
UNIT 11 FOOD MANAGEMENT: DELIVERY AND SERVICE STYLES

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11.1 INTRODUCTION

In the last unit we learnt about the functioning of a food service organization as a set of units having interrelated functions, emphasizing distribution and service as one subunit of the transformation component of the food service system model. We also learnt about different delivery/service methods and types in food service establishments. In this unit, we shall further proceed in the same direction and find out more about delivery/service styles in food service establishments. Food service operators must be aware that over the years, forms of meal service have changed. Serving of meals in traditional ways may no longer seem feasible for both practical, as well as, financial reasons. Whether eaten at home or eaten out, the time when meals have been taken, and the style of waiting service that accompanies them have constantly altered. Nouvelle cuisine, specialty ethnic restaurants, health food and fast food operations are some of the types of catering that prompt changes in forms of service. The elimination of unnecessary staff and hence pruning labour consuming rituals is a rising trend, unless they add positively to meal merchandising. Forms of service, which demanded large and elaborate skilled staff, are now less frequently encountered. What are the types of service styles? What are the specialized forms of service employed by different food service operators? These are a few aspects covered in this unit.

Objectives

After studying this unit, you will be able to:

- identify the different types of food service practiced in restaurants, hospital setting, airline, railway catering and other specialized forms of food service,

- describe the important features, characteristics of the different types of food service adopted in a restaurant, and
- discuss the specialized forms of food service such as hospital tray service, airline tray service, home delivery etc.

11.2 DIFFERENT TYPES OF SERVICE IN FOOD SERVICE ESTABLISHMENTS

The service of food and beverages may be carried out depending on

- type establishment,
- type of customer to be served,
- time available for a meal,
- turnover of customer/clients,
- type of menu presented,
- cost of the meal served, and
- site of the establishment.

The essentials of a good service are that quality meals are served efficiently and at a good price. Complaints about poor service are quite common in this industry. Whether they are profit or non-profit organizations all food services must focus on food services. Service approaches can be broadly categorized in three ways. You may recall reading about these previously in Unit 11. Can you name them? Well, these are:

- 1) Table and Counter Service
- 2) Self Service
- 3) Tray Service

Let us get to know about each of these in greater detail.

11.2.1 Table and Counter Service

It is the most commonly used service in the commercial segment of the industry. It can be extremely single or elaborate, and its distinguishing characteristic is *service by a waiter/waitress*. You will find a detail review on the types of table service in section 12.3.

Counter service is often found in coffee shops, fast food outlets, hostels, schools where the customers are looking for speedy service. These may use different counter arrangements and with limited member of staff to serve. Often table and counter service may be combined. The handling and controlling of guest checks is a major concern in this type of service.

Points of control would be checking if:

- all items are charged,
- proper prices are charged, and
- all payments have been settled.

Next, let us review the self-service.

11.2.2 Self Service

Self service is characteristic of the food service industry, with variations like counter pick up, take away, drive through, etc. Buffets, vending machines, refreshment-stands at public places and mobile food service units could also be placed in this category. The need for this type of service is really increasing as it provides service at any hour and in every imaginable place. Let us get to know about these variations next.

- a) *Cafeteria Service*: Cafeteria service is mostly used in industrial and employee feeding operations. Customers queuing in line formation past a service counter choosing their menu requirements in stages and loading them on to a tray or plate. It is common to see self-bussing of trays and dishes. This is a common practice to lower labour costs.

Various types of counters like the straight-line counter or the u-shaped or hollow square counter may be used as highlighted in Figure 11.1. The straight-line counter may have many sections, depending on the quantity and variety of menu items offered. In the hollow square the food counters are positioned to form three or four sides of a square with space to move between counters. This layout allows customers to move from one station (counter) to another without being held up by the entire line. They can go to the counters that they wish to select which not only decrease lines but also permit more people to be served in a smaller place.

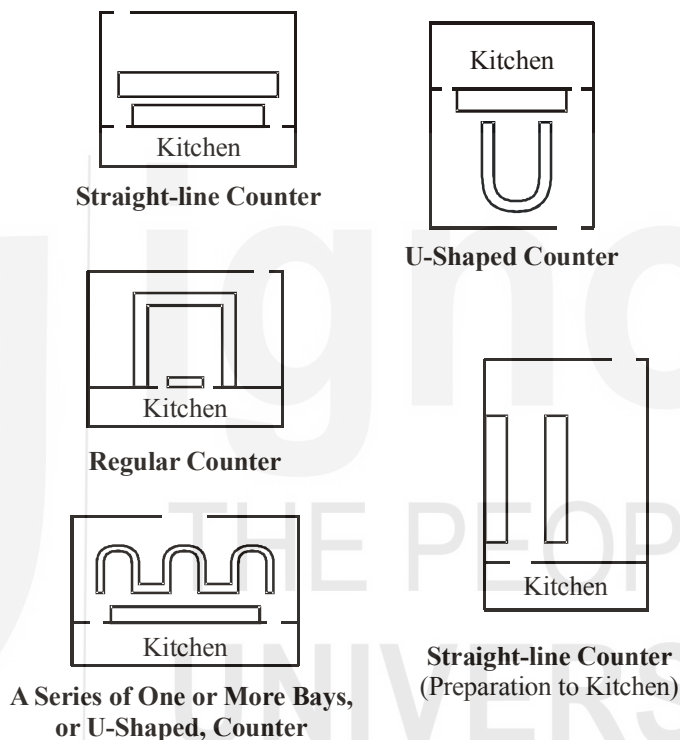


Figure 11.1: Some of the counters used in cafeteria service

- b) *Buffet*: Buffet service is used in commercial and institutional food service. It has gained popularity over the years because of its convenience, as well as, satisfaction. College and school, hostels, employee cafeterias in hospitals or industrial organizations, events like receptions, coffee parties, promotional campaigns, etc. can use this type of service. It enables a facility to serve more people in a given time with fewer personnel. Food items like main dishes, salad, desserts, and beverages are all served on separate counters. Sometimes, salad bars and dessert counter may be buffet options but the main courses may be served using table service.
- c) *Vending Machines*: Vending machines are used for self-dispensing of items like hot and cold beverages, chocolates and in some places items like sandwiches and snacks. Vending machines offers the advantage of automatic dispensing to customers at any hour with limited personnel, i.e., only those required for maintenance of these machines. Machines and food items may be provided by a commercial vending operator on a contract basis and need to be serviced and maintained by service personnel of the food service organization. This can be done by minimal training given to food service employees.

11.2.3 Tray Service

Tray service in which food is carried to a person by a food service employee is used by healthcare institutions and for an in flight meal service in the airline industry. Room service in hotels is a variation of tray service.

Let us review the hospital and airline tray service briefly here. A detail review on hospital and airline service is presented later in section 12.5. These you would notice are specialized forms of service.

A) *Hospitals Tray Service*

The *Ganymede system* or *tray service* is one of a number of commercially available tray service methods used in hospital catering. Basically, individual patient trays are made up on a conveyor system according to the patients' pre-ordered requirements. Differing methods are used to keep the food hot or cold, ranging from the heated or chilled pellet method to specially insulated ways. Trays once completed are transported to the wards in ambient cabinets. Beverages may be added at ward sites before presentation to the patient.

The advantages of this system are that:

- The patients receive their meal presented appetizingly on the plate and piping hot.
- Labour and administration costs can be reduced.
- Time originally spent in the ward 'plait up' meals may now be put to better use by completing other duties.
- The patient is able to select the meal required from a given menu.

Another form of tray service used is in the airline sector. Let us get to know about this service next.

B) *Airline Tray Service*

In an airline tray service, when all the food has been prepared, the required quantities of each dish are placed on trays which are either put into hot cupboards and kept hot until being transported into the plane, or alternatively are chilled and stored in the catering unit until required and, when necessary, re-heated on board the aircraft. Each airline will supply its own equipment such as tableware, china and glassware. A detail review on airline food service is presented later in section 11.5 under specialized forms of service. Having gone through this section will give you a complete perspective on airline service.

With tray service we end our general review of different types of services establishments. Next, let us review the types of service offered specifically in a commercial set-up such as a restaurant.

11.3 TYPES OF SERVICE IN A RESTAURANT

The outcome of any food service operation as you may recall reading in Unit 10, is the *service of quality meals* and *clientele satisfaction*. Therefore, the choice of a service style is of utmost importance. Quality food served poorly will often result in consumer complaints, whereas mediocre food served well may be met with satisfaction. Complaints about food service rank high in the food service industry.

Commonly, you would face complaints from consumers about having to wait in a long queue, or wait for a long time for the food to arrive, or if they are served a wrong dish or an item prepared differently than what was ordered. Whether the organization is a profit or non-profit one, all food service operations must focus on service. Service of food and beverages can take many forms and can be chosen selectively by the food service operator.

