
2. If many guests are served from one platter, the last one to be served may see a rather less attractive display.
3. If every guest in a party orders a different dish like steak or fish, the waiter must carry very heavily loaded tray / trays to the dining room

V. French service /Cart Service / a Guèridon Service /

French service differs from others in that all food is served from the guerdon. This is a rolling cart the same height as the guest's table. The Guèridon is covered with a cloth and is placed side-by-side with the table.

It is equipped with a small alcohol stove, or rechaud, that is used to keep the food warm for the preparation of sauces, crepes Suzette, jubilee and other special dishes. This service is very elaborate and elegant. The food is partially prepared in the kitchen and completed by the Chef or Headwaiter in full view of the customer.

Service of this type requires not only technical expertise on food preparation but also a good showmanship. The Chef carries out certain activities like carving meats, preparing flambé, etc. with flair and showmanship.

In this type of F&B Service partially cooked food from the kitchen is brought to the service area in a Guèridon trolley.

There are advantage and disadvantage of French service

Advantages of French service

1. The guest s given personalized attention making him feel important.
2. It makes the guest feel that he is receiving a royal treatment.
3. The service is elegant and entertaining.
4. It commands higher price than other forms of service (pay for the service).

Disadvantages of French service

1. It is a slow service.
2. It is expensive because it requires large professional staff.
3. It requires a bigger dining room space to make service and food preparation convenient.

VI. Buffet Service

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A buffet is a process of serving meals, in which food is placed in a public area where the food serves itself. Buffets are offered at various places including hotels, restaurants, and many social events.

- Buffet service displays food in a chafing dish on counters or tables.
- Guests or customers help themselves to pick up as many and as many items, they would like to eat.
- Plate and cutlery (fork and spoon) is kept at the starting of the buffet counter.
- There are servers behind the counter who helps the guests with serving the food from the chafing dish to the plate.
- Buffet can be a simple food spread to very elaborate food, beverage, starters, dessert and salad presentation.
- The staff should consistently keep the buffet containers full.
- In some kind of buffet setup like sit-down buffet serves to serve the food to the guest sitting the table.



Figure 1.4 buffet service

Advantages of buffet Service:

1. It is a fast service.
2. It requires less staff to render the service needed.
3. The presentation of the different dishes can be appetizing.

Disadvantages of buffet Service:

1. It may result in shortage of food especially when the early ones may serve themselves more; thus very little food is left for the latecomers.

There are three types of buffet service

Are those which can eat with a fork only, the menu consisting mainly of snacks. These are also informal and are generally arranged for teenage parties or conference lunches, where the primary faces are not the food, but the disco or the conference. There is generally little or not the food, but the disco or the conference.

There is generally little or no seating provided for the guests who circulate and socialize at meal time. The service is a completely self-help one, requiring only one or two people to refill the table after the meal. The meal is not fixed and the service may extend beyond the usual 1 to 1 and half hours.

1. Finger buffet

Clearly in this case, the menus offer finger food only, eliminating or minimizing the use of cutlery for eating. Such buffets are served usually at tea time, for cocktails parties or festival occasions when a larger number of guests have to be served. The atmosphere is that of informality and disposables may also be used for this service, especially for children parties.

2. Full buffet

This is generally a complete meal buffet in which the service can be very informal or as formal as is desired, the degree of formality being indicated by menu choice table and seating arrangements, provided and quality of table ware used. The menu planned may contain hot and cold foods.

Hot foods are often placed on the service table, over electric or spirit rechauds to keep them hot during the entire complaint that can be done service period.

2. Self service

Self-service is the practice of serving oneself, usually when making purchases. This is also called self-service and is normally used in banquet functions and in some restaurants. Food is attractively arranged on a long table, classified and arranged according to proper sequence, from

appetizers to desserts. Soup is placed on a soup tureen and the hot entrees in chaffing dishes to keep them warm.

Some equipment like dinner plates and saucers are laid down right on the buffet table. Instead of the waiter serving the guests, the guests go to the buffet table pick up plates, china, cutlery and napkin and all other items and serve themselves of their own choice. Where customers are required to help themselves from a counter or buffet?

3. Assisted service

The main form of assisted service is found in carver-type operations. The customer is served part of the meal at a table and is required to obtain part through self-service from some form of display or buffet. Customers are able to help themselves from carved joints and other dishes, usually with the assistance of a carver or server at the buffet. This form of service is also used for breakfast.

4. Single point service

Single point service is the main forms of single point service are found in: 1 takeaways: the customer orders and is served from a single point at a counter, hatch or snack stand; the customer consumes off the premises although some takeaway establishments provide dining areas.

This category includes drive-thrush where the customer drives their vehicle past the order, payment and collection points 1 food courts: series of independent, self-contained counters where customers may order and eat, or takeaway, or buy from a number of counters and eat in a separate eating area 1 kiosks: outstation used to provide service for peak demand or in a specific location. It may be open for customers to order and be served, or used for dispensing to staff only 1 vending: provision of food service and beverage service by means of automatic retailing 1 bars: order, service and payment point and consumption area in licensed premises.

5. Specialized forms of service

Service in situ specialized forms of service are those where the food and beverages are taken to where the customer is. In other words, the customer is served in situ and the service takes place in areas not conventionally designed for food and beverage service.

Specialized services means any program or service designed and operated to serve primarily individuals with developmental disabilities, including a program or service provided by an entity licensed or certified by the department. There are seven types of specialized forms of service it includes:

- Service in situ
- Floor/room service
- Lounge service
- Hospital tray service
- Home delivery
- Airline tray service
- Rail service

1. Service in situ

Specialized forms of service are those where the food and beverages are taken to where the customer is. In other words, the customer is served in situ and the service takes place in areas not conventionally designed for food and beverage service. It includes tray service methods found in hospitals and aircraft, as well as lounge service, room service, service on trains and home delivery.

2. Floor/room service

Floor or room service varies from basic tea and coffee making facilities in the room and possibly a mini bar, to vending machines on floors or the service of a variety of meals in rooms. The extent of service in hotel guest rooms will depend on the nature of the establishment. In five star hotels 24-hour room service is expected, whereas in two and three star hotels service may be limited to tea and coffee making facilities in the room and only continental breakfast will be available to be served in the room.

3. Lounge service

Lounge service may include service of continental breakfast, morning coffee, luncheon snacks, afternoon tea, dinner or late evening snacks as well as alcoholic beverages. Although mainly associated with hotels, lounge service is also found in public houses, wine bars and on ships.

4. Hospital tray service

Hospital catering services have major foodservice goals, as all meals should reach the patient quickly, look attractive and be of specific nutritional value. Patients in hospital often have special dietary need

5. Home delivery

Home delivery services range from Indian and Chinese takeaway deliveries, to restaurants providing full meals (hot, or cold for customers to re-heat). One chain of pizza restaurants was specifically designed to be primarily a home delivery operation and was based upon an American concept. There are also social foodservice deliveries for the infirm or elderly.

Methods of delivery vary, but all endeavor to preserve the product in heat retention presentation packages. The most simple, but nevertheless effective, is the pizza home delivery system, which utilizes thick cardboard with internal corrugations to provide a form of insulation to keep the pizza hot. The time required for heat retention is limited by the extent of the delivery area. Indeed, the companies who operate these services endeavor to deliver the pizza within 30 minutes.

6. Airline tray service

Most airlines now operate using a catering commissary. A commissary is a term used to cover the catering, cabin requirements, bonded stores, cleaning and other passenger requirements. It is now accepted that on many short-haul routes, only snack-type meals or sandwiches and beverages are offered.

For some operators the provision of food and beverages is provided for an additional charge to the customer. On long-haul flights, airlines provide a more extensive service of food and beverages. The airline will provide dishes to meet its passengers' particular needs, for example, meals that meet a range of dietary requirements.

7. Rail service

Foodservice on trains is provided on the move and away from the home base and suppliers. The logistics of providing on-train foodservice are therefore similar in organization to off-premises catering.

Food and beverage operations on trains generally fall into one of four categories:

- conventional restaurant (including having kitchen facilities on board)
- Kiosk (takeaway)
- trolley service operations
- Limited type of room service for sleeper trains.

1.2. Arrange the service area

The service style determines the layout, menu, inventory, food prices and décor of the restaurant. The service style of a restaurant depends on your personal preferences, target market and location. Knowing the characteristics of the main types of service styles can help you pick the right style for your restaurant business.

Preparing and adjusting the Service environment

- Before providing a particular service for our guest, should have to arrange our service area. Imparting an out of the world meal experience requires a lot of preparation beforehand. Food and beverage businesses work to bring out the best possible experience for their guests and customers to achieve maximum customer satisfaction.
- All operations regarding food and beverage service need preparations by anticipating guest arrival at any time during working hours. Let us see what all basic preparations are required to be done.

I. Mise-en-scene: - It is the activity of preparing the environment in the F&B Services establishment so that the guests and the service staff find it hygienic and pleasant. To prepare the environment, the staff carries out the following activities –

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

II. Mise en place: - It is the activity to make the subsequent F&B Services smooth. The serving staff carries out the following duties –

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

- Replenishing condiment containers, shakers, and water jugs.
- Polishing cutlery and glassware.
- Replacing pale flowers with the fresh ones.
- Preparing Side Boards (Dumb Waiters): - It is a piece of furniture with numerous compartments and shelves to keep condiments, water jug or bottles, cutlery, food platters, and linens. Side boards are allocated for every station.



Figure 1.5 Dumb Waiters

To prepare the side boards, the serving staff must place –

- The replenished containers of water, butter, and condiments.
- The dinner plates, side plates, glasses, mugs, and fingerbowls in the lower shelves.
- The linen, napkins, and dolly papers neatly and stalked.
- The cutlery in the appropriate sections separately according to the type.
- The condiments containers and shakers, water jug, butter dish, toothpick holders, straw holders, on the upper shelf or board

Preparing Covers: Based on the types of service and its requirement, the service provider should set a tables, tray or/ and trolley and prepare a cover. While we prepare a cover, should consider the following principles

- Each table cover needs space of 24 to 30 inches wide.
- Crockery and cutlery must be placed 2 inches away from the edge of the table.
- Knives are placed on the right of the dinner plate whereas forks are placed on the left.
- Butter knife is placed on the side plate.
- The cutting edge of the knives must be towards the plate.
- Table napkin must be neatly folded and placed on the side plate.

1.3. Arrange service equipment.

Service equipment is the elegant and attractive service ware, colorful and clean dishes, quality plates and glassware add to the decor of a restaurant. 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 color.

