



**SEASON READY**



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## **SeasonREADY:**

# **WorkBased Methodology for Seasonal Hospitality workers**

**Training material for the up skilling of seasonal hospitality  
workers**

## **Module 5: Food and beverages service**





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## Explanation of Symbols

For the facilitation of your study the icons below are introducing to you some different activities in this document

	Theory – Information
	Think about it
	Additional information from external resources
	Video
	Reflection exercise
	Apply what you have learnt



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	Solve a problem with peers
	Self-assessment exercises
	Review



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### Introduction

After the end of this module you will be able to:

- properly set up the table
- know basics of serving food and beverages
- maintain the professional appearance
- handle guests and co-workers professionally and politely
- use your knowledge of quality standards and procedures to raise the overall quality of the restaurant

### Subunit 1: Taking care of the restaurant space and administrative tasks

What will I learn and why is it important?

- Taking care of small inventory (utensils, glasses, plates, etc.)
- Setting up the table
- Checking reservations lists and taking reservations
- Checking supplies
- Work plans and assignments

Serving food and drinks is a very complex, responsible and delicate job since you will constantly be in contact with people, that is, home and foreign guests of various personal traits. Before serving itself, it is very important to know how to take care of the restaurant space: to properly set up the tables, check the small inventory and to replace if something is broken or malfunctioning and to check regularly the beverage store. On the other hand, the food and beverage server must have good administrative skills, especially when handling reservations and executing the weekly work plan. In that way, the working place will be organised and functional in order to make guests satisfied.



#### Taking care of small inventory

Serving staff should be familiar with different kinds of service ware in the hospitality venue as well as with their maintenance methods<sup>1</sup>.

Condiments of any hotel include the following items:

- *Salt*
- *Pepper*
- *Mustard*

<sup>1</sup> S. Ratkajec. *Ugostiteljsko posluživanje: priručnik za posluživanje jela i pića* (2014). Hrvatska obrtnička komora. Zagreb.



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- Oil
- Vinegar
- Proprietary sauces
- Sugar

For any food & beverage department of a hotel, condiments are very important parts of service and to provide hygienic and clean service neat arrangements of condiments are very essential.

Also, presentation of shining and sparking cutlery can make your guest satisfied and always ensure highest level of service. Simple steps for clean cutlery:

- **Soiled cutlery should be immediately cleaned after finishing of each course**
- **All tarnished cutlery (eggs, sauces, curry etc) should be soaked in boiling hot water with soda and wiped properly**
- **Always wash knives separately**



To learn more about taking care of small inventory such as glassware, chinaware, trays etc visit:

<https://www.hospitality-school.com/servicewares-of-restaurant/>



### How to set up a table<sup>2</sup>

If you've followed an orderly system when filling your bus tub, it should take a very short time to remove the dishes for the dishwasher.

After each table is cleared, wipe it completely; this means moving everything from the centre of the table, wiping it, and then replacing if necessary. Do this quickly but neatly - no crumbs flying over and around the immediate area in the dining-room. Check the sides of the tablecloths for drips or food spills.

Check each chair and under the table area for crumbs, paper, food, etc. If necessary, sweep this immediately so that food is not tracked around.

If a highchair was used, remove it immediately and when the table is completed return to the highchair and clean it thoroughly. These chairs aren't easily cleaned so learn to clean them quickly and completely.

Begin setting the table by centring the tablecloth on the table. Arrange sugar bowls,

<sup>2</sup> S. Ratkajec. *Ugostiteljsko posluživanje: priručnik za posluživanje jela i pića* (2014). Hrvatska obrtnička komora. Zagreb.



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ashtrays, salt and pepper shakers neatly upon the centre of the table. Be sure these are all clean and filled.

Place fresh looking, unwrinkled serviettes right side up (no seam) on the left side of the placemat with pattern on serviette to the top. Place the serviette so that half its width is on the placemat.

Place all silverware on the serviette. Beginning on the left side of the serviette place the fork, knife with the rounded side of the blade facing the plate, then the spoon. Do not touch the silverware anywhere except on the handle portion. If the silverware does not look clean do not use it. Return it to the kitchen.

Place clean glasses on the upper right-hand corner of the placemat. Be sure to handle glasses by the bottoms only.

To the left of the silverware place matching side plates.

**A tidy and clean table, chairs and floor area are a must!**



Learn more about setting up the table:

<https://www.youtube.com/watch?v=p9mzBckf3G4>



### Planning and preparing for your daily job

Being prepared for your job will make it much easier for you. The satisfaction of a job well done, and the resulting financial rewards are direct results of the effort you've put into your job.