Most of the restaurants and hotels employ formal patterns of food and beverage service. However, the degree of formality and informality varies to a great extent across the worlds. In assessing the foregoing styles of restaurant service, we can identify four forms in use today. These are:

- silver service (including French, English, Russian, and American styles)
- plate service
- buffet service
- cafeteria service

Let us get to know these service styles.

11.3.1 Silver Service

Silver service is, in effect, what has emerged from restaurants blending together elements of French, English and Russian service. Today, in silver service, food is placed on or in appropriate silver plated dishes in the kitchen by the chef for presentation for service by waiters. The term ‘silver’ embraces stainless steel and also fire-proof enamel dishes, china or earthenware. These latter dishes are normally presented on oval ‘flats’ of silver or stainless steel.

Sometime, silver service has been called ‘Continental’ which includes four major services. The four major service styles are thus recognized as:

- French service - gueridon service
- English service - silver service
- American service - pre-plated service
- Russian service - silver service

Let us read and find out about these service styles next.

A) *French Service*

In France itself, service *a la Francaise* is delivered from that used in “bourgeois” households and is found in both family pensions and in banqueting, where the dish (accompanied by its lid) is presented to the left of each guest who serves himself. Look at Figure 11.2, which depicts the different types of French service.

A fundamental element on true French service is that it affords guests an opportunity to help themselves. For small parties up to three guests, dishes may be placed directly on the table. The main dish (possibly on a table rechaud, perhaps of the ‘night light’ type) is positioned before the guest expected to be served first. A French full service place setting is shown in Figure 11.2. As you can see in this, the plates are placed conveniently near the dish.

For larger parties, certainly for tables of four or more, a gueridon or side table should be used. In this case, the waiter brings plates and dishes to the gueridon, sets the plates at guests’ covers and then presents the dishes to guests to help themselves. What is gueridon service, then? Let us next read and find out.

Gueridon Service

The most elaborate form of silver service in restaurants today is called gueridon. In this case, a side table (or gueridon) is exploited to the full. This side table can also be on wheels (in trolley form), and it usually is mobile.

Often, of course, some preliminary treatment of portioning or carving may be required from the gueridon. Thus, elaborated French service can also enable guests to see food ‘finished’ by their table, for carving and portioning and salad mixing may be effected in front of them. Refinements or simplifications internationally depend on the grade of the restaurant.

Basic French service, as practiced in France, has advantages in that it demands relatively few staff and does not require great skill, but it can be slow and less ‘sure’, because of possible guest ineptitude in serving themselves. The other advantages and some disadvantages of gueridon service are highlighted herewith.

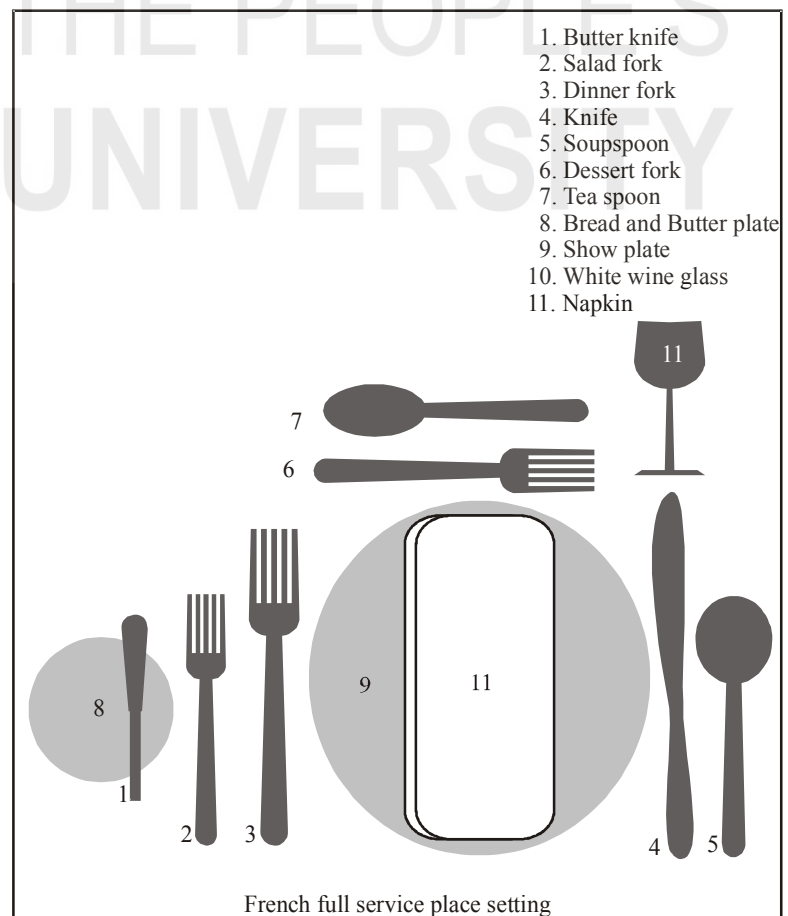
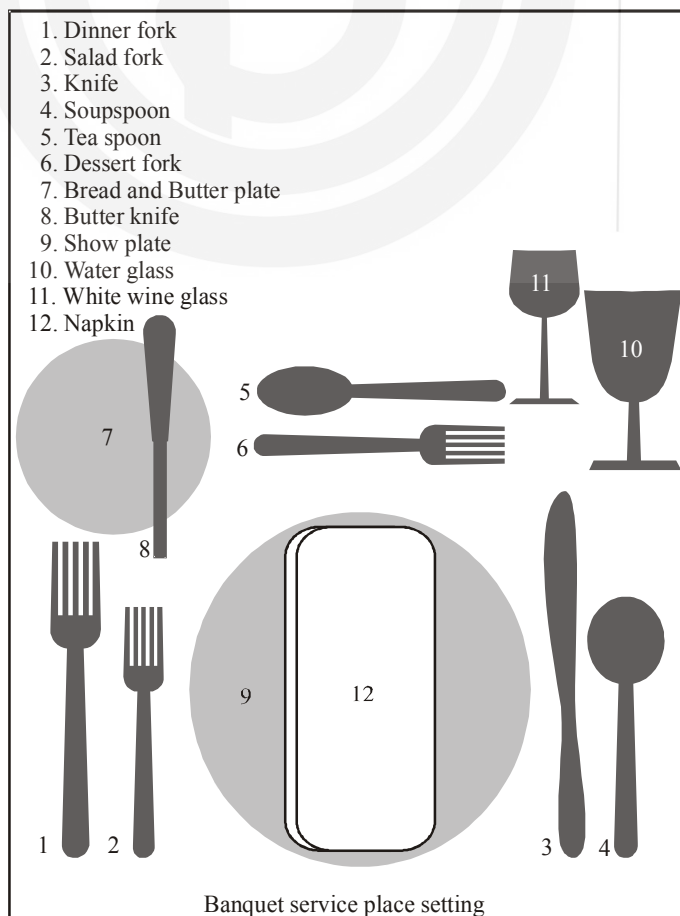
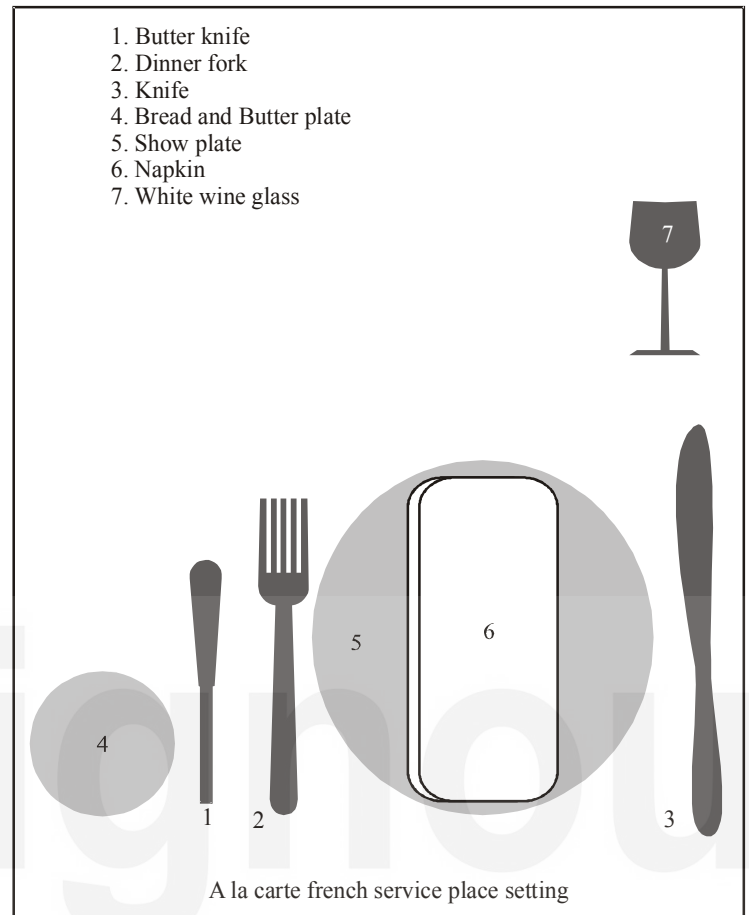
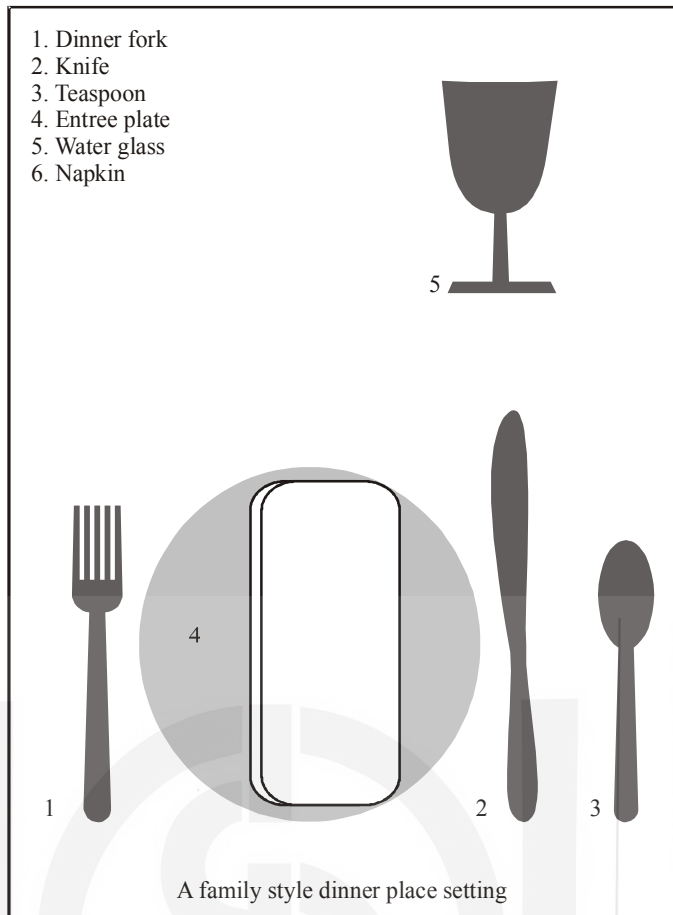