Food and beverage service equipment may be divided into glassware, chinaware and tableware which are further subdivided into flatware, cutlery and hollowware. There are many types of arranging service equipment

A. Setting Table for Formal Dining

This type of table setup is required for formal events like corporate lunch or dinner, or a wedding party. The formal dining contains multiple courses and second helpings are not offered. This table setup looks as follows –

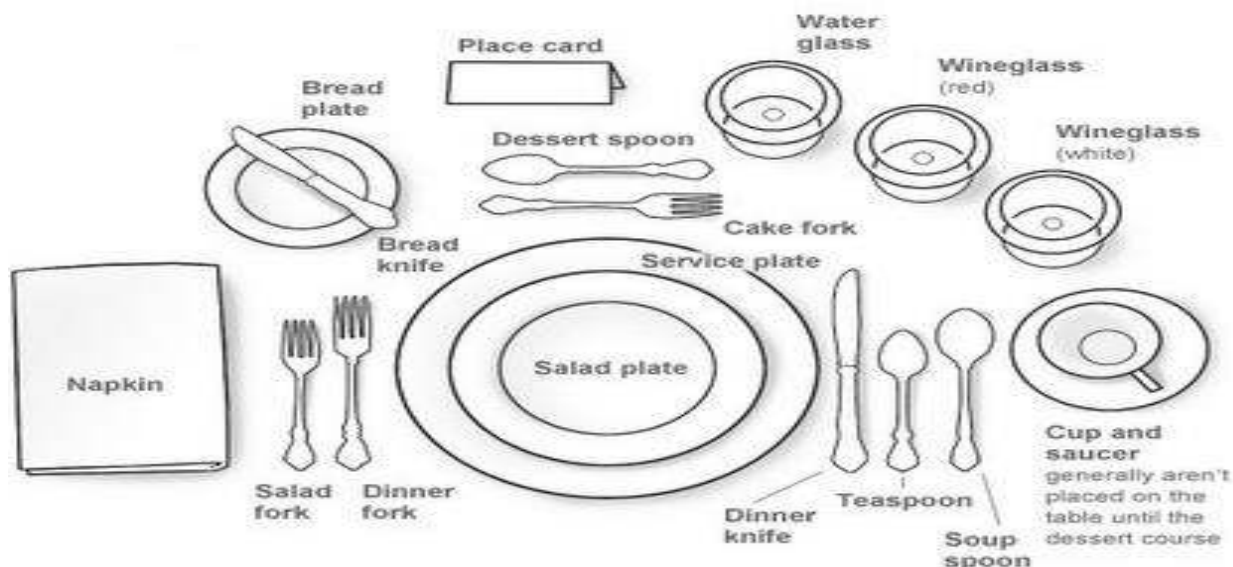


Figure 1.6 tables for formal dining

B. Setting Table for Casual Dining

This table setup is required for informal events like holiday parties and family gatherings. Casual dining can contain multiple courses and service staff offers or serves second rounds of helping when a guest requests for it. This table setup appears as follows –

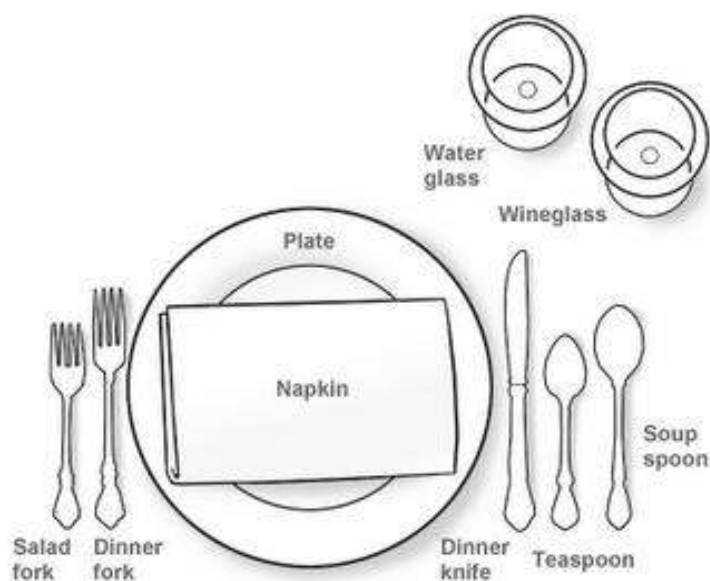


Figure 1.7 table casual dining

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C. Setting a Buffet Table

This set up is required for catering to large groups of people. Buffet table setting can be done in numerous ways depending upon the size and shape of the place, the menu, and the number of guests.

- The food items are placed in a sequence from lightest to heaviest, starters to desserts, or coolest to warmest.
- Cutlery is placed on the guest tables.
- Glasses, cups, and saucers are placed on a separate table to avoid congestion.
- Table decoration pieces are placed such that they do not interfere with the food items.
- Plates are stacked not more than 15 plates per stack.
- Paper napkins are placed between the plates.

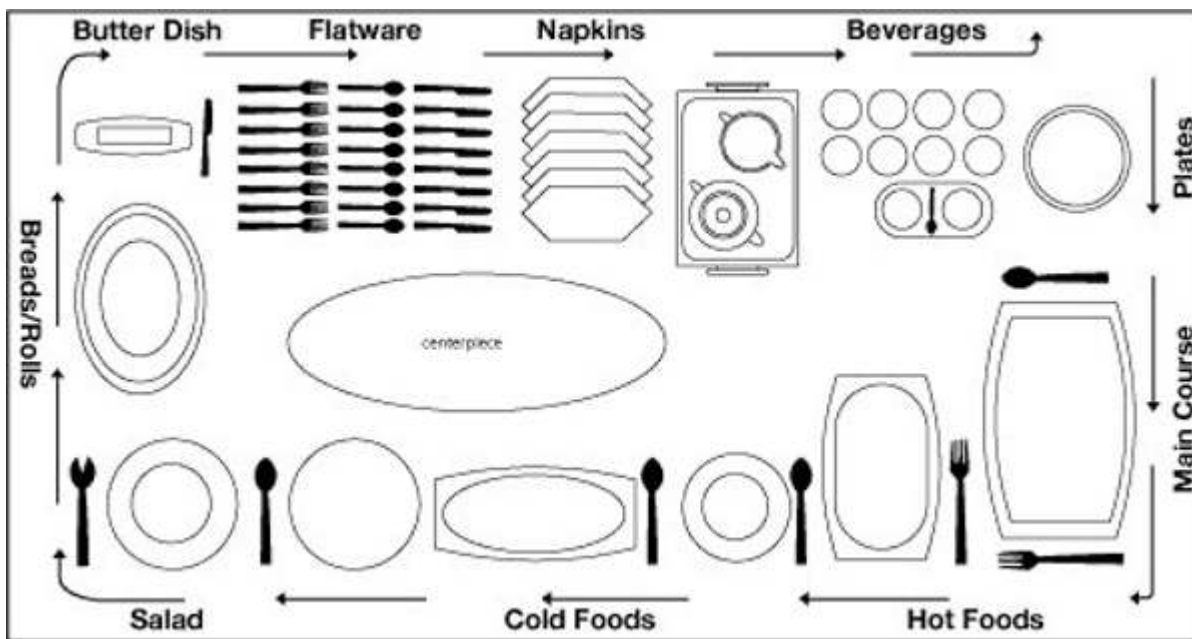


Figure 1.8 setting a buffet table

Preparing Condiments

The condiments are kept according to the theme of the F&B service. For example, if the establishment is serving Italian food, the staff needs to prepare shakers of dried herbs, salt, and pepper flakes. In European restaurants, they typically keep salt, sugar, and pepper as basic condiments. When the guests leave the tables, the serving staff needs to check the condiment containers and replenish them if required.

1.3.1 Presentation of food and Beverage

Food Presentation

Presentation of a food or beverage is equally important as its recipe as the other senses are stimulated through sight and aroma. A well-prepared dish is complete only when it is presented with beautiful garnish in an appropriate food container or platter. The serving staff must follow the basic guidelines for food presentation –

- It must be presented at the required temperature.
- It must be presented according to the serving size.
- It must be presented in appropriate hollowware of suitable size.
- It is also recommended to serve food with the right garnish that adds to the catchiness of the dish. The garnish in contrast color is quite appealing.
- The garnish or accompaniment should not overshadow the main food.

The cook needs to be creative at presenting the dish so well that the final result comes out as a treat for not only the taste buds but also for the eyes.

Beverage Presentation

Beverage presentation gains a lot of importance in today's world. Beverages taste good if they are presented at the temperature at which they are meant to have.

Right from selecting the appropriate service glassware, creating various pleasant color schemes of the ingredients, and serving the beverage with creative ideas pays.



Figure 1.9 beverage presentation

For example, the coconut water from a tender coconut can be served in the neatly cut and clean tender coconut itself from which it is taken out. Also, cocktails or cocktails can be presented with straws and slices of fruits in different shapes and colors.

Self-Check -1	Written Test
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Part one: multiple choice (Total 10 marks)

- _____ service differs from others in that all food is served from the guerdon.
A. French service B. American service C. silver service D. Russian service
- Which type of service is the same as that of French service?
A. French service B. American service C. self-service D. Russian service
- Which of the following types of style of service May includes?
A. Table service B. Self-service C. Assisted service D. all of above
- Which types of specialized forms of service?
A. Home delivery B. Airline tray service C. Rail service D. all of about
- What is Disadvantages American service?
A. Less showmanship. B. Reduced personalized attention to the customer
C. It requires a big initial investment in silver equipment. D. A and B answer

Part Two: matching (total 10 marks)

Column A

- Preparing the environment
- Putting in the place
- Family service
- Preparing Side Boards

Column B

- Mise en scence
- Dumb Waiters
- Mise en place
- English service

5. Pre-plated service

E. American Service

F. silver service

Part three: Answer the following question

1. State the difference between table service, plate service and cart service
2. Write the role of waiter in English service and buffet service
3. Explain the major activities that should be performed before providing difference service
4. List out the equipment needed to provide French service, English service and buffet service

Unit Two: Specialized food and beverage services methods

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Types of Cruise Dining Styles on A Ship
- Guidelines to Dine on the High Seas
- Ways of Deliver the Pre-Flight Cart Packing and Galley Loading
- Ways of Flight Catering Service
- Ways of Post-Flight Aircraft Stripping; Equipment Washing and Sterilization
- Assemble the Soda Drawers, Liquor and Beer Kits
- Arrange the Silverware
- Pack Food and Beverage Items
- Hospital Tray and Trolley Service

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Identify types of cruise dining styles on a ship
- Identify guidelines to dine on the high seas

- Apply ways of deliver the pre-flight cart packing and galley loading
- Apply ways of flight catering service
- Apply ways of post-Flight Aircraft stripping; equipment washing and sterilization
- Assemble the soda drawers, liquor and beer kits
- Arrange the silverware
- Pack food and beverage items
- Identify hospital tray and trolley service

2.1 Types of cruise dining styles on a ship

Cruise is a voyage on a ship or boat taken for pleasure or as a holiday and usually calling in at several places. Cruise ship is a large ship that carries people on voyages for pleasure, typically calling in at several places. There are different types of cruise ships. Some of them are Mainstream Cruise Ships, ocean cruise ships, luxury cruise ships, Adventures cruise ships, river cruise ships, expedition cruise ships, mega cruise ship, small cruise ship, intimate vessels, sailing vessels etc.