In any job, reliability and punctuality are of prime importance.

Go through the list below and try to note which should be implemented in your daily routine:

- **all staff must come in on time.** If you are sick or cannot make it to work for some other reason, or you are going to be late, call the hostess at the restaurant. All shifts must be filled for operations to run smoothly;
  - If scheduled for morning shift, call the night before and speak to the hostess;
  - If scheduled for evening shift, call the morning of that shift and notify hostess;
- **make sure your uniform is clean and pressed;**
- **have your clean, white and ironed shirt**
- **be sure your footwear is comfortable, clean, and in good condition;**
- **have clean white socks;**
- **have clean, well pressed shorts;**
- **make sure you are wearing a minimum of jewellery and make-up;**
- **be sure you are wearing your name tag;**



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- **personal cleanliness is a must, as is a clean, neat hair style.** Long hair must be attractively tied back;
- **punch in only after you are ready to begin working;**
- **have a good pen, preferably a retractable type, and a scratch pad**

Administrative duties and different practices for serving staff:

- at all times it is the responsibility of all service staff to do a **visual check of the entire dining room.** This is required to ensure that everything looks clean;
- **clear menus after taking orders;**
- **maintain float** - change for making change;
- **clear tables (daytime) - run dishwasher (daytime);**
- **stack clean dishes from dishwasher (daytime);**
- **make drinks;**
- **set tables, placemats, napkins, cutlery (daytime);**
- **make sure you notify your manager if low on any supplies;**
- **check chalkboard for special instructions from kitchen;**
- **total bills near end of shift - cash out.** When cashing out, give cashier cheques, in numerical order.



### How to Handle Reservations the Right Way<sup>3</sup>

Reservations have made it easier for restaurant managers and chefs to keep the kitchen running optimally because they know exactly what to expect for a given night. It eliminates food waste and keeps guests happy because they don't have to wait an hour to be seated.

Reservations benefit both the restaurant and the customer; they make it easy for everyone to know where they're supposed to be, which makes the dinner service run smoothly. If you schedule out correctly, your customers will not be rushed, your servers won't be stressed, and you'll know approximately how many tables you're serving in a night. Some restaurants only take reservations for special occasions, like a holiday brunch.

While it seems like taking reservations is an easy task — you just have to pencil in customers at the correct time — it's actually much more complicated than that.

The first thing you need to know is **how many tables you have, and what your average dining time per table is.** Do your research before you begin. You then know how far apart to space your reservations. Don't guess at this. Too much time and you'll have tables empty for too long; too short and your guests will either feel rushed while dining

<sup>3</sup> Chefworks Blog (2016). How to handle Reservations the Right Way . Available at:  
<https://blog.chefworks.com/uniforms/how-to-handle-reservations-the-right-way/>



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or be forced to wait for their table. Neither of these is a desirable situation.

Next, you need a way to deal with the aforementioned **no-shows**, because you will have them. The easiest way is to build in a 10-15-minute window, after which you will simply give the table to another guest. A much more extreme option is to take credit cards when making the reservation, with the understanding that if you don't show up, you will be charged a fee. While this option may be okay for highly desirable restaurants, it can be a turn off. Think carefully before using this option.

**One way to dramatically decrease your chances of no-show diners is to confirm their reservation. A simple phone call on the day of, or an email reminder through an online service will work wonders. Another trick is to not take reservations too far in advance; the more far out a reservation is, the more likely diners are likely to forget.**



For more information on how to take reservations properly, check the following links:  
<https://blog.chefworks.com/uniforms/how-to-handle-reservations-the-right-way/>  
<https://www.youtube.com/watch?v=IEWwkfIJx00>



### Taking reservations - exercise

Please listen and read the example of taking the reservation and try to repeat and perform the given situation. How would you behave in the given situation? Please exercise with your colleague the given dialogue.



### Here Are 10 Best Practices for Restaurant Inventory Management:

1. **Categorize and Organize.** Knowing where things are and being able to access them quickly increases sales and keeps your workforce on task. You might consider adhering labels to your shelves to identify what's stored there, drawing out a map of the stockroom or creating a spreadsheet. Try chunking your inventory into groups (dry goods, freezer, refrigerator, paper supplies, office supplies, uniforms, etc.) to make it easier to locate what's needed quickly.
2. **Maintain a Low Stock Inventory.** With proper planning and foresight, a restaurant can keep a minimum inventory of just what's needed until the next shipment. Effective inventory management will help you reduce your upfront inventory investment, prevent spoilage and waste associated with over ordering and reduce space required for inventory storage. By storing less excess inventory, you may find extra space for a new dishwasher to increase efficiency or an extra table to increase your capacity.
3. **Monitor Sell Through.** Like maintaining a lower inventory supply, monitoring sell through takes practice, but can be extremely beneficial during peak times/seasons. Proper planning and management will allow you to predict when things will run out and always have back up ready. Don't lose sales to poor planning.
4. **Track All Inventory.** Regardless of whether you have a specialized inventory



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management system or run on a paper spreadsheet, be sure you are tracking everything that comes in and out, every time.