Figure 11.2: Different forms of French service

Advantages and Disadvantages

Advantages claimed for gueridon service is that it helps merchandise meals and foods of all levels in an up market or high class restaurant because it is 'classy' and can be spectacular. A handed service is also safe (from spillage and accidents) and there is little or no risk of a napkin or clothing touching food. But among its disadvantages are that it is labour and time-consuming. It may also tempt waiters to over serve guests and give them more than they require.

Next, we shall study the English service.

B) *English Service*

On the Continent, service *a l'anglaise* is used especially in function service, fixed price table d'hôte and in travel catering (rail and ship). In this style, the dish is presented to the left of the guest and served by the waiter. It is thought to have originated in the British tradition of the 'master' or family head/carving or portioning and serving all at the table. In restaurant English service, the waiter fulfills this role, that is, the fundamental element is that he serves and at the same time, in effect, decides the portions as distinct from the guest taking his own. Again, refinements or simplifications depend on the grade of the restaurant.

Generally, English service is also a 'silver' service with portioning largely effected in the kitchen so that food, particularly when it involves a varied or complicated garnish, may be easily separated and served by the waiter.

The waiter brings plates and dishes to the sideboard, places a plate before each guest at his own cover, presents the main dish to the host or guests and then passes round the table serving each customer.

English service has the advantage of conveying a stylish or up market impression with relative speed and efficiency but it does require skill from staff. It is, for example, difficult to apply successfully to fragile food, for example, fish fillets, omelets etc.

This form of service also can be (and in high grade establishments is) affected from the gueridon. In this case, the waiter places the dishes (a lamp or rechaud is needed -at least for the main dishes) with the required number of plates on the gueridon. He serves by completing one plate at a time, which is immediately placed before the guest. Gueridon service is greatly facilitated by the use of an assistant waiter to aid in passing the completed plates.

Next, let us review the Russian service.

C) *Russian Service*

The Russian style introduced during the nineteenth century, meant that each individual dish was served to guests from a sideboard and removed when finished. Thus, separate 'courses' based on each dish were established. This contrasted with former dining style when many dishes of diverse kinds were placed simultaneously on the table rather in the way in which Indian meals are served today.

In France (possibly because of the sideboard or side table connection), service *a la Russe* is gueridon service in that dishes are served garnished on the gueridon and then placed before the guest at table. In Russia itself, appetizers (Zakouskis) or hors d'oeuvre were served outside the dining room in an anteroom close by.

Russian service, doubtless is derived from the old Russian style of having large joints, whole fish or birds, often decoratively treated on dishes with elaborate garnish, on the sideboard, visible to guests before being served. In Russian service, these items were then carved, portioned, placed on platters and passed for guests to help themselves.

The great waiting authority of the Edwardian period, *J. Rey* (author of *Guide du Maitre d'Hotel* and *The Modern Caterer's Encyclopedia*) described service *a la Russe* as 'serving the dishes one after the other, "piping hot" straight from the kitchen, without letting the guests wait for anything.'

But course and style later became integrated into French and English forms of service – particularly, English. Indeed, Russian service can be confused with both French and English service but its distinguishing feature is that in England and America, the moveable side table or gueridon (as distinct from sideboard) is not used. Russian service survives today in the sense that in ‘silver’ service, proportioned food is passed by waiters to guests. Thus, for banquets or functions, Russian service (though often with French and English adaptations) is still applied.

Finally, let us get to know about the American table service.

D) *American Service*

Fundamentally, this simplified form of restaurant service evolved more recently than French, English and Russian services. It depends on pre-plating and the pre-setting of tables with silver needed throughout the meal. The guests are provided with a menu card for the meal. Maitre d’ host or waiters bring plated food from the kitchen by tray that is then placed on a tray stand by the guest’s table (an elementary form of gueridon). A typical American service setting is shown in Figure 11.3.

American service may be slightly elaborated by fine table equipment and by ancillary serving procedures such as dispensing by separate waiters of hot rolls and trolley or ‘cart’ service for salads and so on. An all-purpose American service setting is shown in Figure 11.3.

American service is, therefore, plate service adapted to restaurant usage. Its advantages lie in its economy of equipment (sparing of dishes and silver), speed and simplicity. Hence, inexperienced staff can learn it easily.

Restaurateurs, prompted by guests’ demand for convenience, and tempered by common sense and good manners, have formed service styles in order to smooth or facilitate a meal’s progress. In the restaurant business, these customs and styles are affected also by staffing and cost considerations so that restaurateurs constantly seek to modern needs and realities.

Despite the reservations already expressed regarding large brigades and costly labour usage, silver service (and adaptations of silver service) have long been accepted in Britain and the rest of the Western World as the standard of good waiting practice. Therefore, change is likely to be evolutionary rather than revolutionary.

Next, we shall get to know about the plate service which is another form of food service used in restaurants.

11.3.2 Plate Service

In this style, the customer is served in the simplest manner with food already placed on the plate. Such service, as already mentioned earlier is used in canteens, many boarding houses, hostels and restaurants, where more personal silver service cannot be given. It is also used in up-market operations when chefs wish to ensure fine plate presentations.

In some higher-class operations otherwise using silver service, grills may be served on plates. Can you think any example of this? Yes, indeed it is sizzles, that most of us often enjoy while eating out. But what is its benefit? This is to speed service and ensure that they are hot when served direct from the grill without unnecessary manipulation.

Plating food requires care and supervision. For example, the plate should be the right size for the food item and adequate to accommodate its garnish and accompanying vegetables. In arranging the food, colour and consistency should reflect a chef’s artistry or when done by service staff, should aid or recreate such artistry.

In implementing plate service in popular style operations, metal plate rings enabling food to be stacked one plate on another may be used. Vegetables are not always ‘plated’ or pre-served but may be offered separately in a vegetable dish placed on the table, with its serving spoon (and possible fork) for guest self-service. Trays are used by waiting staff for this type of service.

