



Province of the
EASTERN CAPE
EDUCATION

HOSPITALITY STUDIES

GRADE 10

**MISE-EN-PLACE IN THE RESTAURANT
NOTES
TERM 2 WEEK 1**

This document consists of 9 pages.

PREPARING THE VENUE FOR BREAKFAST AND BRUNCHES

TERMINOLOGY

Buffet	A table on which a variety of hot and /or cold food is displayed for the guests to choose from.
Brunch	A meal taken late in the morning between breakfast and lunch; it is not served before 10 a.m. But still before lunch time.
Mise-en-place	The French term for " put in place".
Restaurant mise-en-place	Preparing equipment (cutlery and crockery) and tablecloths before a meal is served.
Station mise-en-place	Preparing a waiter's workstation with all the equipment required for a particular service in a food service area
Waiter's station	A covered/clothed table or a special sideboard equipped with shelves, drawers, and sometimes hot plate/food warmer.

BREAKFAST AND BRUNCH BUFFETS

A Breakfast or brunch buffet includes a wide variety of foods and chef is often present to prepare items such as omelettes and fried eggs to order in front of the guests.

A continental breakfast buffet: excludes cooked food items and includes bread items, pastries, fresh fruit, compotes (fruit in a syrup), yoghurts, cereals, and beverages. It may also include cold meat cuts and cheese.

An English breakfast buffet: is a full breakfast buffet and may consist of two to eight courses. In addition to the continental breakfast items; an English breakfast may consist of the following elements:

- Guests help themselves to cold beverages such as fruit juices, milk or cold water; stewed or fresh fruit; yoghurts; a variety of cereals; and may be provided if it is available.
- The hot dishes include eggs to order, vegetables such as grilled or fried tomatoes and sautéed mushrooms, hash browns or potatoes, and bacon and sausage.
- Toast, bread and even pancakes, waffles, muffins and pastries served with preserves may be available.

A South African breakfast buffet: follows the English breakfast buffet but also includes boerewors, sosaties, kebabs and baked beans.

GUIDELINES FOR PREPARING THE VENUES

- Open the windows and air the room.
- Dust and vacuum the entire service area.
- Clean all the equipment.
- Check that the plate warmers are working and ready.
- Prepare the mise-en-place by collecting all the cutlery, crockery and glasses.
- Clean and polish the cutlery and the glasses.
- Collect the required clean ironed linen.
- Make sure all crockery and serving dishes are clean.
- Make sure the menu cards are correct, clean and in good condition.
- Check the beverage stock and re-stock if necessary.
- Make sure all serving equipment is spotlessly clean, set out and ready.
- Make sure that each dish has its own serving spoons and forks.
- Check for cracked and damaged equipment.
- Make sure that the serving equipment is in good working order.

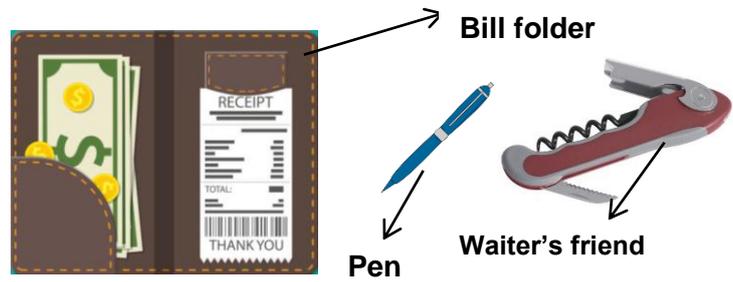
Preparing butter during mise-en- place

- Prepare the butter before the guests arrive.
- Chill individual portions of butter.
- Place portions of butter on a butter plate after chilling.
- Keep butter portions in the refrigerator until they are required.

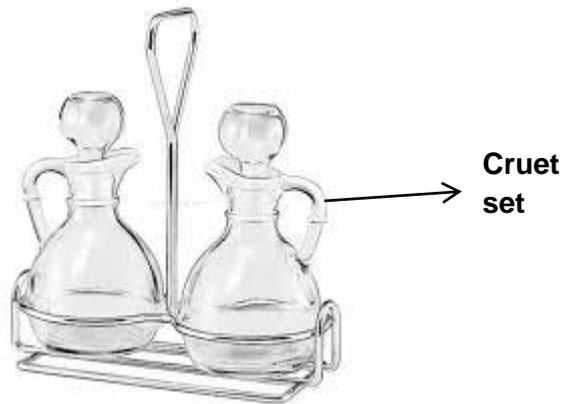
NB!!! Include the following for mise-en-place in the restaurant:

Table accampaniments	Table number  Flowers Cruet Set Menu
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WAITER'S NECESSITIES
e.g.
spare docket books/ bill folders, order books, pens and waiter's friend.