5. **First In, First Out (FIFO).** To avoid spoilage, expiration or obsolete product, always use product that arrived first. This is easy to manage by taking the extra time to organize inventory when it arrives. Scoot old inventory up on the shelves and place the new inventory behind the old so that your employees automatically reach for the older stuff first.
6. **Do a Yearly Inventory Count.** Yes, it can be painful, but doing a full count at least once a year solves a lot of problems. Plan your inventory count during a slow time for your restaurant, when all employees can be fully available to help. Plan your inventory count ahead of time to avoid mistakes, and don't forget to make it fun for your employees.
7. **Quality Control.** Hold your employees accountable for checking inventory before signing for it. A checklist can help employees remember to check for all aspects of food and equipment orders that are important to you. Taking time to check the inventory right when it arrives minimizes downtime later.
8. **Repeat Orders.** Most restaurants reorder the same things on a regular basis, but waste time in finding that product and ordering it like the first time each time. Develop and follow a system for tracking tags and details to place easy repeat order rather than sourcing inventory each time.
9. **End-to-End Plan.** Smart business owners look at the whole picture. Always know where you've been and where you're going rather than making it up as you go. Read about and/or ask other business owners for their best practices in inventory planning or invest in a system to streamline and simplify the process. Having a plan and always knowing where you are in the process, will ease the stress of managing a busy restaurant.
10. **Forecast Demand.** Proper business planning and insight will allow you to predict your busy times and what will fly off the shelves quicker. Be prepared and adjust your inventory ordering for your busy times accordingly to avoid lost sales from low inventory or waste from excess inventory.



### Review

Taking care of the restaurant space is fundamental for keeping the place clean and in order. It requires excellent skills in handling service ware, setting up the table as well as keeping up the inventory, managing reservations and sticking to the weekly work plan. The knowledge of these fundamental topics adds up to the professional appearance of the whole venue.



### Assessment

1. Which one of the following methods is used to clean silverware:
  - a. *burnishing machine*
  - b. *semi-automatic dish washing method*
  - c. *damp cloth and polishing*



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	<p>d. washing with warm water</p> <p>2. When setting up the table, you can touch silverware only by handle portion. a. true b. false</p> <p>3. Enumerate several types of glassware.</p>
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### Subunit 2: Serving food and drinks

What will I learn and why is it important?

- Menu offer
- Norms, special food requirements, allergens
- Kinds of utensils, glasses, plates
- Serving techniques
- Wine lists
- Making cocktails

This subunit will teach you to recognize key elements in serving food and drinks and to apply them in practical manner. Also, you will learn how to properly serve food and drinks according to different serving techniques. Everything you learn in this subunit represents the basics for a good server to know how to serve food and drinks.

	<p><b>Menu offer and norms, special food requirements and allergens<sup>4</sup></b></p> <p>The menu is a written food offer with expressed prices one will get in the hospitality venue. Prices are expressed for one meal per person (however, there are exceptions which need to be emphasized to guests). When presenting the menu to guests, one should bear in mind what guests want and their financial possibilities. It is very important to have enough menus for all guests.</p> <p>When presenting the menu, the waiter should know how it is structured:</p> <p>a) food is being categorized in groups:</p> <ol style="list-style-type: none"> <li>cold dishes</li> <li>soups</li> <li>warm appetizers</li> </ol>
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<sup>4</sup> S. Ratkajec. *Ugostiteljsko posluživanje: priručnik za posluživanje jela i pića* (2014). Hrvatska obrtnička komora. Zagreb.