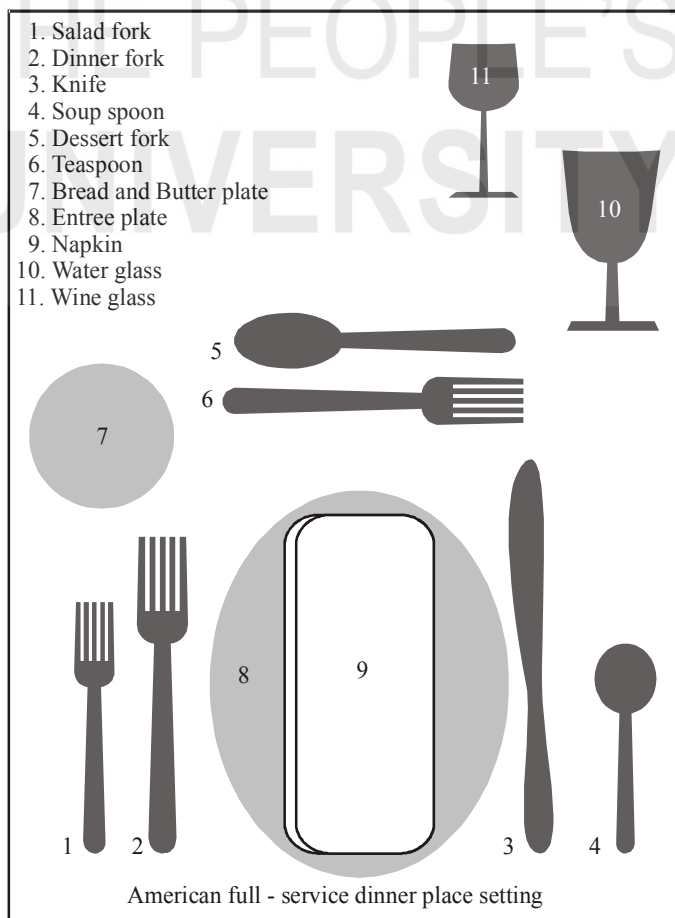
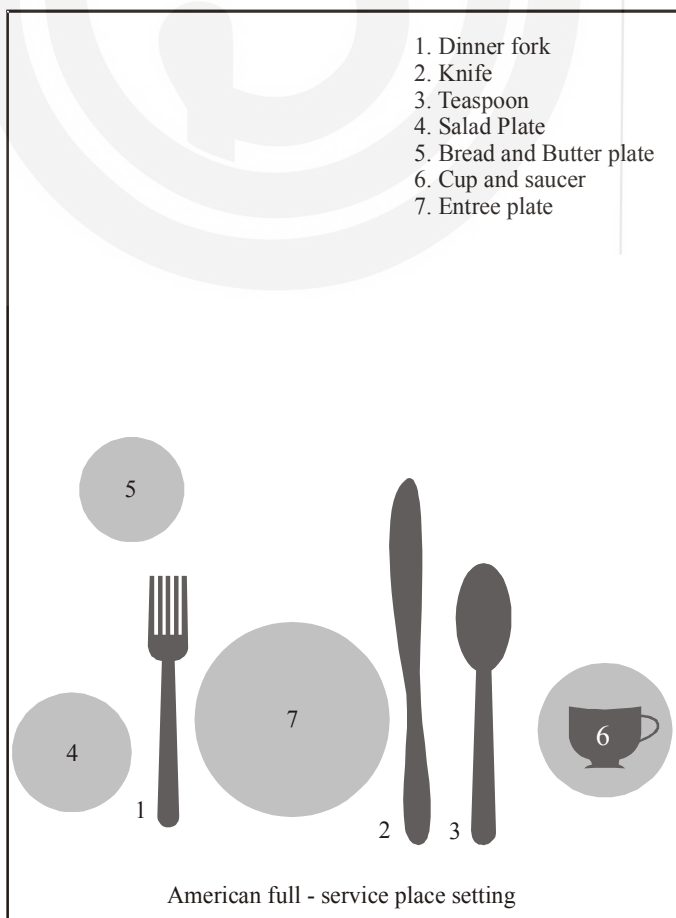
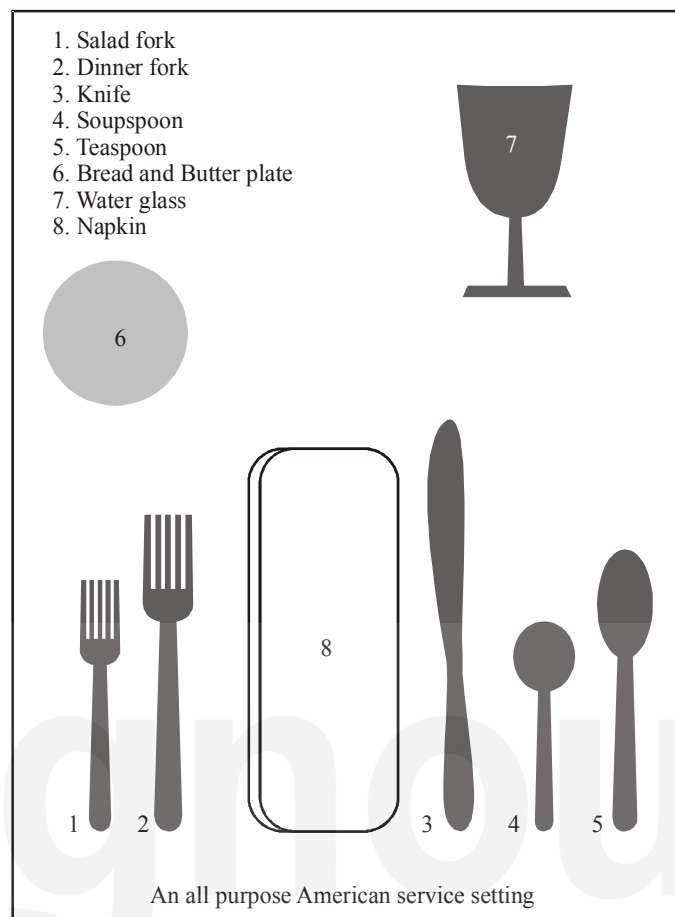
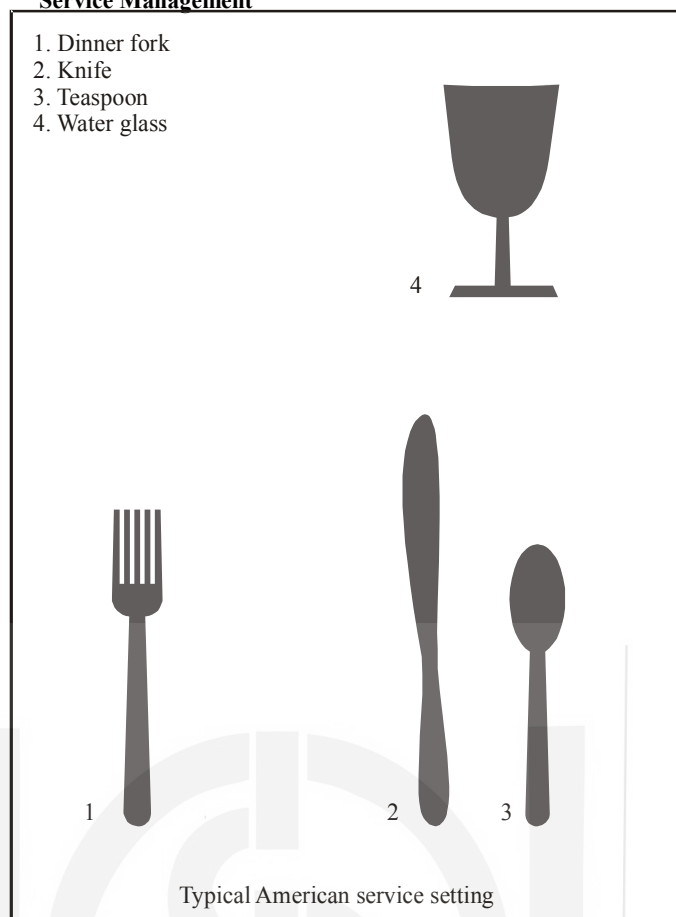


Figure 11.3: American service

11.3.3 Cafeteria Service

Industrial and institutional catering makes widespread use of cafeteria service. The basic principles of cafeteria food service have remained relatively stable. Food is set out on one or more counters with heated, unheated and refrigeration sections. Customers pick up a tray at the entry to a service line, and pass along the line selecting food as required. Cutlery and paper napkins are at the end of the line (or sometimes set on tables in the dining room) next to a cashier who receives payments. This may not be required in some institutional services where meals are pre-paid.

Commercial cafeterias may augment service by having staff at each station to assist or provide call-order service for grills, breakfasts or toasted sandwiches, etc.

In institutional catering where meals are presold through an 'en pension' charge to students or other types of institutional customer, dishes are usually set up on the counter in order of consumption from soup through to sweet.