Common Types of cruise staterooms

One of the services given for passengers in the cruise is bed room. The following are the major types of cruise staterooms

1. Interior staterooms: - are the most affordable way to cruise and arguably the most popular staterooms. Carnival's come equipped with two twin beds that convert to a king, a bathroom with a shower, three closets, a vanity desk that includes drawer space, a TV, and a mini fridge. Most rooms are spaced at 185 sq. ft, which is just enough space to unpack and feel comfortable without being cramped. While most rooms are based on double occupancy, there are plenty of interior rooms on every ship that offer one or two "upper Pullmans," bunk beds that pull down from the room's ceiling to make the stateroom a triple or quad occupancy room

2. Ocean View Rooms: - As the name suggests, ocean view staterooms are like interior staterooms, but feature a large picture window giving you a view of the ocean while you cruise. They are also slightly larger than interior staterooms, coming in at 220 sq. ft. These staterooms offer the perfect compromise for cruisers who don't want to spring the extra cash for a balcony but want the view that the interior rooms lack. Ocean

view rooms offer everything an interior room offers and also come with a sofa for extra room to spread out. A number of ocean view rooms feature sofas that pull out to become sofa beds, too. The sofa bed offers a much better option than the upper Pullman for many cruisers: for example, parents traveling with young children

3. Balcony rooms: - are one of the most popular ways to cruise, giving guests the chance to enjoy their own private outdoor space. At 185 sq. ft in room size and another 35 sq. ft in balcony space, these staterooms provide plenty of room, with the rooms themselves maintaining the same amenities as the ocean view staterooms. However, that extra private balcony space makes all the difference for many cruisers and is worth every extra penny.

4. Suite Rooms: - these staterooms come equipped with a private balcony, king bed, a separate living area with a vanity desk and sofa bed, a walk-in closet, and a private bathroom with a combination shower and whirlpool tub, among other amenities like a Television.(TV) and mini fridge. With the rooms alone being 275 sq. ft and the balconies being 65 sq. ft, these are the most spacious rooms on board.

2.1.1. Specialized / in situ service

It is a service to the customers in an area not primarily designed for service. It is also known in Situ or situational service. Under such types of service, the food and drinks are taken to where the customer is, in a tray or trolley.

It mainly uses in hospital, hotels, aircrafts, ships etc. The major advantage of such service is it provide ease and comfort to the guest and have good presentation however, it is a time consuming and expensive types of service. Some examples of specialized service are: -

- 1. Guèridon service:** - Food is served onto customer's plate at a side table or trolley, may also include carving, jointing & Fish filleting, the preparation of foods such as salads and dressings &flambage.
- 2. Tray Service:** - Method of service of whole or part of meal on tray to customer in situ, e.g. at hotels, hospitals, at aircrafts seats at train seats etc.
- 3. Trolley service:** - Service of food & Beverage from a trolley, away from dining areas, e.g. for office workers at their desks, customers at aircraft seats, or at trains seats.

4. **Lounge Service:** - Serving Food & Beverage in lounge area (a separate area for sitting & relaxing) e.g. hotel lounge.
5. **Room service:** - Service of variety of Food & Beverage in guest rooms/bedrooms, or in meeting rooms as per their request
6. **Cruise service:** -a cruise line is a company that operates cruise ships that operate on ocean or rivers and which markets cruises to the public. Cruise lines are distinct from passenger lines which are primarily concerned with transportation of passengers.

2.1.2 Food and Beverage service at Cruise

- a) **Food** can be delivered to your cabin 24/7 on most major cruise lines' ships. Typically, the room service menu features a Continental breakfast (some lines offer a few hot items, sometimes for an extra fee), plus an all-day menu of sandwiches, salads, pizza, perhaps a few hot items or appetizers, and dessert
- b) **Drinks** are usually extra but it's possible to purchase drinks packages in advance; these can be a cost-effective option. Some cruise lines do offer fully inclusive options, which means all meals and selected alcohol and soft drinks are included in the initial cost. If you're on a budget, consider choosing a cruise line that offers this. It is also most ships offered a good selection of wines, beers and sprits, cocktails in their bars. They also offered soda, juice, smoothies, coffee, tea etc, as nonalcoholic packages.

2.2. Guidelines to dine on the high seas

The high seas being open to all nations, no state may validly purport to subject any part of them to its sovereignty. Freedom of the high seas is exercised. The high seas shall be reserved for peaceful purposes. No state may validly purport to subject any part of the high seas to its sovereignty. Every state whether coastal or land –locked has the right to sail ships flying its flag on the high seas.

2.2.1. Types of cruise dining styles on a ship

Cruises offer some of the most tantalizing meals that cannot be missed while on board. The quality & quantity of food onboard is unbelievable. Cruise lines take incredible care to show off the best of cuisines from tempting appetizers all the way through decadent desserts. Most of the cruise ships offer not just three meals a day but sumptuous food at any time of the day.

It is important for the cruise ships to have more dining options as they are floating resorts carrying many guests. While every dining program is a little different, most cruise lines stick to certain similar traditions, with a few distinct differences. Here is some general guide to dining on the high seas.

c) **Main / Traditional Dining:** Most of the Premium Cruise Lines have open seating for breakfast and lunch, but offer two separate seating's for dinner:

A. Early / Main dining – The main dining is generally between 6 pm and 6:30 pm. You may suggest this to your guest traveling with small children who need to stick to a set meal and bedtime schedule and to those who like going to bed early.

B. Late Dining – Late dining is generally between 8 pm and 8:45 pm. Most of the Middle Eastern guests prefer the late dining as they don't want to feel rushed for dinner after a day in port.

All dinner seating is on a request basis and are assigned on a first come first serve basis by the cruise line. The sooner your guests book their cruise, the better their chances of getting their dining preference.

d) **Freestyle / My Time Dining:** Some cruise lines offer an alternative to the traditional Early and Late Seating option. Some calls it My Time dining & some calls it personal choice or Free Style dining. Instead of giving the guests a set time to have dinner, they let the guests eat when they want, where they want and with whomever they want. The flexible dining option allows guests to choose when they dine in the main dining room onboard, on a day-by-day basis which gives more flexibility for the guests to spend their day as they wish to enjoy more time in a specific port of call one day and dine later that evening than another.

e) **Casual Dining:** If your guests do not want to dress up formally for the dinner, they have the choice of casual dining. Most of the cruise lines offer casual dining which is buffet style dinner and also set up to order from the menu with table service (in the evening). This serves as the best choice for those guests who do not want to worry about packing formal wear.

f) **Alternate Dining:** Most cruise ships feature a number of alternative restaurants in addition to their no-charge dining rooms and buffets. These specialty restaurants offer guests more personal experience along with menu items not found elsewhere on the ship, but most of these venues come with a cover charge. The popular themes of these specialty & boutique restaurants include Italian restaurant, French bistro, Asian sushi bar, American steakhouse and many more. The choice of

specialty restaurants & cafes on board the new & young ships are plenty to pamper your guest throughout the cruise.

- g) **Healthy Options:** For those concerned about their diets, more and more cruise ships offer light meals with low fat and low calories. All of the cruise lines offer healthy alternative menus or spa menus. So if your guest wants low-fat, low-salt, low cholesterol, vegetarian or any other type of diet, they are available. It is best however to notify the cruise line ahead of time of any special dietary needs. For example, Royal Caribbean and Celebrity Cruises cater to food allergy, Kosher, Indian, Vegetarian and Gluten Free Diets
- h) **Room service option:** - most of the time breakfast and late night snack is provided for passengers as a room service facility. Besides, a 24 hours a day room service also available for guest who needs the service on different cruises by room service cast members.
- i) **Table Size Option:** When you book a cruise for your guest, you will be given a choice between a small, medium or large table at dinner. A small table seats 2 – 4 guests; a medium, 6 – 8 guests; and a large table seats 8 – 10 guests. The cruise line will then do their best to seat your guests with passengers in a similar age group; families with other families; singles with singles and honeymooners with other honeymooners.

2.2.2. General guidelines to dine on the high seas

When you are on a cruise you have a few options to consider when it comes to breakfast, lunch, and dinner. Some people do not realize that dinner is not the only meal you can eat in the main dining room. You can eat lunch or breakfast in the main dining room (usually) and the food can be quite good. It just takes longer to eat since it is a more formal setting so many people just opt for the buffet for a quick bite to eat before they hit the pool or basketball court. Here are a few tips for eating in the main dining room on a cruise ship:

- a) **Order as many entrees as you want:** - Ordering food on a cruise ship is no time to be reserved. You can order several entrees if you want, or even several appetizers. The wait staff will bring you anything on the menu in pretty much any quantity. If the dish you have been given is distasteful to you in anyway don't feel you have to eat it. The waiter will take it away and replace it with something

else on the menu. It's kind of like eating at an all-you-can-eat-buffet without having to get up from the table. However, it is important to note that you don't want to waste any food.

- b) **Bring a suit or tux for formal night:** - There are photographers all over the ship ready to take your picture as you walk toward the dining room as well. There is also usually a night where you can meet the captain and you may want to be dressed up for that. And for those worried about getting their suit wrinkled, most ships have a laundry service that can iron your suit for you, or you can even rent a tuxedo from some cruise ships.
- c) **Order what you want as early as possible:** - the later in the meal that you order something the longer it will be before it gets to your table, and if there is a show that starts right after dinner you may need to hurry. It's easy to see someone else's dish and then want the same thing and ask for it, but remember that this delays the whole dinner process, especially if you are eating with a bunch of other people. The wait staff likes to keep everyone on the same course at the same time, so if you order another entrée while everyone else is waiting for dessert it might delay dessert for everyone. So if it looks good in the menu just order it at the beginning.
- d) **Pace yourself or keep to that diet:** - It's easy to gain a good 10-15 Kg during a cruise, but just because there is food all around you doesn't mean you have to eat it. Just pick out some of the best foods and leave the rest. Of course, you can always hit the gym during the cruise to try to shed some of those pounds, but most people never live out those good intentions when vowing to hit the gym every night. Fortunately, most cruise lines offer a menu for those wanting to go light on the calories. There is usually a vegan section of the menu as well to keep you on track if you are trying to maintain a certain diet.
- e) **Get to know your wait staff:** - These are some of the nicest people you will meet. They will be taking care of you for the duration of the cruise so make sure you take care of them as well. Be friendly to them and leave an appropriate tip at the end of the cruise if you feel it was deserved. You will meet wait staff from all over the world and it can be a lot of fun hearing their stories as you get to know them.
- f) **Request a table for two well in advanced:** - There are not many tables for two in the main dining room because they want to seat as many people as possible in the room. So if you are on your

honeymoon or just want to be able to eat privately with your special someone, make sure you ask for that well in advance of the cruise. These tables always fill up fast.