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	<p>d. fish and crabs e. meat f. food on demand g. salads h. desserts</p> <p>b) the menu should be easy to read, neat and interesting; also, it must be grammatically correct c) the menu should be true d) the translation in other languages must be done by the expert</p> <p>All this is important because if you know how the menu looks and what does it offer, you will easily know how to present it to guests. Different guests will demand different menus and it is crucial to be familiar with the offer of the hospitality venue in order to present and recommend the appropriate food and drinks.</p> <p>Also, it is very important to know norms, special food requirements and allergens since this knowledge will be very useful with guests who have special requirements (e.g. vegetarian, vegan, macrobiotics, fitness, children, etc.).</p>
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	<p>To learn more visit: <a href="https://www.hospitality-school.com/how-to-gain-menu-beverage-knowledge-in-hotel/">https://www.hospitality-school.com/how-to-gain-menu-beverage-knowledge-in-hotel/</a></p>
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	<p>Try to think of different guest groups who attend your workplace and how would you present them the menu you offer.</p>
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	<p>Serving food at the hotel and restaurant – types of utensils, glasses, plates, etc. How to serve food at the hotel and restaurant</p> <ul style="list-style-type: none"> <li>• types of serveware: <a href="https://www.slideshare.net/luisaoblana/fb-25595187">https://www.slideshare.net/luisaoblana/fb-25595187</a></li> <li>• serving food: <a href="https://www.hospitality-school.com/how-serve-food-hotel-restaurant/">https://www.hospitality-school.com/how-serve-food-hotel-restaurant/</a></li> </ul>
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	<p>Serving food at the hotel and restaurant. How a waiter should serve food at the hotel and restaurant</p> <p><a href="https://www.youtube.com/watch?v=xq4LRjw7j8U">https://www.youtube.com/watch?v=xq4LRjw7j8U</a> <a href="https://www.youtube.com/watch?v=ZWU-2O2xeiE">https://www.youtube.com/watch?v=ZWU-2O2xeiE</a></p>
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### Appropriate wine serving – steps in serving (good practice)

#### Wine Service

Topping up your guests' wine is part of hospitality service standards, however not everyone will want you to do it. There is no harm in asking them first before you proceed to top up.

#### Please follow the steps below when opening wine:

1. Present the wine to the customer
2. Score around the outside of the foil with the knife
3. Twist the corkscrew into the cork
4. Place the lever on the bottle opener on the edge of the bottle lip
5. Lever the cork out the bottle using the 2 different joints
6. Pour half an inch in the glass of the person who ordered the wine and ask if they'd like to try it.
7. Wait for their response, if OK continue to pour
8. If there are more than one person at the table always start with the ladies
9. Lightly place the bottle on the table if red and in ice bucket if white or rose with label facing the guest.



#### Open and serve wine tutorial:

<https://www.youtube.com/watch?v=ZOPwIHkOhTE>



### Serving food with appropriate wine – group exercise

Food and drink should lead to guest's full experience and pleasure. In order to achieve that, one must know how to combine food and wine tastes. Wine follows the meal, makes it more tasteful, but should not dominate it.

Simple foods require table wines. More complex meals require the higher quality of wine.

To learn more about pairing food and wine visit:

<https://bit.ly/2q2Gfes>

<https://bit.ly/2Kplzul>

<https://bit.ly/2VHBuoQ>

Please check the above links about the wine and food pairing and try to exercise possible scenarios with other colleagues in the group.



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### How to make cocktails

Here is a short introduction on how to make cocktails:

<https://www.theguardian.com/lifeandstyle/2008/dec/09/how-to-make-cocktails>



After you have read the article, watch the video on preparing several basic cocktails:

<https://www.youtube.com/watch?v=Z1xq5wBtPRw>



*After reading the article and watching the video, exercise preparing cocktails with other colleagues in group. Try to prepare some of cocktails from the video!*



### Review

Serving food and drinks requires a good knowledge of menu, service ware, types of food and wines, adequate skills to serve food appropriately and to combine appropriate wine with food.

#### **Important to remember:**

- know the menu offer very well
- learn norms, special food requirements, allergens
- remember the purpose of every utensil, plate, glass, etc.
- serving technique should be exercised regularly
- wine serving technique is also very important skill
- try to remember appropriate combinations of food and wine



### Assessment

1. Complex meals are served with wines of higher quality.

*a. true*

*b. false*

2. Enumerate at least 3 types of cocktails.

3. Order in a right way types of food listed in the menu

*a. soups*



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- |  |   |
|--|---|
|  | <i>b. desserts</i><br><i>c. cold dishes</i><br><i>d. meat</i> |
|--|---|

### Subunit 3: Guest service in the restaurant

What will I learn and why is it important?

- Welcoming and seating the guest
- Taking the order
- Dealing with complaints
- Presenting specialties and traditional food

Guest service is an essential part of an organization that relates to the customers on behalf of the organisation. Whether someone is traveling for business or pleasure, the level of customer service they receive on their trip will help determine whether they come back for another visit or warn their friends to avoid certain businesses in the future. Travelers, particularly those on vacation trips, want memories they can look back on with a smile. When it comes to hotels and tourist destinations, guests expect staff members to be courteous, helpful and friendly. They also want staff members to be knowledgeable about the area and attractions. Excellent customer service begins and ends with smiling staff members, positive attitudes and helpful, friendly tones. This subunit will teach you how to welcome and seat the guest, how to check reservations, take an order, deal with reclamations and present specialties and traditional food.