In cafeterias, where each dish is individually priced, the servery line is arranged with merchandising and maximizing sales in mind. Thus, an attractive salad display, hors d'oeuvres or side dishes might be first line, for hungry customers are more likely to be tempted with such extra items when they are seen before main dishes.

Finally, let us review the buffet service.

11.3.4 Buffet Service

Modern hotel operations increasingly adopt a buffet service, which involves guests' self-service (and is thus an adaptation for hotels and restaurants of cafeteria approach). Guests help themselves to most items and these can include hot dishes. *Carveries* are a form of buffet service.

For buffet service, food is arranged on a buffet table in trays, on chafing dishes, oval flats, entree dishes, etc. Plates, hot or cold (as applicable), are stacked at the head of each line or table. Napkins and silverware are normally located at the end of the buffet line.

A qualified member of the waiting or kitchen staff is available to deal with carving or portioning and is in attendance even in self-carving operations.

Cold buffets are usually embellished with decorative dishes such as ham, salmon and poultry but center-pieces can be of flowers, ice carvings, butter mouldings or company insignias or other relevant feature. Spot-lighting a buffet table is an effective finishing touch especially when highlighting a center-piece.

U-shape, L-shape or V-shape and other shapes of table arrangement can be assembled to accommodate the food to be served and the numbers to be catered for. Some items, for example soup or beverages, are often set up separately so as to not to cross the regular buffet lines and to increase traffic flow speed.

In our discussion above we have reviewed different types of service available for commercial, non-commercial food service establishments. Let us next have a look at the summary of all these service styles in our next section and discuss their respective advantages and disadvantages.

11.4 SUMMARY OF SERVICE STYLES

This section presents a summary of service styles, we just learnt, and a few other styles. The uses along with their advantages and disadvantages are tabulated for your better understanding in Table 11.1. So let us proceed.

Table 11.1: Summary of service styles

Types of Service	Principal Uses	Advantages	Disadvantages
Plate: simplest form of service; food assembled in the kitchen on plates	American service; guest houses; platter meals; breakfasts; cafes; set menus; design-conscious up-market service	Rapid turnover and fast service. Labour saving. Fewer waiters needed. Costs minimized. Easy to understand. Preserves chef's presentation	Increased kitchen time and labour. Food can cool on hot-plate. Presentation can be poor e.g. over-loaded appearance
Silver (English) : food served by waiter with spoon and fork from flats, etc.	Good-class establishment; banqueting, directors' dining room, cruise liners & other related catering	Dishes look good. Chef shows skill. Waiter can show skills. Conveys impression of high class service	Needs skilled staff to do well. Costs more. Food can cool. Service can be slow. Extra washing-up
Semi-silver: combining plate and silver service. Main food item plated. Vegetables, etc. served by waiter	Good medium-class establishments; department store restaurants	Quicker than full silver service. Reduces wash-up. Customers decide amount of accompaniments taken	Kitchen assembly time, otherwise as for plate service
Family: plated main course and vegetables on table for customer self-service	Banqueting; clubs; institutions	Fewer and less-skilled staff. Customer decides his vegetable portion. Quite quick. Reduces service time. Enables more covers to be served	Customer can spill or burn himself. Poor presentation. Customer can feel neglected
Traditional family (English): host serves main course (or carves joint), then as for family service	Country houses; family	Readily understood. Food can be served without fuss. Suits informal occasions	Food can go cold. Depends on customer's attitude
French: food to be pre-carved, cut or portioned on dishes, passed (left). Customers help themselves	Highest standard; small banquets; royal functions	Good presentation. Personal	Possible poor portioning. Only suitable for small numbers of covers
Gueridon: using side table or trolley, waiter shows his skills, e.g. carving, cooking, flambage	House specialities; top class establishments; night clubs	Personal service. Ideal for a la carte. Pampers guests. Good for sales	Expensive to run. Heavy staff costs. Difficult to organize. Food can go cold.
Russian: similar to silver service	Functions and private parties	Good presentation	As silver service
Gannymede: heated pellet in a plate keeps food hot	Hospitals	Food kept warm. Can travel and stay hot. Good when service times vary	Expensive to install. Good hygiene essential
Call orders: orders called to kitchen, thereafter plated	Fast food operations; snack bars	Cheap to run. Minimum staff required. Quicker service. Good for certain trades	Pressure on 'caller'. No record of orders. Noisy to run
Cafeteria/counter: customer collects tray then takes items from counter, finally paying cashier.	Motorway services; institutions (schools, etc.)	Visually good. Economical on staff. Clean	Food can cool while customers wait. Dependent on good back-up and cashier.
Prepared counter: good paid for a cash desk. Chits handled in at the counter for goods.	Service areas; cafeterias etc.	Better quality food. No queuing. Effective control	Larger food stocks. Difficult for customer to understand. Clear menu essential.
Single: items in a vending machine sold singly. Possible reheating in adjacent microwave	Industrial canteens; travel termini (bus stations, etc.)	Twenty-four hours food service. No service staff cost	Machine breakdowns. Cleanliness vital. Can frustrate customers
Buffets service: includes cafeteria style modified for hotels	Hotel self-service; functions	Low staffing, customers please themselves	Possible queue delay. Erratic food control
Fast food: quick cooking of popular goods for take-away or eating on the premises from disposables.	Chain and franchise operations	Fast turnover. High profits. Low staff costs	Quality control essential. Expensive to install. Dependence on convenience foods. Can wane in popularity

Another way of categorizing types of service is given in Table 11.2. In this summarization you would notice the type of service is grouped under table service, assisted service, self-service, single point service, or specialized service. The description for each of these types of service is included.

Table 11.2: Types of service

Type of Service		Description
Group A : Table Service		
<i>Service to Customers at a laid cover</i>		
1) Waiter	a) Silver/English	Presentation and service of food to customer by waiting staff from food flat or dish.
	b) Family	Main courses plated with vegetables placed in multi-portion dishes on tables for customers to help themselves; sauces offered.
	c) Plate/American	Service of pre-plated food to customers.
	d) Butler/French	Presentation of food individually to customers by food service staff for customers to serve themselves.
	e) Russian	Table laid with food for customers to help themselves (also sometimes confusingly used to indicate Gueridon or Butler service)
	f) Gueridon	Food served on to customer's plate at side table or trolley; also may include carving, cooking and flambage, preparation of salads and dressing, and fish filleting.
2) Bar Counter		Service to customers seated at bar counter (usually U-shaped) on stool.
Group B : Assisted Service		
<i>Combination of Table Service and Self-service</i>		
3) Assisted		Commonly applied to 'carvery' type operations. Some parts of the meal are served to seated customers; other parts are collected by the customers (also used for Breakfast service). Buffets where customers select food and drink from displays or passed trays; consumption is either at tables, standing or in lounge area.
Group C : Self-Service		
<i>Self-Service of Customers</i>		
4) Cafeteria	a) Counter	Customers queuing in line formation past a service counter choosing their menu requirements in stages and loading them on to a tray (may include a 'Carousel' – a revolving stacked counter saving space).
	b) Free-flow	Selection as in counter (above) but in food service area where customers move at will to random service points; customers usually exit via a till point.

	c) Echelon	Series of counters at angles to customer flow within a free-flow area, thus saving space.
	d) Supermarket	Island service points within a free-flow area.
(Note: some 'call order' production may be included in cafeterias)		
Group D : Single Point Service		
<i>Service of Customers at Single Point – consumed on premises or taken away</i>		
5) Take-away		Customer orders and is served from single point, at counter, hatch or snackstand; customers off the premises (some take-away establishment provide seating) Drive-through; form of take-away where customer drives vehicle past order, payment and collection points. Fast food : originally used to describe a service at a counter or hatch where customers receive a complete meal or dish in exchange for cash or ticket; commonly used nowadays to describe type of establishment offering limited range menu, fast service with take-facility.
6) Vending		Provision of food service and beverage service by means of automatic retailing.
7) Kiosks		Outstation to provide service for peak demand or in specific location (may be open for customers to order or used for dispensing only).
8) Food Court		Series of autonomous counters where customers may either order and eat (as in bar counter, above) or buy from a number of counters and eat in separate eating area, or take-away.
9) Bar		Term used to describe selling point and consumption area in licenced premises.
Group E : Specialized (or in situ)		
<i>Service to Customer's in Areas not Primarily Designed for Service</i>		
10) Tray		Method of service of whole or part of meal on tray to customer in situ, eg. Hospitals, aircraft; also used in ODC.
11) Trolley		Service of food and beverages from trolley, away from dining areas, e.g. for office workers, in aircraft or on trains.
12) Home Delivery		Food delivered to customer's home or place of work, e.g., 'meals on wheels' pizza home delivery.
13) Lounge		Service of variety of foods and beverages in lounge area.
14) Room		Service of variety of foods and beverages in guest apartments or meeting rooms.
15) Drive-in		Customers park motor vehicle and are served at the vehicles.