- g) **Don't feel you are stuck with the dinner time you have chosen:** - There are usually two dinner times for each cruise ship. One is around 5:30 pm and the other is around 8:30 pm or even 9:00 pm on some ships. If you choose the 2nd seating dinner but then realize that you would prefer the first one, you can usually switch without too much complication. Only if that seating time is already full will you have any issues. There is no sense in feeling stuck with that seating time if it does not fit in with your cruise schedule. Most cruise lines also offer a form of “Anytime Dining” that allows you to eat whenever you would like.
- h) **You can switch tables if there is a problem:** - Many people do not realize that they can also switch tables. If you are not getting along with the people at your table or there is any other reason for wanting a different table just talk to the Maitre d' and he will take care of it for you. I have found that it's usually a pleasant experience meeting new people and getting to know them throughout the week, but if you are going to switch tables you should do it the first day if possible.

2.3 Deliver the pre-flight cart packing and galley loading

Preflight is prior to every flight pilots should gather all information vital to the nature of the flight, assess whether the flight would be safe, and then file a flight planning. Pilots can receive a regulatory compliant briefing without contacting flight service.

Pre-Flight Cart Packing, Delivery and Galley Loading We orchestrate the assembly of meals according to specifications, pack the service trolleys in the prescribed manner, stage the carts for loading in controlled coolers, and execute delivery in high-loader trucks to provision the aircraft's galley accurately and on time. Pre-flight preparation is an essential preliminary to all flights. Usually, it comprises the following five stages, although stages

- i. AIS briefing
- ii. Meteorological Briefing
- iii. Route Selection
- iv. Chart Preparation
- v. Flight Plan Preparation

i. AIS briefing

AIS Briefing involves identifying all aeronautical information which may affect the flight. This comprises:

Permanent aeronautical information, contained in national Aeronautical Information Publications (AIPs) or commercial flight guides and printed on aeronautical charts; and,

Temporary information contained in.

ii. Meteorological Briefing

Meteorological briefing involves determining forecast and actual weather conditions for the route planned and for selected airfields along the route.

iii. Route Selection

When choosing the route for a flight, the following considerations must be taken into account where applicable:

- a) Flights across National Boundaries. Flights which will cross national boundaries must obey the relevant regulations contained in national AIPs.
- b) Controlled Airspace. Flights to be conducted wholly or partly within controlled airspace must follow the provisions of the appropriate national authorities, contained in the national AIP. Other flights must avoid controlled airspace.
- c) Airspace Restrictions. Flights must avoid airspace restrictions, including danger, prohibited and restricted areas, and other flight restrictions (e.g. VIP flights).
- d) RVSM Airspace. Reduced Vertical Separation Minima airspace must be avoided when operating aircraft for which RVSM approval has not been granted.
- e) Weather. Where possible, the route should avoid areas of forecast extreme weather conditions, e.g. severe turbulence, or moderate or severe icing. Weather conditions at the departure, destination and alternate airfields must be better than the specified minimum.

iv. Chart Preparation

Charts used must be marked with all relevant airspace restrictions, i.e. controlled airspace, danger, prohibited and restricted areas.

Charts printed with aeronautical information must be checked to ensure the currency of depicted information.

v. Flight Plan Preparation

Flight preparation or planning is an extensive procedure that begins long before the actual departure time. Most domestic flight preparation begins a day or two before the planned flight. The flight crew arrives at the airport roughly two hours early to begin the day's work.

Galley loading

A galley is a type of ship that is propelled mainly by oars. The galley is characterized by its long, slender hull, shallow draft, and low freeboard (clearance between sea and gunwale). Virtually all types of galleys had sails that could be used in favorable winds, but human effort was always the primary method of propulsion.

2.4. Flight catering service

Flight catering is a complex service that falls into the food service industry, catering to a wide range of airlines throughout the world. Flight catering is also called airline catering. In-flight meals provided to passengers are a measure of service on an airplane. It is the delivery of prepared and packaged food and beverages at any commercial airport for consumption aboard an aircraft while in flight.

The service is given by flight crew serve providers.

In flight catering food and beverage service given to customers are highly affected by passenger's flight time, flight classes (economic class, first class, business class or cloud class), type of fighting company (airway)

The following are some of an example that different airways provides food and beverage service for their passengers and factors that affect the service package

1. United Airlines

- During flights under 2 hours and 20 minutes, economy passengers can only receive drinks upon request, but no snacks are served.
- During flights longer than 2 hours and 20 minutes, economy passengers will receive a snack bag with a water bottle and sanitizer wipe.
- First-class passengers on flights under one hour must request drinks. Those on flights over one hour will receive a snack bag with water and a sanitizer wipe.
- Long-haul flight economy passengers are served an entrée, snack and wrapped dessert, a packaged mid-flight meal, and pre-arrival snacks. Polaris and Premium Plus passengers will receive their meal on one covered tray, instead of in separate courses.

2. Lufthansa

- Economy class service varies by flight time: Flights less than 50 minutes: no beverage service, Flights longer than 50 minutes: passengers provided with a bottle of water, Flights longer than 150 minutes: passengers provided with a snack and usual beverage service, Flights longer than 180 minutes: passengers served an additional vegetarian sandwich (preorder of special meals is still possible)
- In business class, passengers can expect the usual food and beverage service. The preordering of special meals is also still possible.

3. Qatar Airways

- Full drink service is available on all Qatar flights. Economy class meal service varies by flight time: Flights under 2 hours: a snack, Flights over 2 hours: a main meal, Flights over 7 hours: a main meal and snack, Flights over 12 hours: two main meals and a snack

In first and business classes, pre-order meals are temporarily suspended and on-board social areas and lounges are temporarily closed. For meal service, these passengers can expect the following:

Welcome drinks and refreshing wipes, Single-use menu cards, dine on-demand served on a tray, Full drinks and a snack selection

2.5. Post-Flight Aircraft stripping; equipment washing and sterilization

After flying, use a soft damp cloth to remove debris from the main surfaces of the airplane, including the aircraft propeller. A simple solution of water and mild dish soap is usually enough to remove dirt and bugs. Avoid using a pressure washer, which may force water into static ports and cause serious damage. Protect equipment

Washing the exterior of your aircraft is important to ensure that grease, grime, dirt, and oils don't become permanent residents on your aircraft.

To remove these unwanted contaminants, only approved chemicals and techniques are used to ensure that every surface of your aircraft's exterior is left clean and spotless. Extra attention is also given to exhaust trails and under-wing sections to ensure that any build ups are removed before they have a chance to damage your aircraft's paint.

We proudly offer dry wash as our standard washing service in every one of our locations; however, we do continue to offer a wet wash service in select locations that have approved wash pits.

2.6. Assemble the soda drawers, liquor and beer kits

We offer a few different soda and root beer extract kits, each offering a unique, artisanal flavor. For some reason, the kids are always interested in brew day (and we don't blame them!). Unfortunately for them, they just aren't old enough to enjoy the finished product. Well, they'll certainly enjoy the finished product after you make them their own soda or root beer! Nothing beats a home-made root beer float, believe us



Figure 2.1 soda liquor

Liqueurs are defined as sweetened and flavored spirits. They should not be confused with liqueur spirits, which may be whiskies or brandies of great age and quality. For instance, a brandy liqueur is a liqueur with brandy as a basic ingredient, while a liqueur brandy may be defined as a brandy of great age and excellence.

Production Liqueurs are made by two basic methods:

1. Heat or infusion method: best when herbs, peels, roots, etc., are being used, as heat can extract their oils, flavors and aromas.
2. Cold or maceration methods: best when soft fruits are used to provide the flavors and aromas.

Beer in one form or another is an alcoholic beverage found in all bars and areas dispensing alcoholic beverages. Beers are fermented drinks, deriving their alcoholic content from the conversion of malt sugars into alcohol by brewer's yeast. The alcoholic content of beer varies according to type and is usually between 3.5% and 10% alcohol by volume.

2.7. Arrange the silverware

The silverware should be placed beside the plate either way, whether on your left or right side of the plate. Forks should be placed signified by facing up, while the knives should be facing down. The spoons should also be placed illustrated by facing down.



Figure 2.2 silverware

2.8. Pack Food and Beverage Items

Food and beverage packaging is more than a pretty box that sits on a retail supermarket shelf. It is an integral part of a successful new product launch and serves as the interface between you and the consumer. There are food and beverage trends that influence decisions on how to package products that will be appealing to consumers. For example, the numbers of domestic food and beverage recalls have tripled since 1999.

Also, an estimated 70% of all purchasing decisions are made at the retail shelf. Pack and Seal International is one of the world's leading suppliers of packaging material for food and beverages industry. We are committed to sustainability by offering recyclable, compostable and biodegradable options.

There are four primary functions of packaging that should be addressed in packaging products:

1. **Product protection:** Protection, transportation, handling, distribution, and primary and secondary packaging
2. **Product safety:** Food recalls, hazards, and traceability
3. **Product freshness:** Appearance, taste, freshness, and quality

4. **Brand identity:** Marketing, convenience, shelf appeal, branding, and brand integrity



Figure 2.3 pack food and beverage items

2.9. Hospital tray and trolley service

Designed to support varied storage needs, the Bristol Maid **care tray trolley** provides multiple **translucent trays** to suit different filing requirements. With a convenient labelling system, it offers quick and easy access to documents and other contents. The **care tray trolley** is equipped to meet the needs of a variety of storage requirements.



Figure 2.4 Hospital tray and trolley

Hospital Trolley and Handling equipment including a range trolleys for general use around the hospital, ward trolleys, facilities trolleys, access steps, storage, and also post and mail delivering trolleys. Most of our hospital range is based on our standard range of products but upgraded to non-marking wheels and a variety finishes including professional grey powder coat, stainless steel, or a galvanized finish.

Self-Check -2	Written Test
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Part one: multiple choices

- _____ Method of service of whole or part of meal on tray to customer in situ, e.g. at hotels, hospitals, at aircrafts seats at train seats etc.
A. Tray Service B. Trolley service C. Guèridon service D. cruise service
- _____ should be placed beside the plate either way, whether on your left or right side of the plate. A. cruise service B. silverware C. Tray Service D. plate service
- Which one of the following is not Specialized or in situ service? A. suite room B. lounge service C. cruise service D. trolley service
- Which of the following are the major types of cruise staterooms?
A. Interior state rooms B. ocean view C. balcony room D. all of about
- Are one of the most popular ways to cruise, giving guests the chance to enjoy their own private outdoor space.
A. Balcony rooms B. Interior state rooms C. Ocean view room D. all of about

Part Two: matching

Column A

- Food recalls, hazards, and traceability
- Appearance, taste, freshness, and quality
- Marketing, convenience, shelf appeal, branding, and brand integrity
- Protection, transportation, handling, distribution,

Column B

- Brand identity
- Product safety
- Product protection
- Product freshness

And primary and secondary packaging

E. Hazards

F. food and beverage

Part three: Answer the following question

1. Write the different types of specialized food and beverage service
2. Explain does the term "cruise service" imply

Unit Three: Room service orders

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Room service operation
- Answer the telephone promptly and courteously
- Check guests' names throughout the interaction
- Clarify, repeating the details of orders
- Suggestive selling techniques
- Approximate time for delivery to guests
- Record the room service orders information
- Interpret and receive the room service orders from doorknob dockets.
- Transfer the order for preparation

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Identify room service operation
- Check answer the telephone promptly and courteously
- Check guests' names throughout the interaction
- Clarify, repeating the details of orders

- Advice suggestive selling techniques
- Check approximate time for delivery to guests
- Check record the room service orders information
- Check Interpret and receive the room service orders from doorknob docketts.
- Check Transfer the order for preparation

3.1. Room service operation

Room service provides guests with food and beverage service in the privacy of their own room or suite. Room service is a feature in some way in establishments that offer accommodation.