#### Welcoming and seating the guest<sup>5</sup>

When welcoming the guest, you should greet them with usual greetings in your language, or in their language if you know where they are from. If you know the guest by surname, you should use it in communication with the guest. Also, if you know their academic title, you should use it before their surname.

When meeting the guest for the first time, you should help them to find a table. When leading the guest to the table, you should address the guest with “allow me please” and walk in front of the guest to the table.

If the guest has an umbrella or a coat which he didn't take off, you should approach the guest and ask them if they need help to bring those items to the cloakroom.

<sup>5</sup> S. Ratkajec. *Ugostiteljsko posluživanje: priručnik za posluživanje jela i pića* (2014). Hrvatska obrtnička komora. Zagreb.



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If the guest asks for the cloakroom, toilet or similar, you should replay with “allow me to show you” and lead them there politely by walking in front of them.

In the evening hours, after seating the guest, you should light the candle or table lamp, in order to set a more intimate atmosphere.

When communicating with the guest, you should be clear but not too loud to disturb other guests. When walking around the table, you should be quiet and unobtrusive.



### Taking the order

Once the guests are seated at the table, you should hand them the menu, daily offer, wine card or some other form of food and beverages offer. When handing it to the guest, make sure to open the first page for the guest. In hotel restaurants, menus are usually placed on a separate (waiters) table and are brought to the guest once they sit at the table. In other hospitality venues, they can be placed at the guest table.

You should always allow the guest to review the food and beverages offer without disturbing him. In the meantime, you can ask the guest to serve them an appetiser. After the guest finished looking through the menu, you should approach him and take the order.

When dealing with guests, you should always respect their wishes, but should also be attentive and suggest possible changes or additions to the order. You should explain the service you're offering to the guest- how is the food prepared, how long will it take to prepare it, what does it look like, how does it taste like, which beverage would be best suited for the meal the guest chose etc.

The role of the server is very important to establish good communication with the guest. Bad service can affect even the good impression of the meal the guest had. In this aspect the knowledge of foreign languages is also very important, as well as other customer service skills.

It is advisable for the server to encourage the guest to order more items by giving suggestions and recommendations. The first thing to offer should be: pre-prepared daily offer, dishes which contain seasonal vegetables, house specialties etc. You should always recommend dishes that contain ingredients which cannot be kept for too long before they go to waste.

When taking the order, you should never lean on the table or chair. It is also advisable to repeat the order in front of the guest to avoid any misunderstanding.



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### 5 steps in dealing with complaints

#### 1. Listen and Understand

First, always listen to the guest. They are concerned about an aspect of your services. Let go of the temptation to respond in any quick fashion. Take the time to listen and truly understand what is driving their concern.

#### 2. Empathize

Once you have listened to their concern immediately empathize with their position to create a bond between you and the guest so that they know you have heard their concern and are going to work with them to resolve the issue.

#### 3. Offer a Solution

Offer a solution to their problem. In this regard, always focus on what you can do as opposed to what you cannot. There is always a solution. It may not be exactly what they are asking for, but if you focus on what you can do versus denying them their requested remedy you have still offered a solution and often merely having another option is sufficient to remedy the situation.

#### 4. Execute the Solution

Solve their problem be it with their originally requested resolution or an alternative you have proposed.

#### 5. Follow-Up

Once you have gone through the first four steps, make sure to follow-up with them to make sure that they are satisfied with the solution and that you have taken care of their concern.



*Practice dealing with complaints within your group. One of you is the server and the other is a customer that has an issue with the meal he received. Apply the steps you learned in solving the problem then switch sides.*



### Presenting specialties and traditional food

The waiter should be very well acquainted with the menu as well as the daily offer. You should be able to describe each meal to the guest- origins of ingredients which are used to prepare the meal, preparation process, possible food allergens etc. You should know well the offer of your hotel or restaurant and be able to recommend different types of meals, such as vegetarian, vegan, macrobiotic, traditional, gluten free etc.



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A short introduction to repeat what you have learned: Serving food at the hotel and restaurant

Serving food and beverage to customers:

<https://www.youtube.com/watch?v=ZWU-2O2xeiE>



### Review

Guest service is an essential part of an organization that relates to the customers on behalf of the organisation. Whether someone is traveling for business or pleasure, the level of customer service they receive on their trip will help determine whether they come back for another visit or warn their friends to avoid certain businesses in the future. Travelers, particularly those on vacation trips, want service they can look back on with a smile and recommend it to other people. When it comes to hotels and tourist destinations, guests expect food and beverages service staff to be courteous, helpful and friendly. They also want staff members to be knowledgeable about the food and specific origins of traditional food. Excellent customer service begins and ends with smiling waiters, positive attitudes and helpful, friendly tones.