So that was an exhaustive list. It is evident that a wide variety of service styles can be used. Certain specialized forms of service also exist that are used in varying food service establishments such as hospitals, air line, railways etc., We shall get to know about them in section 11.5. But first let us review what we have learnt till now. Answer the questions given in the check your progress exercise 1.

Check Your Progress Exercise 1

- 1) Fill in the blanks:
 - a) Service of meals and satisfaction are the outcomes of any food service operation.
 - b) For larger parties, a is used in French service.
 - c) service is also referred to as 'silver' service.
 - d) The distinguishing feature of Russian service is that is not used.
 - e) The use of grills for serving food is used in service.
- 2) How the service approaches are broadly categorized?

- 3) Discuss buffet service as one of the methods of food service.

- 4) What do you understand by gueridon service? Highlight its advantages and disadvantages.

- 5) Match the following:

A	B
a) Ganymede service	i) Breakfast
b) French	ii) Hospitals
c) Plate	iii) Motorway services
d) Cafeteria	iv) Royal functions
e) Russian	v) Private parties

11.5 SPECIALIZED FORMS OF SERVICE

This group of service methods includes methods of service found in hospitals and aircraft and sometimes in outdoor catering (ODC), as well as, lounge service, room service and home delivery. Let us start our discussion with hospital service, with special emphasis on the hospital tray service which forms a very important food service method.

11.5.1 Hospital Tray Service

All hospitals were dependent on income from patients' fees, private donations, proceeds from garden parties and so on. Owing to this, the service of food varied considerably from one hospital to another and generally went from bad to worse. Very little consideration was being given to such things as providing an attractively served meal, correct nutritional value, supplying a wide variety of food, or serving hot and freshly cooked food.

The slow growth and development of the hospital catering service meant that it took some time to achieve the major food service goals, namely, that all meals should reach the patient quickly look attractive and have the correct nutritional value. To this end, the *American Ganymede Tray System* was introduced in 1964. You may recall studying about this system earlier in section 11.2 under hospital tray service. We learnt that in this system, individual patient trays are made up on a conveyor system according to the patients' pre-ordered requirements. Trays once completed are transported to the wards in ambient cabinets. Thus the *Ganymede system*, is one of a number of commercially available *tray service methods* used in hospital catering

In a hospital setting, the menu, on which there is a choice, is given to each patient the day before. They then mark off their requirements for lunch, dinner and breakfast for the following day by putting an 'X' in the appropriate box. These menus are then collected and sent to the catering manager. All order cards are then collated and a production schedule is drawn up.

At service time, depending on the type of dish, extra portions are available in case they are required. The patient may also mark on the card if he/she required large or small portions. The private patient's choice of menu is larger and more varied than the main wards, and here the service is similar to hotel room service.

Microwave ovens are also used in hospitals to provide quick re-heating facilities for food at certain periods of the day and night. All forms of dishes required can be prepared the day before during 'off peak' hours in a central kitchen and blast-frozen or chilled. When required the following day, the dishes can be ready for service quickly.

It can be seen that the systems are devised to boost the morale of the patient by continually presenting him/her with well-cooked food, attractively plated-up and piping hot. At the same time over the period of a week or a fortnight the patient has a wide and varied selection of dishes from which to choose. When in hospital likes and dislikes become more important to the patient and this is an important factor that the catering officer or a dietitian must not overlook.

The patients may be said to fall into six categories, namely:

- Medical: usually in hospital for a long time
- Surgical: only stay in hospital for a short time
- Geriatric: older people who require hospital treatment and may have special needs
- Orthopaedic: these patients, with bone and joints problem, are not normally physically ill but may often be unable to move without help.
- Maternity
- Paediatric: children

The timing of patient's meals generally follows the same pattern as given herewith:

Breakfast	7.30 - 8.00 am
Lunch Tea	12 noon
Supper	3.00 - 3.30 pm; 6.00 - 6.30 pm
Later hot drink	Any time between 8.00 and 10.00 pm

Another form of tray service used is in the airline sector. Let us get to know about this service next.

11.5.2 Airline Tray Service

The first catering seen on planes could best be described as a packed lunch of assorted sandwiches plus a flask of tea, and it was a case of 'take it or leave it'. Airlines now have 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, where short distances and flight times are involved, only snack-type meals, or sandwiches, and beverages are offered. Where longer distances are involved, then the airline staff has time to give an extensive service of food and beverages.

For the economy and tourist flights, all meals must be of the same size, with all portions identical. The meals are arranged in individual portion containers, sealed, chilled and then stored until required. For the business and first-class passenger, who often receives a food and beverage service equivalent to that of a first-class hotel or restaurant, there is little portion control. The first-class service may be such that joints may be carved from a carving trolley as it moves up the central aisle, and served with the appropriate garnish and vegetables. This, combined with the use of fine bone china, glassware and silver plated tableware, creates an atmosphere of content and well-being whilst the meal is being served. The economy or tourist class meal is often served on a plastic or melamine tray using disposable place mats, cutlery, and tableware and serviettes and disposable glasses for any drinks required. Great use is made here of pre-portioned foods such as salt, peppers, mustards, sugars, cream, cheeses, dry biscuits and preserves.

When all the food has been prepared, the required quantities of each dish are placed on trays which are either put into hot cupboards and kept hot until being transported into the plane, or alternatively are chilled and stored in the catering unit until required and, when necessary, re-heated on board the aircraft. Each airline will supply its own equipment such as tableware, china and glassware.

High-speed ovens can heat meals in 20 minutes. The tray with the meal on it is then given to the passengers on a pull-down table. In between meals tea, coffee, biscuits and cakes are served, together with cold drinks. If special dishes are required for vegetarians, children or invalids, these are available. The menus and wine lists are presented in a colourful and decorative fashion.

All alcoholic beverages and cigarettes are drawn from the bonded stores on the catering premises under the watchful eye of a representative of Customs and Excise.

When the aircraft is in the air, it is the well-trained cabin crew who provide the service to the passengers. Their job at times is very difficult especially when the time for a trip is very short, i.e. 45-60 minutes, in which a meal has to be served. No cooking is done on a flight.

From airline service we move on to rail service.

11.5.3 Rail Service

Food and beverage operations on trains are as in the main conventional restaurants, *take away counters* and *trolley operations*. On sleepers, a limited type of room service is provided. However, these services are provided on moving trains away from base stations and suppliers. In some specialized trains like luxury holiday trains or tourist specials there could be a tray system similar to airlines, where the food and drink is served to passengers at any seat. In some trains, there is a restaurant car where tables are laid and the waiter-waitress service is provided.

Next, from tray service in hospitals, airlines or railways we move on to home delivery.

11.5.4 Home Delivery

Probably the first type of home delivery and the most well known is the *Meals on Wheels* service provided by local authorities as part of their welfare activities. More recently, home delivery service has become a part of the profit sector. Services range from Indian and Chinese takeaway deliveries, to restaurants providing full meals (hot, or cold for customers to re-heat). One chain of establishments was specifically designed to be primarily a home delivery operation. This was a pizza operation based upon an American concept.

Methods of delivery, which endeavour to ensure preservation of the product in heat retention presentation packages, vary. The most sophisticated are the Meals on Wheels services. This is because of the nature of the customer demand being met (the elderly) where consideration for nutritional value is uppermost. The most simple, but nevertheless effective, is the *pizza home delivery system* which utilize 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 company endeavours to deliver the pizza within 30 minutes.

11.5.5 Catering and Banquet

This kind of service is also gaining popularity. It can be quite profitable, because the number of guests is known in advance, and the menu is fixed. Overproduction and wastage can be avoided. A guarantee on the number of meals that will be paid for is required to be given by sponsor of the event. Buffet service is the most widely used form, but table service can also be used.

Events such as receptions, cocktail parties, conference lunches, can use this form. The advantage is that the service may take place on or off the premises of a facility. In off premises catering or Outdoor Catering (ODC), the food is transported to a wide variety of places. Here, temperature support equipment to keep food hot or cold would be required. Equipment for reheating and transport are also very important. Often skilled semi-skilled labour would be required, however, in such cases many part-time personnel are used, to have sufficient staff on hand for service and also to control labour costs.

Other types of specialized food service are seen in room service, lounge service in hotels, restaurants and other such food service establishments. Let us finally review these systems.