Different establishments including Hotels, Resorts, from 5 or 6 stars to 1 star, serviced apartments or Villas and residential clubs offer different types of room service ranging from a full compendium Menu with 24-hour service to Breakfast only served in the room and ordered by door Knob menu. Some establishments will have a separate Room service kitchen and production area in others it may be part of the Restaurant operation.

Room Service

- Breakfast is the busiest time with guests generally ordering via a doorknob menu hung on the door. These may be collected by a variety of personnel, Porters escorting other Guests to their rooms, security staff doing their rounds or housekeeping doing turn down services, or can be delivered to reception by the guest. Guests may also choose to ring direct and order at any time.
- Room service duties include delivering complimentary items, guest specials or amenities to rooms. These may be gifts from the hotel management to guests – very important person (VIPs), regular or special guests, as part of a package deal or for such functions as cocktail parties, meetings, dinners, etc.
- Room service also service “day use” or “courtesy” rooms which are being used for meetings or for guests whose room is not available due to the guest's early arrival. Room service provide food and beverage service in the public areas of the hotel such as the poolside or lounge area and arrange packed lunches or picnics for guests who are going out for the day.

- Room Service prices may vary depending on the item ordered because of the labour intensity of a room service operation. The room service department is a highly service orientated area and not generally profitable. The menu has relatively high prices compared with the hotel's other food and beverage outlets the guest often believes they are being over charged in room service and may complain.
- Room service may not be a consistently profitable service, but to maintain quality standards and star rating levels room service has to provide a range of food at all times to suit all travellers time zone meal needs.

3.2 Answer telephone promptly & courteously

The telephone is the most common method. The precise telephone procedure used to take room service orders can vary from establishment to establishment. This is because some establishments may operate a room service department staffed by room service attendants at all times. In cases where there is a room service department, the room service orders may come via a telephone. The telephone must be answered within the three (3) first rings.

- Always answer the telephone promptly on the 2nd or 3rd ring.
- Identify yourself and the department.
- Announce: “Good morning / Good afternoon / Good evening In Room Dining, (according to the time of the day), this is (name of the order taker), may I assist you Mr./Mrs./Miss” followed by the name of the guest according to the data digitally displayed by the phone system (if available).
- Always be courteous, guests may be tired or unsure of the procedure.
- Always answer the telephone in accordance with establishment policies. Your supervisor will have.
- Always be happy to help
- Always use the standard greeting, being consistent with other colleagues and in line with the establishment procedures

3.3. Check guests' names throughout the interaction

Checking is usually done in the kitchen prior to delivering the tray/trolley and it involves:

Checking to ensure that only what is delivered is charged for, there may be a shortage of an item or it may be unavailable Always check items that are advertised as being “free of charge” are not

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charged for, such as the wine that was part of the weekend package. Ensure that any special deals that may apply via package deals have been factored in such as breakfast.

Check that correct and current prices have been used and make sure that all “extras” that can ethically be charged for, have been included ensuring the accuracy of all extensions and additions. It's important to re-check the room number and guest name against the list of In House guests.

3.4. Clarify, repeating the details of orders

Repeat the order back to the customer to check for accuracy, and amend where necessary, room service orders are frequently placed over the phone or by text and there is no actual face-to-face interaction, which can lead to confusion, misunderstanding and mistake. In some cases the guest may be tired and emotional and this may affect their speech. In other cases the guest may not be from an English speaking country and they may have basic language problems. The delivery of meals/beverages that are not as ordered (or as intended to be ordered) will cause delay: when the wrong thing is delivered to the guest room and has to be returned and the order re-done. It will also cause negative pr. In addition, there is the loss of time and profit caused by supplying the wrong dish and having to discard it.

When taking a room service order you must never be afraid to ask questions these questions will help to clarify orders, special requests and delivery requirements. When clarifying details check the guest name and spelling and the room number this may be visible on a screen when you answer the request. As the guest who is registered in the room is responsible for any charges it's important to confirm the order has the consent of the registered guest if the name given is different.

Also check:

- The time the room service is required
- The number of guests being served
- Whether the room service being requested is for service in the guests' room or elsewhere; poolside or lounge area. The order may be required for takeaway such as a picnic basket, or packed sandwiches.

Check the following food order requirements:

- Does the guest require vegetables or salad?
- How is the steak to be cooked?

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- Cream or ice cream with the dessert?
- Annunciate clearly, some words may be unclear, mispronounced.

3.5. Suggestive selling techniques

Always remember that suggestive selling is only a tool used to inform the customer of the various items on the menu that, the guest may have forgotten to select or was unaware were availability or maybe was just unsure of ingredients or taste. Suggestive selling works well when the staffs have a full and complete knowledge of menu possibilities. This should include specific knowledge such as which foods would suit a diabetic or vegan, and whether the hotel offers Kosher / Halal or other variations to meet special needs. When suggestive selling is overused, it may make the customer feel uncomfortable because they are turning down your suggestions constantly – so be sensitive when applying suggestive selling techniques.

Use Suggestive selling:

- Always update your knowledge of the hotel's activities & promotions, both current and upcoming.
- Study the menu thoroughly, you must learn and remember the contents by heart
- Double-check with the kitchen what the daily specials are.
- Check which accompaniments are available and appropriate.
- If the guest seems hesitant or needs suggestions, try to find out what type of food she/he likes, e.g., beef, pork, poultry or seafood
- If the guest announces only main dishes, try to suggest a starter and ask: “May I suggest our special avocado cocktail as your starter, Madam/Sir?” and/or “Would you care for any wine to go with your meal?” (the possible combinations for any eventual suggestion are to be provided by the Executive Sous Chef)
- Suggest the most popular and profitable dishes, according to the /menu Engineering Report.

3.6. Approximate time for delivery to guests

Timing of the delivery is influenced by the cooking and assembly time of the order, the distance to the room or service point and the time of day. Mornings are busy times with lifts and corridors shared with Housekeeping staff and porters. Most establishments will have a guide for timing to check how long.

Timing may also influence a guest's choice of food items. A guest may need to translate currency to allow the guest to compare value.

As in a restaurant there may be daily specials or weekly dishes these too Room Service staff need good product knowledge and know what changes can be made to a dish. Can it be served without a sauce? Can the guest have a different selection of vegetables or salad?

It is possible to ring a room back to clarify details of the order, but doing so may interrupt the guest and inconvenience them, or delay the production of the order. Be guided by a supervisor or the policies and procedures of the venue

3.7 Record the room service orders information

Room Service orders are commonly recorded in conjunction with a discussion with the Guest. The order may be written either by hand or recorded electronically. A room service order has to record any extras needed such as table cloth if there is a table or Vinegar to serve with the French fries. It will need to also record information to enable appropriate set up, extra crockery or cutlery if a guest orders a 'large platter to share' A Room Service Order form needs to include:

- Current Date and Docket Number, to enable it may be necessary to add a date of delivery if it's not the current date
- Name of the registered Guest and the name of the guest ordering if they are different and Room number
- Time the order is taken and by whom
- Estimated time of delivery to the guest
- Location of delivery, is the guest in their room or poolside?
- Special Requests including extra sauces or condiments requested

3.8. Interpret and receive the room service orders from doorknob docket.

Sometimes the order for room service will come via a door knob docket.

These dockets are generally used for breakfast menus and are collected the night before from rooms on each floor.

There is generally a cut off time for the evening collection of door knob dockets. Once collected, the orders should be collated and transferred from the door knob docket and processed as if the order had come via the telephone.



Figure sample doorknob dockets

3.9. Transfer the order for preparation

The docket should then be transferred to the appropriate location for preparation, which may take place the following morning if the docket was checked and processed the evening before. Door knob dockets are stored in order of delivery request time, from the earliest to the latest, and divided into groups, for example Continental or fully cooked.

A doorknob menu lists a limited number of breakfast items and times of the day that the meal can be served. Guests select what they want to eat and the times they want the food delivered, and then hang the menu outside the door on the doorknob. The menus are collected and the orders are prepared and sent to the rooms at the indicated times.

Self-Check -3	Written Test
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Part one: choose the best answer from the given alternatives (Each has 2pts)

- The first step in room service operation is
 - Taking order through telephone
 - Mis en place
 - Delivering the order
 - Clearing of soiled equipment
- Among the following which one is not rule of room service?
 - Knocking the door while entering
 - Asking permission for entrance to guest room
 - Speaking loudly around the guest room
 - All
- Room service order should be delivered
 - As soon as preparation has been completed
 - On time recommended by the guest
 - In advance of taking order
 - All
- Mini bar refers to,
 - Service of beverage within guest room from refrigerator
 - Bar service offered in the hotel
 - Service of non-alcoholic beverage only
 - None
- While taking room service order records all. Except,
 - Room number
 - Time of delivery
 - Type of order
 - Intention of the order
- Suggestive selling in room service refers to,

- A. Systematic recommendation of products
- B. Enforcing your guest to consume more
- C. Let your guest give comment on the food item
- D. All

7. Suggestive selling will be done during,

- A. Taking order
- B. Delivering order
- C. Collecting payment
- D. Knocking guest room

8. During order taking asking guest's name is use full to,

- A. Interact the guest by name
- B. Soliciting for tip
- C. A & b
- D. None

Part two: matching

Column A

- 1. types of room service
- 2. Tray and trolley
- 3. Take room orders
- 4. Knocking the door

Column B

- A. room equipment
- B. By telephone
- C. room waiter
- D. enter room
- E. guest order

Part three: write short answer

- 1. Define does room service mean?
- 2. State the basic points that we need to consider in answering telephone for room service
- 3. How can we use suggestive selling techniques?
- 4. Explain are the information that should be recorded and checked in the room service order

Operation sheet 1	Demonstrate how Room service order taking
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Operation title: Perform how to room service order sequence

Purpose: To practice and demonstrate the knowledge and skill required in room service order.

Instruction: For this operation you have given 30 minutes

Tools and equipment

Procedures in doing the task

* Guest wakes up and calls the rooms to order his/her breakfast *

phone rings

Waiter: good morning room service, (name) speaking, how may I help you ma'am?

Guest: good morning, I would like to have my breakfast delivered in my room please?

Waiter: May I know your room number and name ma'am?

Guest: yes, this is Ms. Vargas of room 2315.

Waiter: what do you like for breakfast ma'am? We have continental, American and Filipino break fast

Guest: what about your continental breakfast?

Waiter: wait for a minute ma'am for our continental breakfast; we have toasted bread, fresh fruits, and your choice brewed or dark coffee and glass of mango-pineapple or orange.

Guest: Yeah, I'll take it and with a brewed coffee and a glass of orange juice.