### Assessment

1. Enumerate 5 steps in dealing with complaints.
2. Waiter should be able to recommend different types of meals such as \_\_\_\_\_ (fill in).
3. Waiter should open the first page of the menu for the guest. True or false?

## Subunit 4: Quality assurance, health and safety standards

What will I learn and why is it important?

- Safety hazards and safety standards in the restaurant
- Health and personal hygiene standards and appearance
- Food quality standards and safety and maintenance
- Equipment maintenance in the restaurant
- First aid in the restaurant
- Safety procedures in the restaurant (evacuation plan, handling of equipment, etc.)
- Environmental standards (recycling, waste disposal)



## Safety hazards and safety standards in the restaurant

Despite the large number of restaurants to be found in almost any community, it's a very difficult business. A successful restaurateur must attract and keep a consistent clientele and motivated staff, while remaining compliant with a range of safety-related regulations and guidelines. Legislation will vary across countries, but the guidelines are broadly similar. The guidelines provide a measure of protection for both employees and diners.

### *Employee Hazards*

Restaurants are inherently dangerous places to work. Here are some common employee hazards:

- kitchen staff spend their days surrounded by open flames and hot surfaces, and work with an assortment of sharp-edged tools and dangerous equipment;
- liquids, grease and food scraps are often spilled onto the floor, making footing uncertain;
- restaurant cleaning supplies contain many potent chemicals that can be corrosive or toxic if misused;
- the work also frequently includes heavy lifting;
- the industry's notoriously long and late hours contribute to fatigue, which impairs judgements and can also lead to injury.

### *Workplace Guidelines*

Considering above mentioned safety hazards, here are some established safety principles for restaurants:

- work areas should be kept clean and orderly, with knives and equipment well-maintained and stored safely when not in use;
- floors should be cleaned frequently and either made of non-skid substances or protected with non-skid mats;
- toxic materials must be stored safely, and staff who work with them must have access to training and suitable personal protective equipment;
- lifting can be minimized by using carts and dollies to move materials;
- country labour laws restrict shift length and overtime, guarding against fatigue.

### *Design and Logistics*

Restaurant kitchens and preparation areas are often small and cramped, because much of the floor space must be given over to the dining area. Even small spaces must comply to specific local standards. Exits and fire escapes must always be clear and



accessible. Ventilation and exhaust fans must conform to local zoning requirements, to ensure suitable temperatures and air quality. Dry storage areas must be located away from sources of heat and moisture, to maintain quality. To limit spoilage and vermin, food items must be stored above the floor on shelving or platforms.

### ***Preventing Contamination***

Food can be contaminated with different substances, representing biological, chemical and physical hazards. Cleaning supplies are a common chemical hazard. They cannot be stored near food preparation areas, to minimize the risk of splashes causing accidental contamination. Physical hazards include risks such as olive pits, toothpicks, glass shards or other foreign objects in food. Food preparation areas can't be located beneath stairways and catwalks, to minimize this risk. Biological hazards include the various micro-organisms that cause food-borne illness and are dealt with primarily by hygiene and temperature control.

### ***Safe Food Handling***

Safe food handling rests on a few basic principles. The first is cleanliness and hygiene. Before cooks handle food, the preparation areas and utensils must be cleaned and disinfected, and the cooks must wash their hands thoroughly. Every work area must be equipped with a suitable hand-washing station, and some countries require the use of sterile gloves. Utensils and surfaces used for high-risk foods such as raw meats or poultry should never be used for uncooked fruits or vegetables. Where possible, setting aside separate preparation areas or utensils for each type of ingredient is prudent.

### ***Time and Temperature***

The risk of food-borne illness is controlled primarily through time and temperature. Bacteria and other microorganisms are present in most foods but require time and favourable conditions to reproduce and become a threat. When food is refrigerated at temperatures below 4°C, bacterial activity slows dramatically. The same occurs at temperatures above 60°C. The area in between those temperatures, where bacteria can flourish, is referred to as the food safety "danger zone." Restaurateurs must manage their food handling, so foods spend as little time as possible in the danger zone, to minimize the risk of food-borne illness.



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### How can you promote safety in restaurants?

Read the following article and think about some other ways to promote safety in your hospitality venue.