11.5.6 Floor/Room Service

Floor or room service varies from basic 'in room' tea and coffee making facilities, as well as, possibly mini-bars, to vending machines on floors, or to the service of a variety of meals in rooms. Depending on the nature of establishment, the extent of service in guest rooms will vary. In five-star hotels 24-hour room service is expected, whereas two and three star hotels service may be limited to 'in room' tea and coffee making facilities with only continental breakfast available to be served in the room. Let us review these different types of room services.

A) *Full and Partial Room Service*

In this operation, full room service is offered and the room service staff are employed to provide service at the times indicated on the menus.

Service may be operated from a floor pantry, there may be one on each floor of an establishment or one sited to service two or three floors. An alternative system is where all food and beverages come from a central kitchen and are sent to the appropriate floor by lift and then taken to the rooms, possibly in a hot trolley.

Floor service staff must have considerable experience as they have to deal with the service of all types of meals. They also have to deal with the service of all alcoholic beverages and so must have a good knowledge of the licensing laws. The floor service staff works on a shift system, as the service has to be provided 24 hours a day.

The guest may call for service by pressing a button, which lights up a series of coloured lights in the corridor, or alternatively lights up a panel in the floor pantry, which is divided into numbered sections denoting the rooms. The customers may telephone direct to the floor pantry, or telephone their request to reception or the restaurant or dining room.

A food or wine cheque is made out of all requests from the guests or in the event of special luncheon or dinner parties, a bill is made out and presented to the host who will sign it to show that the services listed have been received. It is most important that a signature is obtained in case of any query or complaint when the bill is presented to a guest on leaving an establishment. All cheques once signed by the guest should be passed immediately to reception or control so that the services rendered may be charged to his/her account. All orders are usually taken in triplicate, the top copy going to control or reception (after being signed by the guest) and the third copy kept by the floor service staff as a means of reference.

The pantry from which the floor service staff operates may be likened to a mini still-room and holds the equipment required for the preparation and service of any meal. This equipment can include:

- Sink unit
- Hotplate
- Refrigerator
- Lift to central kitchen
- Salamander
- Open gas rings
- Small still set or other coffee making machine
- Cutting boards, Knives
- Storage space shelves and cupboards
- China
- Cutlery, flatware and hollow-ware
- Glassware
- Chafing lamps and Suzette pans
- Linen
- Gueridon trolley
- Cruets, Worcestershire sauce, sugars, etc.
- Trays
- Wine service equipment, wine buckets, stands, baskets, etc.

Sufficient equipment must be available to enable efficient service to be given at all times and a high standard maintained.

The service staff carries out all their own pre-service preparation (mise-en-place) before the service of a meal. This includes the checking and refilling of cruets and other accompaniments, laying up of breakfast trays, changing of linen, laying up of tables, washing and polishing of glasses, cleaning of trays and so on. Some establishments provide a different style and design of china etc. for the service of meals on the floors.

Floor service staff must also co-operate with other staff within the establishment. The floor service staff should ensure that all rooms are cleared as soon as meals are finished so as not to be in the way when rooms are being cleaned.

B) *Breakfast only Service*

In some hotels, only breakfast service is available, which is often provided by the housekeeping staff. The breakfast menu also acts as an order which, when completed, is hung on the outside of the guest's bedroom. The bottom portion of the card is detachable and sent to the billing office for charging to the guest's account. The remaining portion goes to the floor service pantry or to the central kitchen. Trays are then made up and delivered to the room within the appropriate time range.

The laying-up of a breakfast tray involves the same procedure, with a few exceptions, as when laying up a table for full English or continental breakfast in the restaurant, although as most orders for the service of breakfasts in the rooms are known in advance, the tray may be laid according to the order. The main differences between laying a tray and a table for the service of breakfast are as follows:

- A tray cloth replaces the tablecloth.
- Under plates are usually left out because of lack of space and to reduce weight.
- There will be no ashtray or table number on the tray.

With standing orders for breakfast in the rooms, the trays should be laid up the night before, placed in the pantry and covered with a clean cloth. The beverage, toast, rolls etc. and first course, together with the preserve and other accompaniments that may be required according to the order given, will normally be prepared by the floor service staff in the service or floor pantry. The main course is sent up already plated from the kitchen, by the service lift. Before taking the tray to the apartment room, it is important to check that nothing is missing and that the hot food is hot. The beverage and toast should be the last items on the tray for this reason.

The positioning of the items on the tray is important. The items should be placed so that everything may be easily reached and to hand for the guest, i.e. beverage and breakfast cup, saucer and teaspoon to the top center-right of the tray. This helps balance the tray and is in the correct position for pouring. Any bottled proprietary sauce required on the trays should be laid flat to avoid accidents when carrying the tray. On arriving at the apartment door, the member of staff should knock loudly, wait for a reply, and then enter, placing the tray on the bedside table.

If there are two or more people taking breakfast in the apartment, it may be necessary to lay up a table or trolley, and to serve the breakfast in the same way as in the restaurant. After approximately 45 minutes, the floor service staff should return to the room, knock and wait for a reply, enter and ask if it is convenient to clear the breakfast tray away. It is important to note that all trays and trolleys should be cleared from the rooms and corridors as soon as possible; otherwise they may impede the housekeeping staff in their work, and may also inconvenience guests.

When breakfast service is finished all equipments must be washed up in the floor pantry and foodstuffs such as milk, cream, butter, rolls and preserves should be returned to the refrigerator or store cupboard. The pantry is then cleaned and the mise-en-place carried out for the day.

Finally a word about the mini bar.

C) *Mini Bar*

The card acts as a guest self-completion bill. Mini bars are restocked each day and the consumption reconciled with the billing office.

The standard stock for these facilities includes a teacup and saucer, a teaspoon (one per person), tea/coffee pot (or both), kettle (self-switching) and a selection of tea,

coffee, sugar, chocolate, creamer, non-sugar sweetener and, possibly, biscuits. The stock should be a standard stock, replaced each day by the room attendants.

Having reviewed the room service, next we will get to know about the lounge service.

11.5.7 Lounge Service

Lounge service ranges from the 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, it is also found in public houses, wine bars and on ships. Let us learn about the organization of the lounge service.

Organization of Lounge Service

In a first-class establishment, lounge service staff may possibly operate from their own service pantry. However, in most instances, the lounge staff work and liaise with the stillroom, or one of the dispense bars, for the service of all types of beverages, required, alcoholic or non-alcoholic. The lounge staff may have a small service cupboard, of which only they have the key, and which holds a basic stock of items that they may need in case of emergency. These items may be as follows:

- Small linen stock Ashtrays Salvagers
- Glasses: assorted
- Cups, saucers for the service of hot beverages
- Dry goods: coffee, tea and sugar
- Check pads, bill pads, stock sheets for alcoholic drink
- Basic alcoholic drink stock for use when guests must be served in the lounge because bars are closed to include
 - spirits, — brandies — mineral water
 - aperitifs — liqueurs
- Cocktail snacks :
 - cocktail onions — salted peanuts — gherkins
 - cocktail cherries — olives — cheese sticks, etc.
- Other beverages
 - Horlicks — cocoa
 - Ovaltine — chocolate etc.

The lounge staff must be prepared for the service of the following in the lounge:

- Morning coffee
- Aperitifs and cocktails before luncheon afternoon tea
- Aperitifs and cocktails before dinner
- Coffee, liqueurs and brandy after dinner
- Service of late night beverages, both alcoholic and non-alcoholic
- Other snacks throughout the day depending on the type of establishment

For those of you, who would like to read further about alcoholic and non-alcoholic beverages and like to know how these items need to be served, refer to Box 11.1, which highlights this aspect.

Box 11.1

Beverages and Procedures for Serving the Beverages

Beverages can be classified as follows:

- A) *Non-Alcoholic*: Water, Refreshing drinks-colas, lemonades, Stimulants-coffee, tea, Nourishing drinks-malted beverages (Ovaltine, Horlicks, Bournvita) milkshakes, fruit juices).
- B) *Alcoholic*: Wines, Liqueurs, Spirits, Beers, and Cocktails.

Here are some standard practices for the service of beverages.

Note: All beverages are served from the right.

Let us begin our discussion from the non-alcoholic ones, first.

Tips for Serving Non-Alcoholic Beverages

- i) *Water*
 - a) Water goblets should be kept on the right at the tip of the large knife.
 - b) Water is served from the right after the guest has taken his seat.
 - c) Water is served from a jug with a folded waiter-cloth under it to prevent it from spilling on to the table.
 - d) Water should be filled 3/4~ below the rim of the glass.
 - e) Water should always be chilled, unless the guest asks for water at normal temperature.
 - f) The water jug should be covered with a folded waiter-cloth when kept on the sideboard.
- ii) *Refreshing Drinks*
 - A) Aerated drinks like coca cola, lemonade, etc. are served in hi-ball glasses.
 - B) Tall drinks, such as floats, shakes and house cocktails are served in Tom Collins.
 - C) Certain tall drinks require long spoons, which must be presented on quarter plates with a doyley paper on it.

iii) *Stimulants and Nourishing Drinks*

These beverages are served in a cup and saucer with a teaspoon.