Waiter: Noted ma'am. Is there anything else ma'am would you like to add?

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Guest: I guess that's all!

Waiter: may I repeat your order ma'am; you have continental breakfast, with 2 slices of toasted bread, slice of fruits, brewed coffee and a glass of orange juice good for 1-person.

Guest: sounds great!

Waiter: for your payment ma'am would you like it to be charged or thru cash?

Guest: okay wait, I'll play it with cash, by the way how much is bill?

Waiter: your bill ma'am is 270 pesos; your bill will be sent together with you breakfast.

Guest: ok. Sure.

Waiter: please let me double check your room number which is 2315 under the reservation name of Ms. Vargas.

Guest: Alright.

Waiter: Thank you for calling room service Ms. Vargas! Your breakfast will be delivered as soon as possible

LAP Test-1	Practical Demonstration
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Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, workshop, tools and materials you are required to perform the following tasks

Task 1 perform room service order sequence

Unit Four: Set up trays and trolleys

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Food and beverage service equipment
- Typical set-up trays and trolleys service for *a* range of meals.
- Check sufficient service equipment
- Set up trays and trolleys in balance and safe
- Food and beverages items in the right order
- Check trays before leaving the kitchen

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Identify Food and beverage service equipment
- Identify typical *set-up* trays and trolleys service for *a range of meals*.
- Check sufficient service equipment
- Set up trays and trolleys in balance and safe
- Identify food and beverages items in the right order
- Check trays before leaving the kitchen

4.1 Food and Beverage Service Equipment

When selecting the equipment for setting room service trays and trolleys always check the equipment is appropriate for the order, clean and not damaged. For example, do not use plates that are chipped, glasses with cracks, or items with loose handles etc. Always check all items are clean and where needed polished.

- If items appear unclean they should be changed if the items are damaged they should be sent for repair or disposed of as unsafe.
- If a piece of crockery was found to be chipped or cracked it should be wrapped up in newspaper and disposed of.
- If a piece of glassware was found to be dirty, it should be returned to the bar for cleaning.
- If a toaster was found to have a frayed cord, it should be immediately removed from service and taken to the appropriate maintenance point. The toaster should also be labeled that it is „Out of Order“ and not to be used. There may be documentation to complete if items have to be sent to a maintenance department or to an outside contractor.

Various pieces of equipment are used in the room service area and room service staff may be required to clean and prepare equipment for service this equipment may include.

- Trolleys and hot boxes, tray trolleys and refrigerated trolleys
- Food trays of different sizes and structure like trays with feet for breakfast use
- Tray covers – generally a linen cloth or paper cloth (non-slip type) table linen for trolleys, and serviettes
- Cutlery – entrée and main knives and forks, soup and dessert spoons, teaspoons specialist items such as steak knives or service tongs
- Crockery – various plates, bowls and jugs, cups and saucers

- Glassware – for juices, water, beer, wine and champagne
- Tea and coffee pots, hot water pots, coffee and tea making equipment
- Plate warmer/ cloches or plate covers
- Salt and pepper shakers
- Bud vases, toasters, bread baskets, ice buckets, newspaper holders
- Pen and order forms (always have two pens) also copies of menus and beverage listings and tray cards
- Other equipment including items of fixed equipment for example, wine coolers, espresso coffee machines, multi slice toasters, microwave ovens, hot water urns, ice machine, refrigerators and small portable equipment such as pizza ovens, coffee makers and toasters.

Room Service staff will have some trays or trolleys set up with basic settings in preparation for service, just as a restaurant area will have places set up in preparation of guests and will change the setting to suit the guests order.

The common meal setups are Breakfast, Main course and snack. Room service staff will customise the setup to match the order. Generally, Room Service will duplicate the same crockery, cutlery, glassware and condiments as a restaurant setting, depending on the order. The set up may also include a vase or floral decoration and tray cards. Tray cards are used to give information to guests about pick up of dirty dishes and to promote events or specials.

When selecting the equipment for setting room service trays and trolleys always check the equipment is appropriate for the order, clean and not damaged.

For example, do not use plates that are chipped, glasses with cracks, or items with loose handles etc.

Always check all items are clean and where needed polished. If items appear unclean they should be changed if the items are damaged they should be sent for repair or disposed of as unsafe.

The next step to take will depend on the actual problem, and the policies and procedures for example. If a piece of crockery was found to be chipped or cracked it should be wrapped up in newspaper and disposed off.

If a piece of glassware was found to be dirty, it should be returned to the bar for cleaning.

If a toaster was found to have a frayed cord, it should be immediately removed from service and taken to the appropriate maintenance point. The toaster should also be labelled that it is ‘Out of Order’ and not to be used.

There may be documentation to complete if items have to be sent to a maintenance department or to an outside contractor.

Example of a continental breakfast tray

Trays can be set up for 1 to 4 people, depending on the order type and the safety and balance of items.

It is generally safe to stack two plates on top of each other, as the top of most plate warmers/covers have been designed for such purposes. However, it would be unwise to stack meals three high and overload the tray, and risk over-balancing the stack. In addition, this could pose a safety and health risk and should therefore be avoided simply for this reason.

Excluding the food and beverage items, the following equipment could quite possibly be needed to set up and prepare the following types of shift trays.

Individual trolleys are used when there is a full meal or multiple guests. It may be the guest will sit at the trolley as a table.

A Room Service Trolley will be collapsible to permit easy storage and will open up to replicate a table situation in the Guests room. Trolleys have capacity for a heated box to ensure hot food stays hot may require some assembly.

4.2 Typical set-up trays and trolleys service for a range of meals

Set up trays and trolleys appropriately according to enterprise standards for a range of meals. The exact procedure to take when setting up trays can vary according to the type and extent of the order being prepared. Some equipment may be stored in suites or Butler's pantry for example toaster, crockery etc. these items can be collected separately by service staff.

The equipment found on individual trays should, of course, exactly match the needs of the particular order. If an order is delivered that is missing a certain item it is time consuming, embarrassing and inconvenient, as room service staff have some distance to travel to replace the missing item.

Typical set-up for room service trays and trolleys are:

a) Butter

Butter is a solid dairy product made by churning fresh or fermented cream or milk, to separate the butterfat from the buttermilk. It is generally used as a spread on plain or toasted bread products and a condiment on cooked vegetables, as well as in cooking, such as baking, sauce making, and pan frying. Butter consists of butterfat, milk proteins and water.

b) Condiments

A condiment is a spice, sauce, or, preparation that is added to food to impart a particular flavor, to enhance its flavor, or in some cultures, to complement the dish. The term originally described pickled or preserved foods, but has shifted meaning over time.

c) Cereals

A cereal is any grass cultivated for the edible components of its grain (botanically, a type of fruit called a caryopsis), composed of the endosperm, germ, and bran. Cereal grains are grown in greater quantities and provide more food energy worldwide than any other type of crop, they are therefore staple crops

d) Juices and Other Beverages

Juice is a liquid (drink) that is naturally contained in fruit and vegetables. It can also refer to liquids that are flavored with these or other biological food sources such as meat and seafood. It is commonly consumed as a beverage or used as an ingredient or flavoring in foods or other beverages. Juice emerged as a popular beverage choice after the development of pasteurization methods allowed for its preservation without fermentation.

Various pieces of equipment are used in the room service area and room service staff may be required to clean and prepare equipment for service this equipment may include.

Trolleys and hot boxes, tray trolleys and refrigerated trolleys

Food trays of different sizes and structure like trays with feet for breakfast use

Tray covers – generally a linen cloth or paper cloth (non-slip type) table linen for trolleys, and serviettes

Cutlery – entrée and main knives and forks, soup and dessert spoons, teaspoons specialist items such as steak knives or service tongs

Crockery – various plates, bowls and jugs, cups and saucers

Glassware – for juices, water, beer, wine and champagne

Tea and coffee pots, hot water pots, coffee and tea making equipment

Plate warmer/ cloches or plate covers

Salt and pepper shakers

Bud vases, toasters, bread baskets, ice buckets, newspaper holders

Pen and order forms (always have two pens) also copies of menus and beverage listings and tray cards

Other equipment including items of fixed equipment for example, wine coolers, espresso coffee machines, multi slice toasters, microwave ovens, hot water urns, ice machine, refrigerators and small portable equipment such as pizza ovens, coffee makers and toasters.

Ensure all Room Service equipment is not damaged, unclean or unsafe.

There are several different types of trolleys used.

- A tray trolley will generally have three levels and will be able to accommodate up to six trays.
- Multiple trolleys can carry up to 20 or 30 trays.
- Orders should be placed on the trolley so that the last one off is positioned on the lowest level. The orders to be first off should be placed on the top level.

Some hotel procedures say that the room service meals should be distributed from the highest floor down.

This means that room 801's order would be placed on the top level of the trolley, room 525's order would be in the middle level, and room 302's order would be placed on the lowest level.

However, other hotel procedures say that the room service meals should be distributed from the lowest floor up.

Standard lay-up photos are often used in the back-of-house to ensure consistency in tray and trolley set up.

4.3 Check sufficient service equipment's

Check the little extra items are included that make room service special – they will be specified by your establishment, but may include flowers/bud vase, doilies and napkins, a newspaper, and complimentary after-dinner mints or petit fours. And finally, trays should be able to be carried in accordance with the establishments policies and procedures, it may be in one hand at shoulder height or at chest or waist height carried with one hand firmly under the centre of the tray the other able to steady the tray but still free to open doors or press lift or elevator buttons. It is advisable to take the most direct and least cluttered route to the location for delivery. Hotels and Resorts will have policies and procedures for etiquette when meeting other guests in transit.

It may include:

- Check service equipment before service provision.
- Arrange all equipment accordingly.
- Check for equipment cleanliness and damage for keeping the establishment's image.

4.4 Set up trays and trolleys in balance, safe and attractively

The exact procedure to take when setting up trays can vary according to the type and extent of the order being prepared. The equipment found on individual trays should, of course, exactly match the needs of the particular order: if a tray is delivered that is missing a certain item it is very embarrassing, highly inconvenient and takes quite a bit of time to rectify.

Trays can be set up for 4 to 6. Example of the dinner tray:

- Cutlery – knife, fork, soup spoon, teaspoon
- Serviette
- Side plate
- Glasses for non-alcoholic and/or alcoholic beverages
- Coffee or tea cup and saucer
- Milk jug

- Ice bucket
- Salt and pepper.

If a piece of crockery was found to be chipped or cracked it should be wrapped up in newspaper and disposed of. If a piece of glassware was found to be dirty, it should be returned to the bar for cleaning.

If a toaster was found to have a frayed cord, it should be immediately removed from service

4.5. Food and beverages items in the right order

4.5.1 Range of room service Meals

Range of room service Meals are:- a) Breakfast b)Lunch and C)Dinner

- Breakfast** is the first meal of a day, most often eaten in the early morning before undertaking the day's work.
- Lunch**, the abbreviation for luncheon, is a light meal typically eaten at midday. Lunch is commonly the second meal of the day after breakfast. The meal varies in size depending on the culture, and significant variations exist in different areas of the world.