<https://www.foodnewsfeed.com/fsr/vendor-bylines/5-ways-promote-safety-restaurants>



### A brief guide to food safety guidelines

*Food safety guidelines:* <https://www.webstaurantstore.com/article/128/food-safety-guidelines.html>



### Appearance Standards for Restaurants

How important are appearance standards in your restaurant? Put yourself in your guests' shoes. Imagine you walk up to a restaurant and see trash in the parking lot, a burned-out light bulb above the door, dirt in the foyer, and a promotional poster for an event that happened a month ago. Then, to make matters worse, you're greeted by a hostess who is hiding behind a messy host stand and a waiter who looks like he pulled his uniform shirt from the bottom of his laundry basket. When so many things in plain sight look so unappealing, wouldn't you wonder about the areas of the restaurant you can't see, like the kitchen?

#### ***Set Appearance Standards and Enforce Them***

Remember that your guests are the most important people in your restaurant. When it comes to the appearance of your employees and your restaurant, the devil is in the details. It's up to you as a restaurant manager to set appearance standards for every facet of your business, train your staff members to meet and exceed those standards, and enforce them throughout every shift.

#### **Focus on these areas, at a minimum:**

**Personal appearance.** Make sure your restaurant dress code and other personal appearance standards are clear, and don't let employees slide if don't meet the expectations. Stand your ground and send them home if you have to.

**Interior and exterior appearance.** Keeping both the interior and exterior of your restaurant looking sharp inspires confidence from your restaurant guests. Make sure spills are cleaned up quickly, keeping in mind that this is an issue that relates to appearance standards and safety.

**Consistent presentation.** Cleanliness isn't the only factor in appearance standards for restaurants. Your restaurant's theme and atmosphere require a certain presentation that guests come to expect. If their favourite pasta dish looks beautiful on one visit, but



slopped together the next, they'll question the overall quality you're providing.

### **You Set the Bar for Appearance Standards**

You must set a good example, not only with your own appearance, but also in how you deal with issues in the restaurant. Do you walk past trash in the parking lot on your way in? Do you wait for staff members to notice and clean up spills? When you take a proactive approach to exceeding appearance standards, your staff will do the same.

### **Personal Hygiene Principles:**

Each person working with food must maintain a high degree of cleanliness and a tidy external appearance. Personal hygiene in restaurants is extremely important in order to maintain food health standards.

### **Staff personal hygiene requirements**

1. Each employee must have a two-part locker, one part for work clothes and the other for regular clothes.
2. Work clothes must be of a light colour, clean and neat; shoes and hat must also be clean.
3. Work uniform must be regularly changed.
4. Personal clothes must not be worn beneath the work clothes.
5. Nails must be trimmed and clean, without nail polish.
6. During work hours, it is not permitted to wear jewellery (rings, bracelets, necklaces, earrings), wrist watch, etc.
7. While working with food, staff must wash their hands often.
8. Staff must wear hats, covering all the hair.
9. Hat must be put on before entering the kitchen so as not to transfer microorganisms on food by coming or fixing hair in the kitchen.
10. On food processing jobs and or dish washing jobs, protective aprons must be worn.
11. Rubber gloves must be worn during dish washing.
12. While working with easily perishable and high-risk foods, disposable gloves must be worn.
13. Injuries (cuts, calluses, wounds) must be properly protected and covered by water resistant bandages and gloves.
14. Smoking should be forbidden in the kitchen and adjacent areas.
15. Staff must not consume food in the kitchen and adjacent areas.



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### Staff health exam

Staff members who deal with food directly must submit to a health exam for germ carrying before starting work in the kitchen and repeat it every six months. They must attend mandatory training on food health requirements and personal hygiene requirements in food production. By taking these steps, you will fulfil basic requirements for cleanliness and hygiene of your hospitality establishment.



### A brief guide to personal appearance and hygiene guidelines

Whether you employ a team of award-winning chefs or a handful of inexperienced teens who are trying to make a few extra bucks, creating a restaurant employee dress code can influence your success. As a business owner, you're responsible for ensuring that your hosts, bartenders, or servers leave a favourable first impression in the front of the house. You also need to make sure that back-of-the-house employees **comply with safety and sanitation regulations**. So where do you begin, and what constitutes a good policy? Consider these tips for creating, implementing, and enforcing an effective dress code in your establishment.

Employee Dress Code: <https://www.webstaurantstore.com/article/77/restaurant-employee-dress-code.html>  
<https://possector.com/marketing-promotion/wait-staff-dress-code>  
<https://blog.sfceurope.com/restaurant-hygiene-rules-all-servers-should-know>



### Personal appearance and hygiene

Personal appearance and hygiene are one of crucial aspects in the high-quality service, especially when food and beverages serving is concerned. As a waiter you are the first person the guest will encounter, and your personal appearance and hygiene represent the whole business. Therefore, it is important to leave highly professional impression. Please watch two short video introductions on personal appearance and hygiene and try to reflect on what you could improve. After that, try to apply given upgrades.