If only a beverage is to be served, the cup and saucer are placed in front of the guest; otherwise, to the right of the cover.

The beverage is poured into the cup and also the milk or cream (as per the guest's requirement) and both pot and the creamer are left on the table to the right of the cover.

Tips for Serving Alcoholic Beverages

Straight drinks are served in a glass with the peg's required and placed on the table on a coaster and any accompaniment like soda water or tonic is poured into the glass in front of the guest. In the case of beer, the bottle is left on the table, if there is any beer left in the bottle after pouring the first mug-full of beer.

Let us next get to know how individual alcoholic drinks are served.

Wines

Wine is the juice of freshly gathered grapes, grown in the open and fermented according to local custom and traditions without the addition of any foreign substance or ingredient. This juice is fermented, matured and aged over years to give it mellowness. It has an alcoholic content of 16%. There are four types of wines:

- 1) *Table*: Red, White and *Rose*. These are further categorized into Still, Natural, Sweet and Dry.
- 2) *Fortified*: Brandy, Port and Sherry.
- 3) *Sparkling*: Champagne
- 4) *Aromated*: Vermouth, Quinine Wines.

Traditionally, red wines are served with red meats such as beef, lamb etc. White wines with white meats such as chicken, game bird, and fish. Champagne is drunk at the end of a meal. However, now a days, a guest may have any type of wine at any point of the meal. Let us see how these wines are served.

Procedure of Serving Table Wine

Once the wine is ordered, it has to be requisitioned from the wine store.

Without cleaning the bottle, the wine bottle is presented to the host for approval from his right, with the level facing him.

White wine glasses are placed just below the water goblet to the right. Red wines glasses are placed below the white wine glass to the right. If the guest does not order white wine then the red wine glass may take the place of the white wine glass. Remove the seal of the bottle at the sideboard and with a corkscrew uncork the bottle. Place the corkscrew with the cork on a side plate of the guest for the host to approve. The cork should be wet and firm. Wipe the bottle mouth and inner neck with a clean cloth.

Wrap the bottle with a clean napkin and pour a little into the host's glass for him to taste and approve.

After the host has approved, change his glass with a fresh one, then proceed to serve the guests clockwise (ladies first and host last). While pouring the wine, observe the following rules:

- 1) Pour the wine gently without making contact between the mouth of the bottle and the rim of the glass.
- 2) Only three-fourth of the glass should be filled.
- 3) Once the glass is filled, twist the bottle to one side with a Jerk to avoid spillage.

For white wine or champagne, place the bottle in an ice bucket to the right of the host and cover the mouth of the bottle with a clean napkin. In the case of red wine, place it straight on the table with a napkin folded around or in a red wine basket. Refill the glasses as and when they become empty.

It is normal for a chance customer to pay cash for a service rendered, but a resident may not wish to pay cash and the lounge staff must ensure that the guest signs the bill to confirm the services received. The bill must have the appropriate room number against it. The amount outstanding should then be charged to the guest's account, which will be paid when he/she leaves the establishment at the end of his/her visit. All bills are usually in triplicate, the top copy going to the supplying department, i.e. stillroom, or dispense bar. The second copy should either stay with the lounge staff if they have to make out a bill for a chance customer, or go to reception or control so the resident's account can be charged accordingly. The 'flimsy' or third copy remains with the lounge staff as a means of reference.

Stocktaking should be held at regular intervals with the occasional spot check on certain items. Stock sheets should be completed daily and are often in the form of a 'daily consumption sheet' showing the daily sales and cash received, which may be checked against the bills showing the orders taken.

Lounge staff commences preparation in the morning ensuring the entire lounge is clean. The carpets must be vacuumed, coffee tables polished, ashtrays emptied and cleaned, tables positioned correctly, brases polished and everything ready for service. In a busy establishment, once the service commences in the morning, it may be almost continuous throughout the day and, therefore, it should be one of the lounge staff's duties to keep the lounge presentable at all times, the table tops clean, ashtrays emptied and all dirt removed.

Before luncheon and dinner, cocktail snacks may be placed on the coffee tables and, after lunch, the tables must be prepared for the service of afternoon tea. The lounge is very often the front window of the establishment, so the standards of service should be high, reflecting the overall standards. This responsibility rests with the lounge staff and they must therefore be of smart appearance, efficient and attentive to the guests. They should have a good knowledge of food and beverage service, especially the licensing laws and their obligations to both guest and management.

For some service in the lounge, e.g. afternoon tea, a buffet may be set up to display the range of foods on offer. Alternatively, a gueridon may be used to offer a selection of foods of customers seated within the lounge areas.

With these services we end our study of specialized forms of service here. Before we proceed further, let us review our understanding of specialized forms of service.

Check Your Progress Exercise 2

- 1) What is the ganymede system of service in hospitals? Discuss its advantages.

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- 2) How does the airline tray service varies from economy class to first-class service?

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- 3) Differentiate between home delivery and room service type of food service.

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- 4) What does a lounge service include?

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11.6 LET US SUM UP

In this unit, we learnt that food service is the most important consideration in any food service organization. A number factors such as type of establishment, type of customer, menu plans, costs incurred affect the choice of service. We saw, restaurant service is essentially a waiter-waitress service, which can use any of the following

styles, French, Russian, and American style. While, cafeteria service, would use self-service and use different counter arrangements. Tray Services is used in hospitals, and in flight services in the airline industry. Rail service does not have any specific type of service but can use conventional restaurant service at stations or have stalls, with counter service or have modified tray services. Home delivery service could be delivery of full meals from conventional restaurant, or speciality foods like pizzas, which requires considerations like packaging and good transport facilities.

11.7 GLOSSARY

Aperitifs	:	an alcoholic drink taken as an appetizer before a meal.
Cruet	:	a small glass, bottle or any container used for holding water, wine etc.
Serviette	:	it refers to a table napkins.

11.8 ANSWERS TO CHECK YOUR PROGRESS EXERCISES

Check Your Progress Exercise 1

- 1)
 - a) quality, clientele
 - b) gueridon
 - c) English
 - d) gueridon
 - e) plate
- 2) The service approaches are broadly categorized as table or counter service, self-service and tray service.
- 3) Buffet service as one of the methods of food service which involves guests' self-service and is used in commercial and institutional food service. It is an adaptation for hotels and restaurants of cafeteria approach. Guests help themselves to most items and these can include hot dishes.
- 4) In gueridon service side table is used which enable guests to see food 'finished' by their table, for carving and portioning and salad mixing may be effected in front of them. Advantages claimed for gueridon service is that it helps merchandise meals and foods of all levels in an up market or high-class restaurant because it is 'classy' and can be spectacular. A handed service is also safe. But among its disadvantages are that it is labour and time-consuming
- 5)
 - a) - (ii)
 - b) - (iv)
 - c) - (i)
 - d) - (iii)
 - e) - (v)

Check Your Progress Exercise 2

- 1) The Ganymede system, is one of a number of commercially available tray service methods used in hospital catering. The advantages of this system are that:
 - The patients receive their meal presented appetizingly on the plate and piping hot.

- Labour and administration costs can be reduced.
 - Time originally spent in the ward 'plating up' meals may now be put to better use by completing other duties.
 - The patient is able to select the meal required from a given menu.
- 2) For the economy and tourist flights, all meals must be of the same size, with all portions identical. The meals are arranged in individual portion containers, sealed, chilled and then stored until required. Meal is often served on a plastic or melamine tray using disposable place mats, cutlery, and tableware and serviettes and disposable glasses for any drinks required. Great use is made here of pre-portioned foods such as salt, peppers, mustards, sugars, cream, cheeses, dry biscuits and preserves. For the business and first-class passenger, who often receives a food and beverage service equivalent to that of a first-class hotel or restaurant, there is little portion control. This, combined with the use of fine bone china, glassware and silver plated tableware, creates an atmosphere of content and well-being whilst the meal is being served.
 - 3) Home delivery deals with food delivered to the client's doorstep. The most sophisticated are the Meals on Wheels services. Room service on the other hand varies from basic 'in room' tea and coffee making facilities, as well as, possibly mini-bars, to vending machines on floors, or to the service of a variety of meals in rooms in a food service establishment.
 - 4) Lounge service is associated with hotels, it is also found in public houses, wine bars and on ships. It ranges from the service of continental breakfast, morning coffee, luncheon snacks, afternoon tea, dinner or late evening snacks, as well as, alcoholic beverages.