CONDIMENTS: Peppermill, sauces and a jug of water



CLEANING OF EQUIPMENT

1. Cutlery:

- Wash in clean, hot, soapy water.
- Rinse in clean, warm water.
- Wipe dry and polish using a clean cloth.

2. Glassware:

- Wash in warm, soapy water.
- Rinse in clean, warm water and place upside down to dry.
- Steam glasses over a bowl of boiling water.
- Polish using a clean, dry cloth.

3. Crockery:

- Wash in clean, hot, soapy water.
- Rinse in clean, warm water.
- Wipe dry using a clean cloth.

PREPARATION OF LINEN

- Linen should be clean without food stains or wax from candles.
- It should not be burnt, shabby or worn out.
- Linen should be ironed with no folds on the table cloth.
- The table cloth should hang evenly from each side of the table +-30cm.
- Check the seams of the table to ensure that the right side is up.

PREPARATION OF GLASSWARE AND CROCKERY

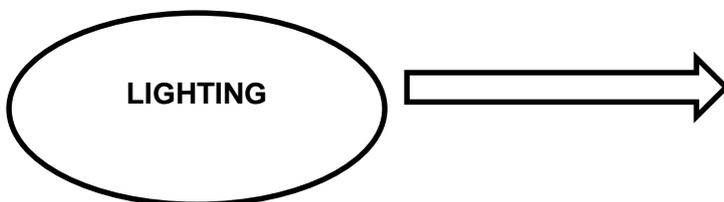
- Clean and polish cutlery and glasses before placing them on the table.
- Use dishcloth or service cloth to handle cutlery after polishing to prevent fingerprints.
- **DO NOT** clean tableware in the presence of the guests.
- Clean and fill up condiment containers daily.

ROOM LAYOUT

- Set up two serving points for a buffet; either at two separate tables or at strategic points at one long table.
- Arrange the buffet tables in a U shape, L-shape, V-shape or any other suitable shape for the number of guests.
- Place the buffet tables so that the guests can flow past the dishes smoothly.
- Place the buffet tables near the kitchen and washing up areas so that clearing does not interfere with the guests.
- Keep in mind any factors such as pillars, doorways, draughts and toilets that might give guests reasons to complain.
- The tables for the guests can be arranged closer to each other as the waiters only have to clear and not to serve plates of food.
- It is important to have a long enough buffet line.
- If necessary, set up the buffet so that guests can move along both sides of the service table.
- While arranging the guest's tables be aware of guest's special requirements/needs eg. birthday parties, family groups or people in wheelchairs.

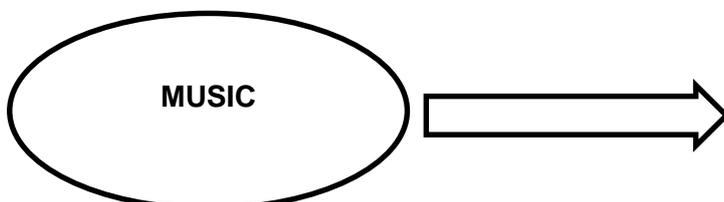
ATMOSPHERE AND AESTHETIC VALUE

1.



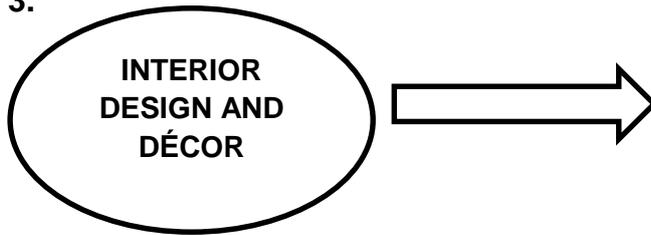
- Plays an important role in setting the mood.
- Low lighting creates a cosy atmosphere.
- Candle light can be elegant and romantic.
- Natural light can be used as well.

2.



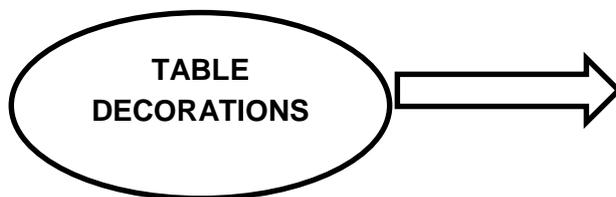
- The choice of music should match the décor and the kind of food served.
- Music should not be overwhelming. Guests should be able to hear one another.
- Guests will eat much faster if the music is loud, noisy or fast resulting in high turnover.