Personal hygiene: <https://www.youtube.com/watch?v=dWVHVrNT80c>  
Appearance: [https://www.youtube.com/watch?v=jpKp\\_YFiugQ](https://www.youtube.com/watch?v=jpKp_YFiugQ)



### First aid in the restaurant

Any manager in the food service industry knows how quickly a busy night can put you



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in the weeds. A hectic kitchen can not only stress out your staff, but also the increased work pace can lead to in-the-moment injuries such as cuts, burns and falls. However, even on slow lunch shifts and quiet Tuesday nights, accidents are bound to happen. Whether your workers are prepping food or tackling a heap dirty dishes, it's important that they feel safe while they perform work functions. Of course, having a first aid kit approved by the Occupational Safety and Health Administration is the top priority, but here are some additional tips for making safety a priority in your restaurant kitchen:

### **Make sure first aid supplies are readily available**

A kitchen first aid kit only serves its purpose if it's readily available to your workers. Avoid leaving first aid supplies in a locked office or other location that requires finding a manager for access. Make sure new workers are oriented with the location of first aid kits throughout the restaurant as well. Furthermore, make a point of kit regularly and replacing items that are out-of-date

### **Emphasize food safety**

Food safety should be a top priority in any kitchen. This, of course, relies foremost on your employees following proper sanitation procedures, but also on ensuring your workers can adequately dress and cover cuts and other wounds when they're in the middle of a shift. For example, if one of your line cooks cuts him- or herself on a knife, he or she will need bandages, finger tape and gloves to prevent the injury from coming in contact with any food or preparation surface.

### **Minimize hazards**

Many common injuries in a restaurant kitchen are entirely preventable. Cuts are often due to knives not being properly sharpened, burns may be caused by hands moving too quickly and slips occur because floor mats are old and have lost their traction. To mitigate these risks, create a comprehensive list of tasks for your workers to ensure your kitchen and front-of-house stay free of unnecessary risks.

### **Make note of what's in high demand**

If your kitchen seems to be running through a box of burn gel packets each week, there may be a larger underlying issue. Address common injuries at the root source, and also keep track of how fast you're using items so that you can order more before running out. After all, no one wants to be in a position where a worker is injured and there aren't adequate supplies to take care of the situation



### **Food waste recycling**

Here is a short video promoting the recycling of food waste in restaurants.

[https://www.youtube.com/watch?time\\_continue=126&v=vXSvkQGbit0](https://www.youtube.com/watch?time_continue=126&v=vXSvkQGbit0)

*Watch the video and discuss in group how the food waste management is organised in*



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*your restaurant, what could be done to reduce the food waste in your restaurant and what could you do to reduce the food waste.*



### Review

Quality of food and beverages serving is an important aspect of the service and it depends on several key factors:

- knowing safety hazards at the workplace and applying appropriate safety principles
- maintaining personal hygiene and appearance
- applying food safety standards
- knowing the basics of first aid and safety procedures at the workplace

applying environmental standards



### Assessment

1. Enumerate at least three safety hazards at the restaurant.

2. What is a food safety “danger zone”?

3. First aid kit should be available to all employees?

a. true

b. false

4. Enumerate at two hygiene rules for waiters.



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### Interconnection activity



### Final activity for application

After having completed this module think:

*Which two food and beverages serving skills do I want to improve first? What made me think that?*

*How am I going to implement what I have learn to improve my food and beverages serving skills?*



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### Answers to assessment activities

#### Subunit 1.

1. *a.*
2. *a.*
3. *water glass, wine glass, tumblers, beer glass, decanter*

#### Subunit 2.

1. *a.*
2. *Bloody Mary, Margarita, Moscow Mule*
3. *c, a, d, b.*

#### Subunit 3.

1. *listen and understand, empathize, offer a solution, execute a solution, follow-up*
2. *vegan, vegetarian, macrobiotic, traditional, gluten free, etc.*
3. *True*

#### Subunit 4.

1. *Fire, gas leakage, slipping, burning yourself, cutting yourself*
2. *When food is refrigerated at temperatures below 4°C, bacterial activity slows dramatically. The same occurs at temperatures above 60°C. The area in between those temperatures, where bacteria can flourish, is referred to as the food safety "danger zone."*
3. *a.*
4. *trimmed and clean nails, no jewellery during work hours, washing hands often*



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