- c) **Dinner** usually refers to the most significant and important meal of the day, which can be the noon or the evening meal.

However, the term "dinner" can have many different meanings depending on the culture; it may mean a meal of any size eaten at any time of the day

Set up trays and trolleys

The equipment found on individual trays should match the needs of the particular order.

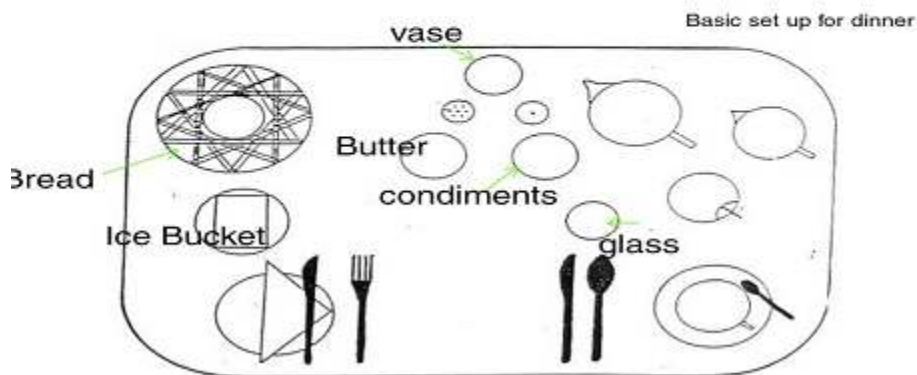


Figure 4.1 set up tray and trolley

Note: Breakfasts are commonly selected from one of 3 types – Continental, American or full à la carte – and the type of breakfast chosen by the guest have a major effect on how the tray is set.

Trays and trolleys must also be set up so that they are:

- a) Balanced b) Safe c) Attractive.

This means that it must be balanced to avoid the likelihood of dropping it, or of its over-balancing: given that room service is a special service for most guests there is an expectation that we deliver it professionally, and spilling the contents of the tray all over the floor is not part of their expectations

4.5.2 Ensuring orders are complete and all items are served at the correct temperature

A Continental breakfast is a small, light breakfast usually comprising croissants, Danish pastries, butter and jam, tea and coffee, and perhaps fruit juice.

- Check the item against the guest's order.
- Hot food in a heated container.
- Cold foods in cold container.
- Check any special request

4.5.3 Collecting all food items and beverages promptly and in the right order.

Room service may have their own production kitchen or share with a Restaurant or other dining area, there may be a chef solely allocated to room service orders or staff may have to take their turn with Restaurant staff.

When collecting an order check you have your order form to confirm the order, it may be you who takes the order and delivers the order or someone else. This can be advisable as the person who serves the order is the one the guest spoke to: this can help where there is confusion over the order or a dispute arises. In other instances, especially during high load times, it can be another person who delivers the food, etc. Room Service Staff may have to comply with a priority waiting for order collection this may consider the status of the Guest and the complexity of the dish.

4.6 Check trays before leaving the kitchen

Room service may have their own production kitchen or share with a Restaurant or other dining area, there may be a chef solely allocated to room service orders or staff may have to take their turn with Restaurant staff.

When collecting an order check you have your order form to confirm the order, it may be you who takes the order and delivers the order or someone else. This can be advisable as the person who serves the order is the one where there is confusion the guest spoke to: this can help over the order or a dispute arises. In other instances, especially during high load times, it can be



another person who delivers the food, etc. Room Service Staff may have to comply with a priority waiting for order collection this may consider the status of the Guest and the complexity of the dish.

Figure 4.2 balance tray service

Self-Check -4	Written Test
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Part two: choose the best answer

1. Why room service trolley is preferred than service tray
 - A. In order to load huge order
 - B. Safer in case of transportation

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C. Also can serve as service table in absence of table in the room

D. All

2. _____ is the first meal of a day. A. lunch B. breakfast C. dinner D. all

3. Trays and trolleys must also be set up so that they are:

A. Balanced B. Safe C. Attractive D. all of the about

4. _____ is a spice, sauce, or, preparation that is added to food to impart a particular flavor, to enhance its flavor, or in some cultures, to complement the dish.

A. Condiment B. balanced C. food and beverage D. all of the above

Part two: matching

Column A

Column B

- | | |
|---|-----------------|
| 1. Various plates, bowls and jugs, cups and saucers | A. Glassware |
| 2. For juices, water, beer, wine and champagne | B. Crockery |
| 3. Main knives and forks, soup | C. cutlery |
| 4. Cloches or plate covers | D. Plate warmer |
| | E. Condiment |

Part three: Answer the questions listed below.

- Write at least five examples of room service Equipment
- Explain the range of room service meal?

Unit Five: Present room service meals, beverages and bill to guests

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Request entry to guests' rooms by knocking and announcing
- Enter to guests' rooms
- Consult guests about their preference where trays or trolley should be placed
- Position trays or trolleys and furniture safely
- Explain of the meal and beverages to guests
- Serve meals and beverage
- Check guests' accounts
- Present charge account to guest
- Present cash payments to the cashier

This guide will also assist you to attain the learning outcomes stated in the cover page.

Specifically, upon completion of this learning guide, you will be able to:

- Apply ways of request entry to guests' rooms by knocking and announcing
- Apply enter to guests' rooms
- Check consult guests about their preference where trays or trolley should be placed
- Check position trays or trolleys and furniture safely
- Explain of the meal and beverages to guests
- Apply way of serve meals and beverage
- Check guests' accounts
- Present charge account to guest
- Present cash payments to the cashier

5.1. Request entry to guests' rooms by knocking and announcing

On arriving at the guest's room, a final visual check of the tray or trolley may be made, and then staff should knock firmly on the door and announce "Room service!" , "In room dining" or "Room service, Mr Alemayehu" if you have the guests name.

When knocking on the door, use the knuckles not a key or any other implement or item as this will leave a permanent mark on the door. Some guest rooms may have visitor bells or doorbells.

After announcing 'Room Service' waits 10 to 15 seconds before knocking again, and announce again.

5.2. Enter to guests' rooms

Up on arrival and after announcement of your-self as a room service, the next steps is Enter guests' rooms upon appropriate response from guests and greet them politely and according to enterprise service standards

When the guest opens the door, offer a greeting and, if not asked in by the guest (which is what will normally happen – either verbally or non-verbally), request their permission to enter. The guest may not want you to enter the room – they may be conducting a business meeting, they could be entertaining, or they could have private papers, etc., spread out around the room on tables, desks, the bed, etc.

Therefore, requesting permission to enter has a practical underpinning reason, giving room service Staff permission to enter and set up the order. A guest may prefer to take the tray or trolley and other items from you at the door and serve themselves.

Where the guest does not answer the door after the second knock/call, staff should follow house procedures. This may be to knock and call a third time. It may be room service staffs need to use a pass key to unlock the door, open it slightly and re-announce hopefully the guest will hear this as staff will actually be in the room. There may be added instruction taken with the order and staffs need to act as instructed.

If the guest has not responded, house rules may be to leave the order especially if the guest is well known, or a regular, while in some cases house policy may be to withdraw without leaving the food and beverages that were ordered returning to the room service section.

An alternative course of action in some establishments if the guest does not answer is to call the guest via the telephone, text or message either directly or through Reception or communications staff. If the guest fails to answer the telephone, staff may be required to check the guest's name against the room number.

If it is correct, procedure will indicate whether to notify a supervisor or manager of the situation, and they take further steps to ensure that the guest is physically all right or if a mistake has been made. The room Service staff never to enter a room fully unless they have been granted permission, or until they are sure they will not be interrupting or disturbing anyone.

5.3. Consult guests about their preference where trays or trolley should be placed

Consult guests about their preferences for where trays or trolleys should be placed in the room and advise them of any potential hazards.

When Room Service staff enter a guest room the guest should be thanked, and greeted politely, and engaged in conversation if appropriate, perhaps a comment about the weather would be appropriate given the circumstances and the nature of the person. Good customer relations should be maintained at all times.

With both trays and trolleys, advise the guest of any potential hazards such as what is hot, what is sharp, what may be heavy, where heating elements and etc. If an electrical hot box has been used for the room, plug it in to the electrical outlet to keep the food hot.

5.4 Position trays or trolleys and furniture safely

Staff should place or position the tray or trolley in an appropriate location within the room or suite, in consultation staff may ask the guest where they would prefer things put. This will depend on the layout of the room, and the in-room furniture, the guest may prefer the tray to be placed on the dining table, or on the office desk, or coffee table.

The guest rooms may have balconies, and some open out onto the pool or other leisure areas or the guest may not be eating in their room but may be in a public area. The room service attendant

should place the tray in accordance with the guest's requests, without showing any disapproving signs.

In many instances, the guest will reply along the lines, "Oh, just put it anywhere!" in which case you must be prepared to determine quickly where it should go. The Room service department may have prepared plans identifying a suitable place for trays and trolleys to be positioned. If there is a balcony complete with table and chairs, set up the table and place the order appropriately.

5.5 Explain of the meal and beverages to guests

With the specials and the more uncommon dishes it may be necessary to offer a brief description or explanation of them. While this explanation of the dishes is all part of the service offered by room service, staff must be alert to the signs that indicate such explanation is not necessary. During the explanation it is common for some guests to ask follow up questions, good product knowledge will enable staff to answer them, but if staff cannot, they need to check if an answer is required or if the question is part of polite conversation on behalf of the guest and no answer is required but on other occasions an answer will have to be reported back either by message or in person.

5.6 Serve meals and beverage

Room service staff will require some basic cooking knowledge, when presenting the room service order to the guest it may be necessary to assemble some dishes, add dressing to salad, garnishes to hot food items such as fresh ginger and spring onion to steamed fish, or adding cold items to hot for example cream with thick soup or ice-cream with pie. This may occur in front of the guest or in a Butler's pantry or server area.

After checking that everything is to the guest's satisfaction, wish the guest "Good evening and Bon appétit" or some other suitable phrase, enquire if the lights or music should be lowered if this seems appropriate.

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5.7 Check guests' accounts

Check guests accounts are the method of payment is confirmed when order is taken. Room service deliveries will require room service staff to obtain a signature from the guest for the items delivered and confirm if it's to be charged to the room account. In some cases, the guest may wish to pay on delivery, and if they use cash then room service staff will need to issue a receipt.

Account Docket/bill should include:

Room Number

Registered Guest Name

Account type, paid on delivery by credit card or cash or charged to the guest's room account

Delivery time /date

List of items and the cost of each

Including any surcharges such as delivery fee

Total cost.

Before the account is presented to the guest for signing, it is part of a room service waiter's job to make sure it is accurate. Always check the details.

Checking is usually done in the kitchen prior to delivering the tray/trolley and it involves:

Checking to ensure that only what is delivered is charged for, there may be a shortage of an item or it may be unavailable

Always check items that are advertised as being “free of charge” are not charged for, such as the wine that was part of the weekend package. Ensure that any special deals that may apply via package deals have been factored in such as breakfast. Check that correct and current prices have been used and make sure that all “extras” that can ethically be charged for, have been included ensuring the accuracy of all extensions and additions.