3.



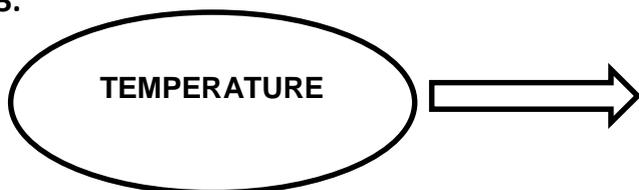
- The décor should blend with the theme of the restaurant.
- The colour scheme should create a warm and welcoming atmosphere.
- Furniture should emphasise the character of the restaurant.
- Furniture should be stylish and very modern but also be comfortable and durable.

4.



- Live plants and flowers add to the overall effect but must be well maintained.
- The flowers should not have overpowering fragrance.
- The theme of the table decorations should be appropriate for the type of function.
- The table decoration should not hamper the vision of the guests / should not interfere with the conversation across the table.
- The colour of flowers, tablecloths and serviettes should blend with the colour scheme.

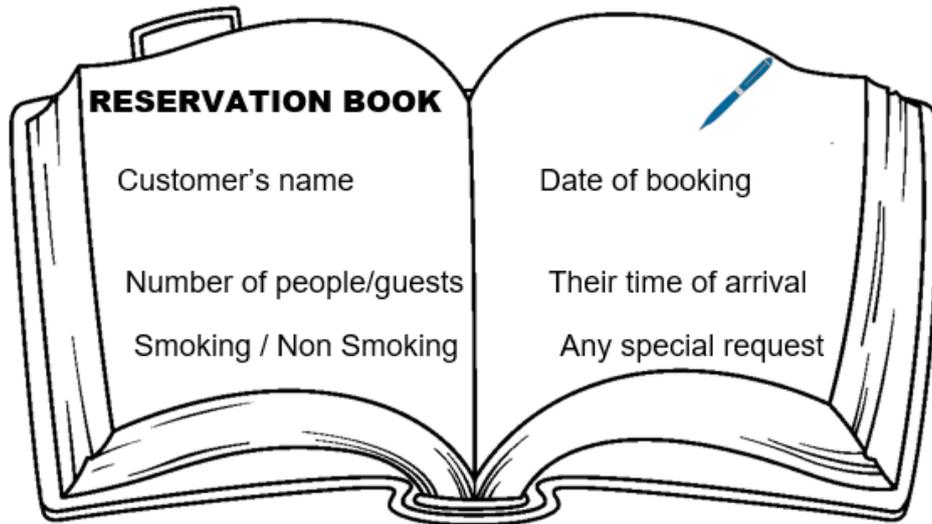
5.



- Pleasant room temperature is preferable.
- The temperature should be comfortable and not suffocating during summer.
- Maintain a comfortable and cosy temperature in winter.

BOOKING PROCEDURE

When taking bookings, take note of the following information that you need to find out and record in the reservation book:



- NB!!**
- Repeat the booking details to the customer to ensure that you have correct information.
 - Make a note on the reservation book of any special request that the guests may have.
 - If you have taken a cancellation, repeat the information back to the person and ask if he/she would like to make a reservation for another day
 - Do not forget to say "thank you for your booking. We look forward to seeing you".

PLACING OF GUESTS

Guests should be placed in the following manner:

- Greet guests in a warm and freindly manner as soon as they enter the restaurant.
- Guest of honour or the host should be placed at the head of the table.
- Guests who booked together should sit together even if tables needs to be combined.
- Guests with similar interests should be placed together.
- Special request should be taken into account.

STOREROOM PROCEDURES FOR FOOD SERVICE EQUIPMENT

- Count equipment before and after each meal.
- Store each piece of equipment in a specific marked place in the storeroom.
- Issue the equipment at the beginning of the practical class and return the equipment after use.
- The store keeper should complete the stock form and hand it to the person in charge of the restaurant.
- The store keeper should ensure that the equipment is clean and complete.
- Report any broken or lost equipment.
- Ensure that the storerooms, cupboards, shelves and floors are kept neat and clean.
- DO NOT allow unauthorised person in the storeroom.
- Cutlery can be tied into bundles of five or ten or can be packed into special cover bags for easy counting.