It's important to re-check the room number and guest name against the list of in House guests.

5.8 Present charge account to guest

Check guests' accounts for accuracy and present them according to enterprise procedures

Account Docket/bill should include:

- Room Number
- Registered Guest Name Figure 5.1 present guest account
- Account type, paid on delivery by credit card or cash or charged to the guest's room account
- Delivery time /date
- A List of items and the cost of each. Including any surcharges such as delivery fee
- Total cost.



Present charge accounts to guests for signing and charge to their room account or accept cash payment where tendered. Before the account is presented to the guest for signing, it is part of a room service waiter's job to make sure it is accurate. Always check the details.

- Checking is usually done in the kitchen prior to delivering the tray/trolley and it involves:
- Checking to ensure that only what is delivered is charged for, there may be a shortage of an item or it may be unavailable
- Always check items that are advertised as being “free of charge” are not charged for, such as the wine that was part of the weekend package. Ensure that any special deals that may apply via package deals have been factored in such as breakfast. Check that correct and current prices have been used and make sure that all “extras” that can ethically be charged for, have been included ensuring the accuracy of all extensions and additions

- It's important to re-check the room number and guest name against the list of in House guests.

The account or bill is checked before leaving the Room service preparation area but once the order has been delivered adjustments may have to be made, for example the guest may, having seen the dish, decide they don't want it, or the beer you brought up as an alternative to the one they ordered may not be to their liking so it has to be deducted from the account. When all is confirmed correct the account is presented and the guest should be asked to check the account and then sign in the appropriate place. Their signature verifies that the food and beverage was received.

You must not forget to ask the customer for their signature, as the room service docket is the only record the cashier has to validate that the charged amount has been paid.



Figure 5.2 guest payment

Before leaving the guest's room, you should advise the guest on where to leave the used tray for collection. Some establishments prefer guests to ring room service; some prefer to have the tray/trolley left outside the room: In some cases room service will return and clear the room the next day (in cases where there may be a party in a suite).

5.9 Present cash payments to the cashier

When room service staff have delivered an order and completed explaining and presenting the items, the guest will be presented with an account, offered a pen and asked to sign as confirmation of delivery also confirming how the account is to be settled.

Most commonly guests will add room service charges to their room account, when presented with the account they will sign and confirm the room number and charge to room account is confirmed.

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In some cases, guests will elect to pay for their room service separately by cash or credit card. Promptly present cash payments to the cashier for processing and payment.

The account or bill is checked before leaving the Room service preparation area but once the order has been delivered adjustments may have to be made, for example the guest may, having seen the dish, decide they don't want it, or the beer you brought up as an alternative to the one they ordered may not be to their liking so it has to be deducted from the account. When all is confirmed correct the account is presented and the guest should be asked to check the account and then sign in the appropriate place. Their signature verifies that the food and beverage was received.

You must not forget to ask the customer for their signature, as the room service docket is the only record the cashier has to validate that the charged amount has been paid. The docket could be considered invalid if it does not have a signature.

Before leaving the guest's room, you should advise the guest on where to leave the used tray for collection. Some establishments prefer guests to ring room service; some prefer to have the tray/trolley left outside the room. In some cases, room service will return and clear the room the next day (in cases where there may be a party in a suite).

Self-Check -5	Written Test
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Part One: Say True or False

1. Serving a complimentary home cookie with hot beverages is not required for room service breakfast.
2. When talking on the telephone it is important that there is no background noise to distract you.

3. You need to display a high level of confidence and knowledge when carrying out your duties.

Part two: choose best answer.

1. What must you check the table cloth and napkins for whilst setting up a room service trolley?

A. Table cloths and napkins are clean, pressed, free of stains and tears

B. Table cloths and napkins are clean C. Table cloths and napkins smell fresh D. all

2. What should you offer to do in the room when delivering a breakfast order?

A. Greet the guest warmly and explain the outside temperature

B. Be as quiet as possible as the guests have just woken up C. offer to open the curtains D. none

3. What is the minimum number of jams, honey or preserves that need to be available for room service breakfast?

A. 2 types B. 3 types C. 4 types D. 5 types

4. How often should you use the guests name in any interaction?

A. As often as is natural and appropriate to the conversation

B. At least three times D. at the end of every sentence

D. You should call the guest sir or madam and not use their name

5. If tray or trolley removal was requested within how many minutes should it be collected?

A. 20 minutes B. 10 minutes C. 15 minutes D. 5 minutes

6. When presenting the bill to the guest you should ensure that it is:

A. Clean and in a bill folder

B. Remind the guest about calling for trolley removal

C. Wish the guest bon appétit; say good bye sincerely and close the door quietly

D. Just say goodbye to the guest

7. During room service delivery what procedure should you explain to the guest before leaving the room?

A. Room service tray/trolley collection procedure

B. Billing procedure C. how to contact you D. all

Answer the following questions clearly and neatly

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1. State the basic procedures that should follow while we enter to guest rooms
2. Why we consult our guests regarding to their preference while we set trays in room service

Unit Six: Clear Room Service Area

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Clear used room service trolleys and trays
- Return the trays and trolleys to the room service area
- Restock the station with equipment

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Clear used room service trolleys and trays
- Check return the trays and trolleys to the room service area
- Identify restock the station with equipment

6.1. Clear Used Room Service Trolleys and Trays

Introduction

After room service has been delivered, used trays and trolleys need to be collected. Room service staff will have to do a floor check to collect trays and trolleys. This must be done regularly as trolleys and trays that are left out in the corridors look untidy and present a risk to guests.

Checking for room service trays and trolleys is a task that needs to be included as standard duties, so that sufficient time is allocated for it. Usual practice is to check floor-by-floor: if you are on a floor you may as well check for and remove all the trays/trolleys while you're there.

This clearing can be undertaken at any time – day or night – but you must remember to be quiet when clearing, because guests may be asleep: without sufficient care, clearing can be a very noisy affair with cutlery, crockery and glassware knocking into each other.

Where you clear a tray/trolley and all the items that were delivered are not there when you clear, the accepted practice is not to knock on the door and make enquiries. Housekeeping may well locate the item tomorrow when they clean, or the guest may leave it out later on.

It may also be the case that someone walking past has stolen the item. It is common practice for housekeeping staff to report when trays and trolleys are left in rooms or corridors. At other times the clearing of room service trays and trolleys may be combined with other duties such as collecting breakfast menus from door knobs, or distributing newspapers.

Checking and clearing used room service trolleys and trays

Check and clear floors promptly for used room service trolleys and trays. Checking for room service trays and trolleys is a task that needs to be included as standard duties, so that sufficient time is allocated for it. Usual practice is to check floor-by-floor: if you are on a floor you may as well check for and remove all the trays/trolleys while you're there.

This clearing can be undertaken at any time – day or night – but you must remember to be quiet when clearing, because guests may be asleep: without sufficient care, clearing can be a very noisy affair with cutlery, crockery and glassware knocking into each other.

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Clear room service

Return trays, trolleys and service items

- Unpacking the used items
- Remove disposable rubbish
- Distribute items to cleaning stations
- Store trays and trolleys



Figure 6.1 clear room service

6.2. Return the trays and trolleys to the room service area

Once the trays and trolleys have been collected from the rooms and floors, they need to be returned to the room service area for dismantling, cleaning and resetting. Sometimes speed is essential, especially where there is a heavy demand on limited resources - sometimes this is caused by the weather, or it can be a special event on television or internet, a sports match or concert that all the guests seem to want to stay in and watch or simply there are a number of Guests who prefer to dine in their room.

When cleaning trolleys, there are different surfaces and materials to clean, pay specific attention to the wheels and other exposed areas. Trolleys need to be checked for food spillage and food scraps caught in moving parts of the trolley. During storing trolleys, don't store trolleys in walkways, doorways or passages. Prevent damage by storing and cleaning the trolleys according to the manufacturer instructions.

The hotel or resort may have a 'wash by hand' procedure then room staff should place items in the appropriate sink or receptacle and check the washing schedule. Hand washing may start with glassware and continue with cutlery and then crockery to take advantage of reuse of water. These small items are normally cleaned and washed in a dish washer; there may be one for room service only or a shared area for washing. Room Service and the Hotel's suites may have distinctive crockery and cutlery and they need to be monitored when washed in a shared area. Having been washed and sanitized items may need to be polished before storing. There may be a range of smaller items which will require hand cleaning, for examples bud vases, newspaper holders.s

6.3 Restock the station with equipment

Restock station with equipment, food and beverage according to enterprise procedures. The room service department is required to respond quickly to guest requests to ensure prompt service the department needs to be prepared and organized. Unlike other areas of the Hotel or Resort, Room service may not be busy when the rest of the establishment is busy, this is due to the type of guests or market segment guests are categorized as.

Room Service needs to be prepared at all times a bus load of tourists or the 120 people who just checked in late in the evening may all ring room service for a meal. The same applies to room service – everything must have a place, and everything must be in its place: the nature of room service (sometimes 24 hours-a-day) means that this state of readiness has to be maintained at all times.

Room service preparation involves re-stocking and storing equipment, as well as food and beverage items. Items should be stored in the same place each time safely and neatly, so that items are easy to access. Store similar items together and Store chemical containers off the floor. All items have to be checked for usage dates and freshness.

Trays need to be clean and dry and may be stored partly set with tray mats or cloths and basic condiments. Damaged, cracked or broken items of crockery, cutlery and glassware should be replaced and par numbers of all items need to be maintained.

Room service may also stock a small range of non-food and beverage items to be able to respond to guest requests, especially for requests made overnight when other departments may not be operating. Some of these items could include soap, extra towels, light globes, batteries or chargers for telephones or lap tops. Other items may include TV guides and “This Week in ...” extra pens, paper and envelopes. Guests may also request a toaster, jug, lead for the jug, bottle opener, corkscrew and coffee makers.

Room Service staff should be familiar with the policies and procedures for ordering or requesting items.



Figure 6.2 restock room service equipment

Self-Check -6	Written Test
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Part One: Say True or False

1. Room service preparation involves re-stocking and storing equipment, as well as food and beverage items.
2. Room Service staff should be familiar with the policies and procedures for ordering or requesting items.
3. Restock station with equipment, food and beverage according to enterprise procedures.

Part Two: Choose Best Answers

1. What is the last thing to place in the trolley during the delivery of the room service?
 - A. Salad B. water C. table napkin D. flower vase
2. Which of the following is not part in setting up the trays and trolley?
 - A. Put the flower vase/ center piece at the side of the trolley
 - B. Put the salt and pepper at the side of the flower vase
 - C. Place the bread plate and butter spreader
 - D. Put the garbage below the trolley
3. In the room service procedure, which of the following is the additional service?
 - A. Sleeping outside the door C. eating together with the guest
 - B. Fall the together with the guest D. using guests comfort room

Part three: Answer all the questions listed below.

1. Who is responsible to clear room service areas after service?
2. What restocking mean? How we restock the station with equipment?

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